


How to reset a password and/or username:

1. Click on the **Admin** tab on the top of the page
2. Click on **User Management** on the left
3. Click on **Users**
4. Type the first or last name in the **Search** bar
5. Click the Edit icon  next to the **User** to edit
6. Update the **Username** and **Password** fields as needed
7. Scroll to the bottom of the page and click **Save**

If the updates were done correctly, and the username is not already in use, this message will display:

[Admin](#) » [User Management](#)

✓ **User Updated Successfully**

* **Email**



Company

Username




Password

How to reset a test:













Users have 5 attempts to achieve 80% to pass the test. If they reach those 5 attempts, the test is locked and only an administrator can unlock it.

1. Click on the **Courses** tab on the top of the page
2. Click on the **Course** that needs to be reset
3. Click on **Tests** on the left side menu
4. Click the **Review and Grade** icon  next to the **Test** to reset
5. Using the dropdown or the search box, find the student who needs the reset
6. Click the **Retake** icon  next to any or all of the test attempts to allow further attempts

Tests






Show Category: All Import

	Name	Actions
<input type="checkbox"/>	Maltreatment of Minors Test is not date restricted	     
<input type="checkbox"/>	Vulnerable Adult Maltreatment Test is not date restricted	     

Copy
Excel
PDF
Column visibility

Show 50 entries
Search:

Buckley Jeff	02/23/2021 02:16 pm	02/23/2021 02:16 pm	1	Graded	
Buckley Jeff	02/23/2021 02:16 pm	02/23/2021 02:17 pm	2	Graded	