

Password Resets: Assisting students who are locked out of the system

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Note: The following guide is adapted from a med-cert Tip of the Week from October 12, 2018. You can see this and other guides on the [Manuals and Guides](#) page of MCCA's website.

Most of us have experienced the dreaded "student cannot log into the LMS site" problem. We've talked about ways to address issues where students are not receiving emails from the system in previous tips, but this week, I wanted to discuss a way to *make* LMS email your students login instructions.

Log into your LMS site as a nurse-administrator. If you do not have a nurse-administrator account, contact us. If you do not know your organization's LMS site, consult page 2 of the General Overview and Class Creation Guide.

Visit Users and Groups->Users, then search for the student in your existing users. Notice, that if you expand the student record by clicking the plus sign by her name, you will see an option/link, "Password Reset". Click it, and an email should be sent to the student. You should also receive a "Success" message on the page.

Note that this is the exact same function as using the Forgot Password page at [site code].lmscheckout.com/user/userforgotpassword (or going to the Login page and clicking "Forgot Password?"). This way is a bit easier if you need to do it for your students, and you have a bunch to reset at once.

The screenshot shows the LMS checkout user management interface. The top navigation bar includes 'Account Setup', 'Manage Courses', 'Users And Groups', 'Commerce', 'Reports', 'Training and Support', and 'Announcements'. The left sidebar shows 'Users And Groups / Users' with sub-options: 'New User Form', 'Users', 'Groups', and 'Administrators'. The main content area is titled 'Existing Users' and features a search bar with 'Jeremy' entered, a 'Search' button, and a filter section with 'Active Users', 'Deleted Users', and 'All Users' options. Below the search results, a user record for 'Jeremy Milarsky (jeremy@e-mcca.org)' is displayed. A plus sign next to the name is expanded, showing 'Edit', 'Login As', and 'Password Reset' options. Three numbered arrows indicate the steps: 1. points to the 'Users And Groups / Users' sidebar, 2. points to the 'Users' link, and 3. points to the 'Password Reset' link.