

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 navigation bar includes 'Dashboard', 'Projects', 'Users', 'Library', 'Reports', 'Automations', and 'Settings'. The 'Users' section has a '+ User' button, a search bar, and a dropdown menu. Below is a table of users:

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

At the bottom right, there is a pagination control showing 'Rader per sida: 10' and 'Showing 1-10 of 23'.

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

The screenshot shows the user profile for 'Demo Ester' in the Learnifier system. The profile includes a profile picture, name, and several action buttons: 'Edit User', 'Resend invitation', 'Set Password', and 'Delete'. Below the profile information is a table of participations.

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

1. Set a new password.

The screenshot shows a modal dialog titled 'Set Password' with the subtitle 'Set a new password'. It contains two input fields: 'Enter password' and 'Re-type password'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save user details'.

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