

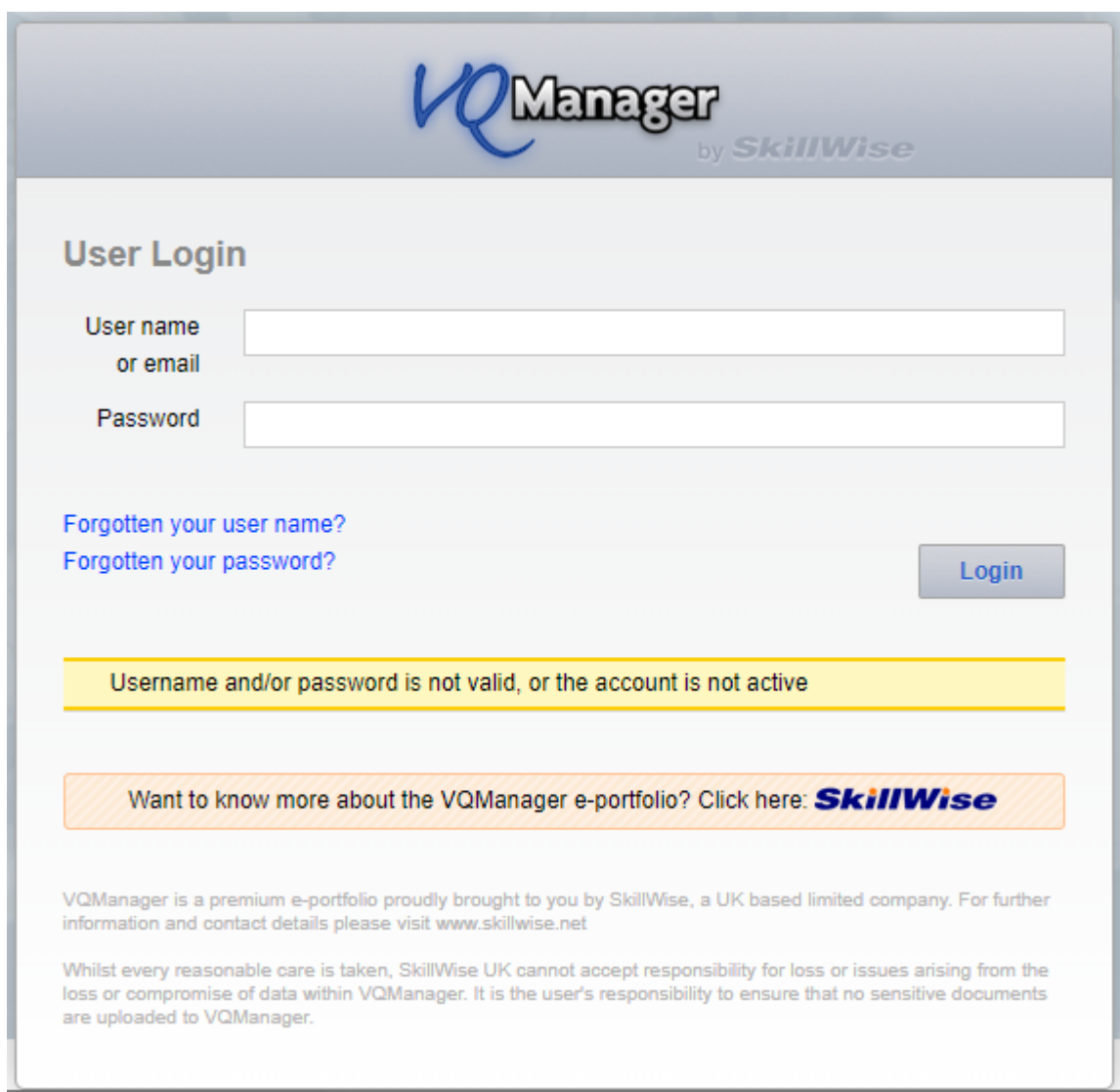
Centre Admin - Assisting Users with Logging In

When a user is having trouble logging in, there are several things that you can do to help them.

Note that these are the exact same methods SkillWise would use to address this situation – a Centre Admin can do everything that we can in this regard, and we don't have any 'back doors' for this.

The error message 'Username and/or password is not valid, or the account is not active' indicates either:

- The account has been archived. (If the user is a learner, their accounts are not locked when they are archived, so this won't ever be the case for learners.)
- The user has entered their username and/or password incorrectly. This is the case 99.9% of the time when a user sees this error message.



The screenshot shows the VQManager login interface. At the top, the logo reads 'VQManager by SkillWise'. Below this is the 'User Login' section with two input fields: 'User name or email' and 'Password'. There are two links: 'Forgotten your user name?' and 'Forgotten your password?'. A 'Login' button is positioned to the right of the password field. A yellow error banner displays the message: 'Username and/or password is not valid, or the account is not active'. Below the banner is a link: 'Want to know more about the VQManager e-portfolio? Click here: SkillWise'. At the bottom, there is a disclaimer: 'VQManager is a premium e-portfolio proudly brought to you by SkillWise, a UK based limited company. For further information and contact details please visit www.skillwise.net. Whilst every reasonable care is taken, SkillWise UK cannot accept responsibility for loss or issues arising from the loss or compromise of data within VQManager. It is the user's responsibility to ensure that no sensitive documents are uploaded to VQManager.'

