

# USA Volleyball Academy Helpdesk

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## Reset a user's course

Steve Webster - 2015-10-27 - in User Login Issues

- Click Administrator Menu
- Click Users
- Search for user
  - Search looks at username, first and last names (but not first and last names together), and email address. Does not look at Contact ID
- Click on the pencil on the right side of the screen
- You will be able to see the information about the user
  - Do not change this information here... It will change again when user logs into Academy from Webpoint.
- In icons running down right side of screen, go to Enrollments
- You can see details of user's learning history
  - Navigate to desired course and hit the double green arrows in the Reset column.