



Knowledge base > Trouble shooting > What can I do when a user cannot login?

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 links to Dashboard, Projects, Users, Library, Reports, Automations, and Settings. Below the navigation bar, there is a search bar and a dropdown menu. The main content area displays a table of users with the following columns: Name, Email, Trainer roles, and Admin roles. The table lists ten users, including Demo Ester, Hanna Demo, Ulrika Demo, Niklas Demo, Dajana Demo, Diana Demo, Frida Demo, Martin Demo, David Demo, and Demo Mia. The 'Demo Ester' user is highlighted. At the bottom right of the table, there is a pagination control showing 'Rader per sida: 10' and 'Showing 1-10 of 23'.

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.

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USER
Demo Ester

Edit User Resend invitation Set Password Delete


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

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
Introduction to Learnifier	In progress					26 juni 2023	No
Introduction to Learnifier for							

1. Set a new password.

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USER
Demo Ester

Edit User Resend invitation Set Password Delete

Set Password

Set a new password

Enter password

Re-type password

Cancel Save user details

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

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Introduction to Learnifier	In progress					26 juni 2023	No
Introduction to Learnifier for							

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