

## What can I do when a user cannot login?

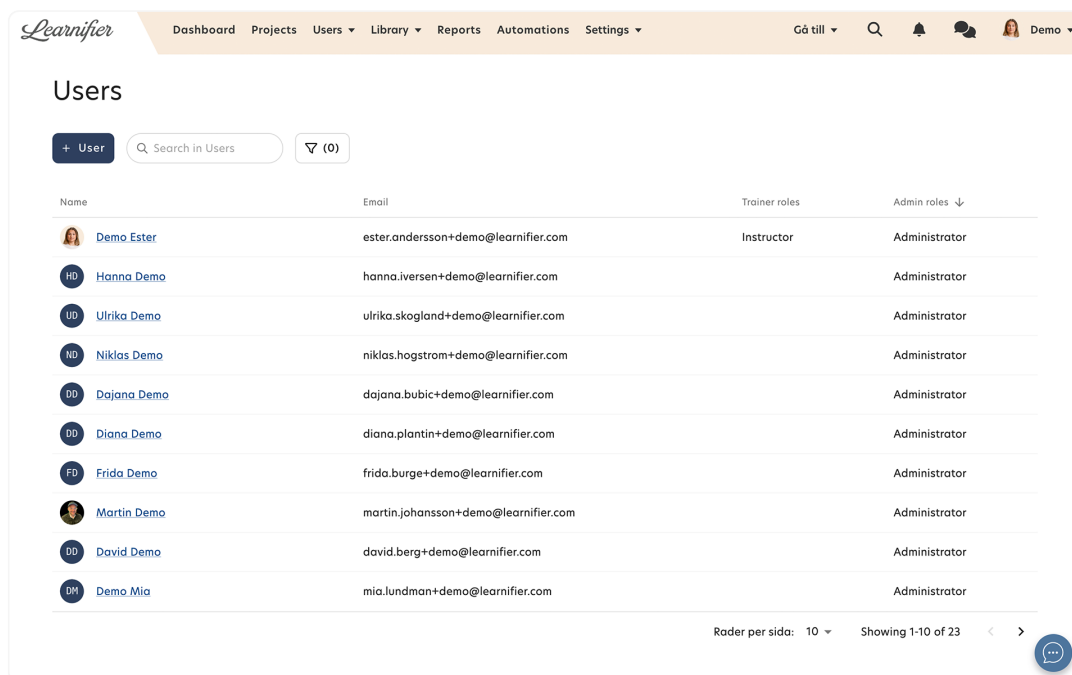
Ester Andersson - 2024-07-24 - Trouble shooting

### If you have users who cannot log in, please ask them to:











- Make sure they are using the correct URL to access your learning platform
- Make sure they are using the correct email address to log in (the one they are registered in the course with)
- Reset their password by clicking on “Forgot password”

If none of the above works, you can manually change their password by following the steps below:

1. Go to the “Users” tab in the main navigation menu.
2. Search for the user and click on their name.



The screenshot shows the 'Users' management page in the Learnifier application. The page has a navigation bar at the top with 'Learnifier' on the left and 'Dashboard', 'Projects', 'Users', 'Library', 'Reports', 'Automations', and 'Settings' in the center. On the right side of the navigation bar, there are icons for 'Gå till', search, notifications, chat, and a user profile labeled 'Demo'. Below the navigation bar, the 'Users' section is displayed. It includes a '+ User' button, a search bar labeled 'Search in Users', and a dropdown menu showing '(0)'. A table lists the users with columns for Name, Email, Trainer roles, and Admin roles. The table contains 11 rows of user data. At the bottom right of the table, there is a pagination control showing 'Rader per sida: 10' and 'Showing 1-10 of 23'. A blue circular button with three dots is located at the bottom right corner of the interface.

Name	Email	Trainer roles	Admin roles ↓
 Demo Ester	ester.andersson+demo@learnifier.com	Instructor	Administrator
 Hanna Demo	hanna.iversen+demo@learnifier.com		Administrator
 Ulrika Demo	ulrika.skogland+demo@learnifier.com		Administrator
 Niklas Demo	niklas.hogstrom+demo@learnifier.com		Administrator
 Dajana Demo	dajana.bubic+demo@learnifier.com		Administrator
 Diana Demo	diana.plantin+demo@learnifier.com		Administrator
 Frida Demo	frida.burge+demo@learnifier.com		Administrator
 Martin Demo	martin.johansson+demo@learnifier.com		Administrator
 David Demo	david.berg+demo@learnifier.com		Administrator
 Demo Mia	mia.lundman+demo@learnifier.com		Administrator

1. Click on “Set password” and set a new password.

**Learnifier** Dashboard Projects Users Library Reports Automations Settings Gå till 🔍 🔔 🗨️ 👤 Demo

**USER**  
**Demo Ester**  
 Edit User Resend invitation Set Password Delete

<b>Email</b>	ester.andersson+demo@learnifier.com	<b>Mobile Phone</b>	+46791008191
<b>Email verified</b>	Yes	<b>Company</b>	Learnifier
<b>Language</b>	svenska	<b>Department</b>	Customer Success
<b>Username</b>	Not set	<b>Country</b>	Sweden
<b>API User Id</b>	6d2d8e10-6ffe-44dc-91c1-28a64ab1a41a		
<b>Organization</b>	Not set		
<b>Locked</b>	No		
<b>Last login</b>	fredag 11 augusti 2023 14:16:11 centraleuropeisk sommardid		

**PARTICIPATIONS** ORG DETAILS ROLES PROJECT ROLES GROUPS NOTIFICATION SETTINGS AWARDS

PROJECT NAME	STATUS	AWARDS	CERT EXP	INVITED	LAST EMAIL	LAST SEEN	USER ARCHIVED
Cyber-security training	In progress					7 aug. 2023	No <span>Re-enroll</span>
Introduction to Learnifier	In progress					26 juni 2023	No <span>Re-enroll</span>

1. Set a new password.

**Learnifier** Dashboard Projects Users Library Reports Automations Settings Gå till 🔍 🔔 🗨️ 👤 Demo

**Set Password** ✕

**Set a new password**

Enter password

Re-type password

Cancel Save user details

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1. Send the new password to the user and ask them to reset it as soon as possible.