

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

What can I do when a user cannot login?

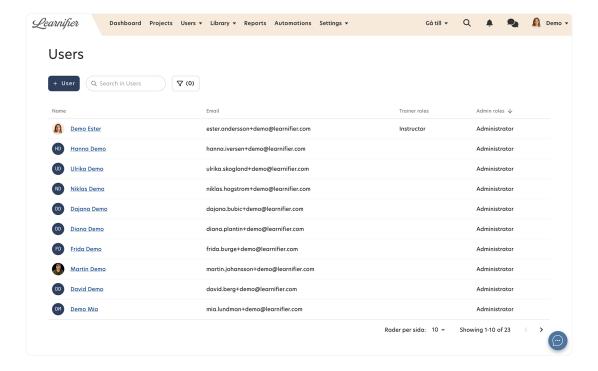
Ester Andersson - 2024-07-24 - Trouble shooting

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

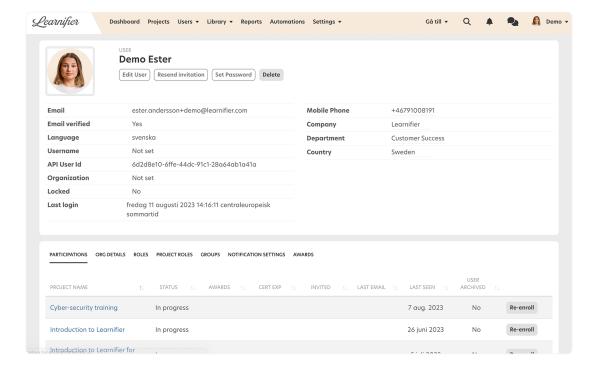
- Make sure they are using the correct URL to access your learning platform
- Make sure they are using the correct email address to log in (the one they are registered in the course with)
- Reset their password by clicking on "Forgot password"

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

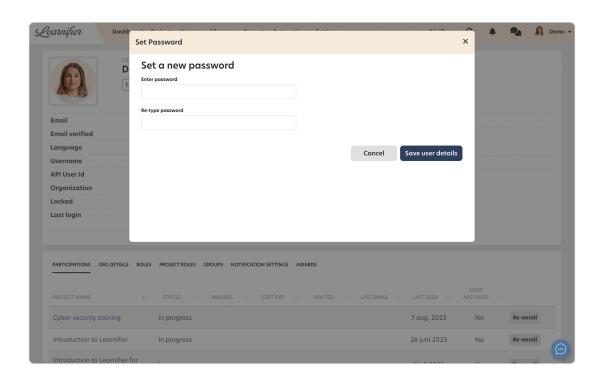
- 1. Go to the "Users" tab in the main navigation menu.
- 2. Search for the user and click on their name.



1. Click on "Set password" and set a new password.



1. Set a new password.



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