User does not receive the reset password

David Berg - 2024-03-22 - Trouble shooting

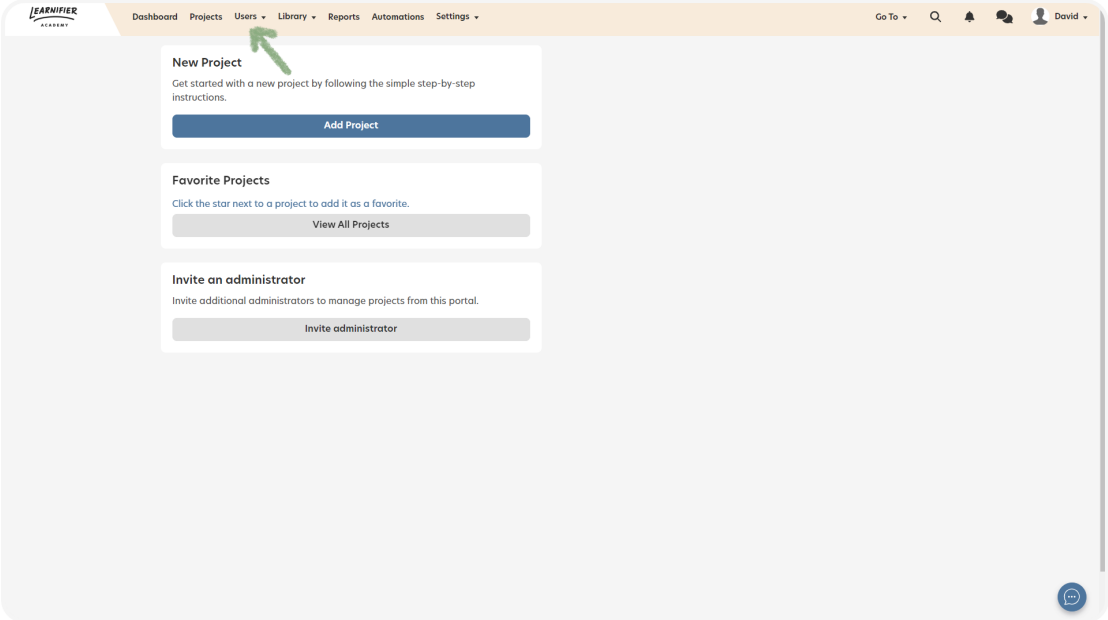
In this help article, we will go through what you can do if the user does not receive the reset password email and the main causes behind it.

1. One reason behind why a user does not receive the reset password email can be that they are using a different email than the one used in Learnifier.

2. Another reason can be that the user is trying to login in another Learnifier instance.

3. It is important to ensure that the user is available and added to your Learnifier system. One reason why the user may not receive a reset password email is that they are not in your Learnifier system.

This can be done by clicking on Users at the top of the menu bar, and then searching for the user.



4. If you see that the user is available in your Learnifier system, we recommend checking with the participant if they can find any reset password email in their spam folder.

If the email is still not there, you can proceed to the next step.

5. If the user is available in your Learnifier system and nothing is in the participant's spam folder, then our recommendation would be for you to follow the steps in this help article here to ensure that your participant is able to enter the Learnifier platform.

6. If it still is not working, then please send an email to our support team at support@learnifier.com, and we will be more than happy to help!