Basic checks

Check the user has the correct username. Make sure they are aware, for example, if there is a space included in the username; and of the difference between a number zero and a capital letter O, if either of these characters is included in the username, since these can look very similar on screen.

Make sure the user is typing the username and password, rather than copying and pasting. If you copy and paste, it is very easy to pick up a space at the beginning or end by mistake, and this will cause the log in attempt to fail.

If the user has tried clicking on the forgotten password link, and isn't receiving the e-mail, check that the e-mail address in the user's profile is correct, and let the user know what it is.

If they are looking in the correct inbox, have checked their spam folder(s), and still don't have the message, they will need to contact their IT department / ISP help desk to make sure messages from noreply@vqmanager.co.uk aren't being blocked.

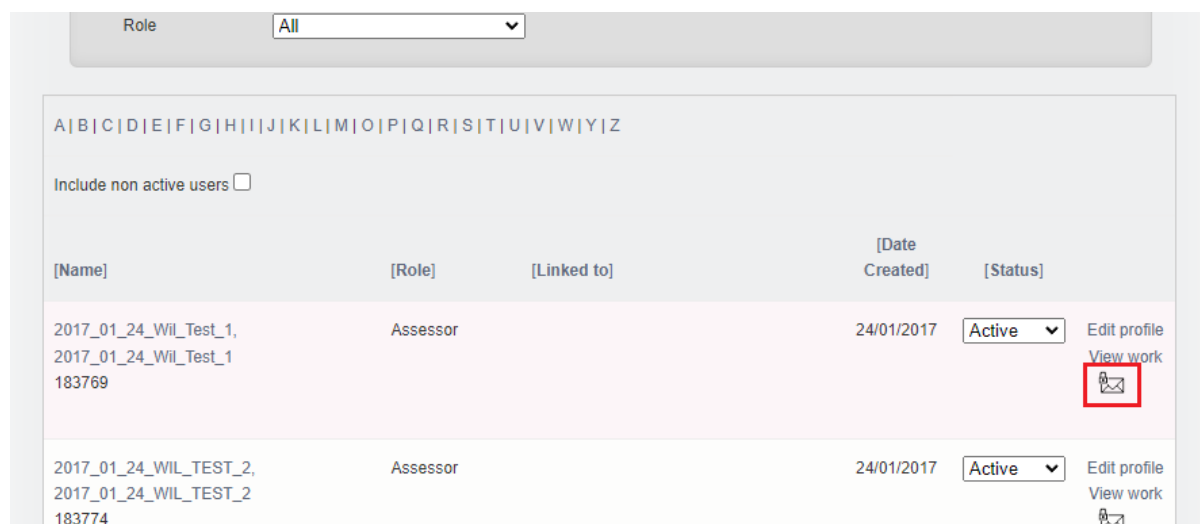
Note: Hotmail is not compatible with our password reset process – it refuses to deliver the password reset message. Since it's a free service, there is no technical support anyone can contact to have this resolved.

If a user has a Hotmail address in their profile, ask them to provide an alternate address. The most reliable are 'paid for' services, i.e. an address provided by their employer, or provided by their ISP.



Send the user a password reset message

Find your user in the User list, and either:

- Click on the envelope icon to the right of their name to send them a password reset message.



The screenshot shows a user management interface. At the top, there is a 'Role' dropdown menu set to 'All'. Below this is a search bar with a keyboard layout 'A|B|C|D|E|F|G|H|I|J|K|L|M|O|P|Q|R|S|T|U|V|W|Y|Z'. There is a checkbox for 'Include non active users' which is currently unchecked. The main part of the interface is a table with the following columns: [Name], [Role], [Linked to], [Date Created], [Status], and actions (Edit profile, View work, and an envelope icon). Two user entries are visible:

[Name]	[Role]	[Linked to]	[Date Created]	[Status]	Actions
2017_01_24_Wil_Test_1, 2017_01_24_Wil_Test_1 183769	Assessor		24/01/2017	Active	Edit profile View work 
2017_01_24_WIL_TEST_2, 2017_01_24_WIL_TEST_2 183774	Assessor		24/01/2017	Active	Edit profile View work 

- Open the user's profile, tick the 'Email a password set / reset link to this user' box, and click 'save' at the bottom of the page.

The screenshot shows a user profile form with the following fields and options:

- System information**
- User name ***: 2017_01_24_WIL_TEST_1
- New password** (leave this blank to retain the existing password): [Empty text box]
- Force password change**:
- Email a password set / reset link to this user**: (This checkbox is highlighted with a red box in the image)
- Status**: Active On hold Archived
- Roles**: Default (Learner role is partially visible below)


Reset the password for the user

If the user is struggling with the password reset process, you can reset their password for them.

Open the user's profile, type a new password into the password box, and tick the 'Force password change' box. This will mean they have to enter a new password when they log in, helping to keep their account secure.

Click 'save' at the bottom of the page.

Once you've done this, inform the user of the password you have set up, so they can use it to log in. They should do this as soon as possible, for security reasons.

 Please note: Any changes made here will not show up in the user list until that is refreshed

System information

User name *	<input type="text" value="2017_01_24_WIL_TEST_1"/>
New password (leave this blank to retain the existing password)	<input type="text" value="NewPassword24"/>
Force password change	<input checked="" type="checkbox"/>
Email a password set / reset link to this user	<input type="checkbox"/>
Status	<input checked="" type="radio"/> Active <input type="radio"/> On hold <input type="radio"/> Archived
Roles	Default