

## Hva kan jeg gjøre når en bruker ikke kan logge inn?

Ester Andersson - 2024-07-24 - Feilsøking

Hvis du har brukere som ikke kan logge inn, vennligst be dem om å:

- Sjekke at de bruker riktig URL for å få tilgang til læringsplattformen din.
- Sjekke at de bruker riktig e-postadresse for å logge inn (den de er registrert med i kurset).
- Tilbakestille passordet ved å klikke på "Glemt passord".

Hvis ingen av disse løsningene fungerer, kan du manuelt endre passordet deres ved å følge trinnene nedenfor:

1. Gå til fanen "Users" i hovednavigasjonsmenyen.
2. Søk etter brukeren og klikk på navnet deres.

The screenshot shows the 'Users' management interface in Learnifier. At the top, there is a navigation bar with 'Users' selected. Below the navigation bar, there is a '+ User' button, a search bar, and a dropdown menu showing '(0)'. The main content is a table of users with the following columns: Name, Email, Trainer roles, and Admin roles. The user 'Demo Ester' is highlighted in blue. At the bottom right, 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. Klikk på "Set password" og opprett et nytt passord.

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 this, there are two columns of user details. The left column contains fields like Email, Email verified, Language, Username, API User Id, Organization, Locked, and Last login. The right column contains Mobile Phone, Company, Department, and Country. At the bottom, there is a table with tabs for 'PARTICIPATIONS', 'ORG DETAILS', 'ROLES', 'PROJECT ROLES', 'GROUPS', 'NOTIFICATION SETTINGS', and 'AWARDS'. The 'PARTICIPATIONS' tab is active, showing a table with columns for Project Name, Status, Awards, Cert Exp, Invited, Last Email, Last Seen, and User Archived. Two rows are visible: 'Cyber-security training' and 'Introduction to Learnifier', both with a 'Re-enroll' button.

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. Skriv inn det nye passordet.

The screenshot shows a 'Set Password' dialog box overlaid on the user profile page. The dialog has a title bar 'Set Password' and a close button. Inside, it says 'Set a new password' and has two input fields: 'Enter password' and 'Re-type password'. At the bottom right of the dialog are two buttons: 'Cancel' and 'Save user details'. The background shows the same user profile page as the first screenshot, but it is dimmed.

1. Send det nye passordet til brukeren og be dem om å tilbake stille det så snart som mulig.