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.