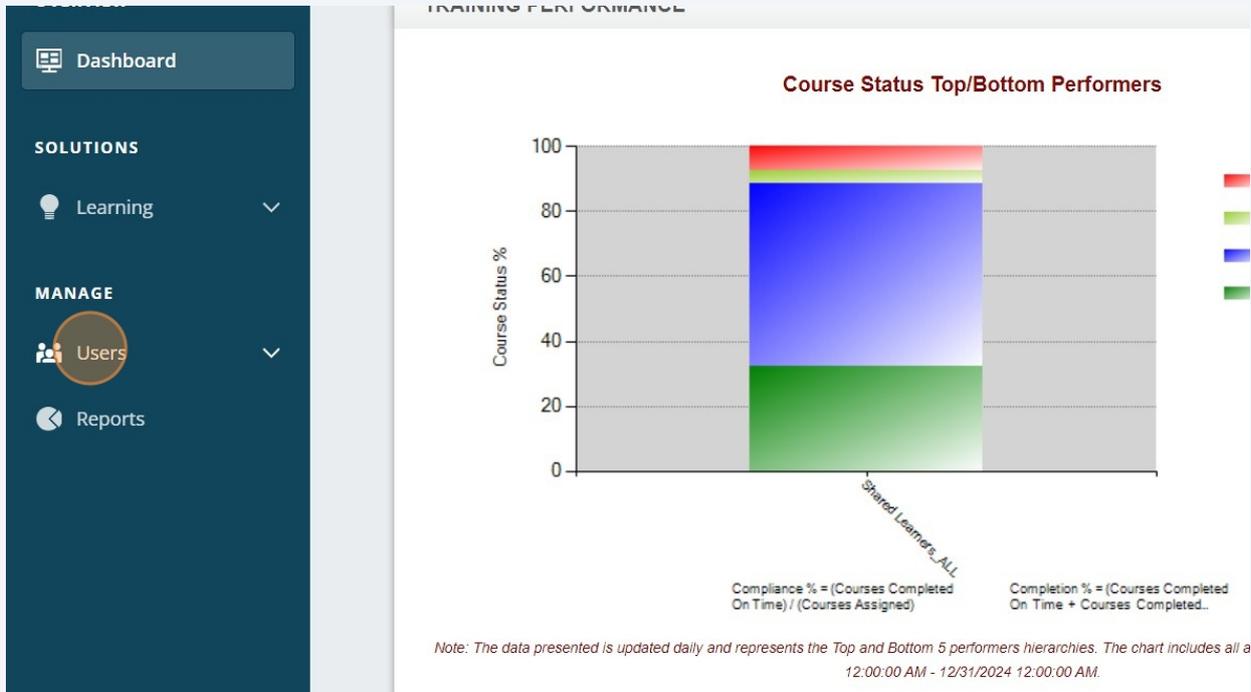


1 Click "Users"



2 Click "User List"

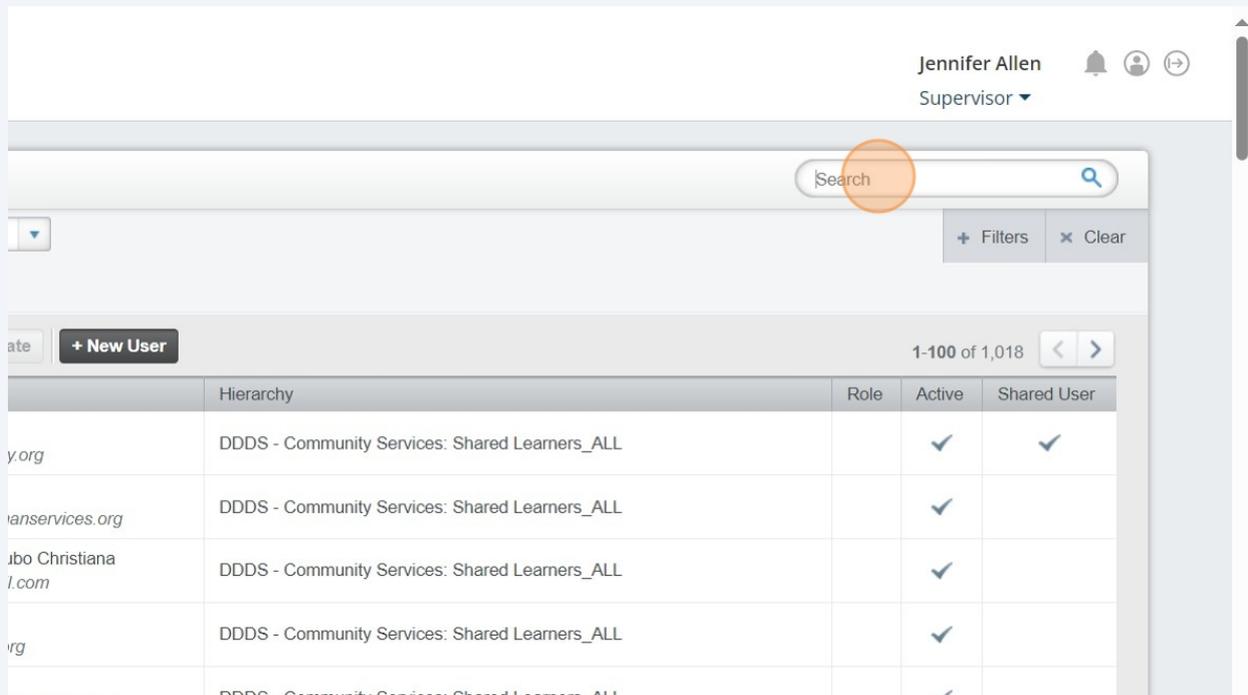
The screenshot shows a dark blue sidebar menu on the left with the following items: SOLUTIONS (Learning), MANAGE (Users, User List, Shared User List, Hierarchy, Licenses & Certifications), and Reports. The 'User List' item is circled in orange. To the right is a chart titled 'Course Status Top/Bottom Performers' showing 'Course Status %' on the y-axis (0-100) and 'Shared Learners_ALL' on the x-axis. The chart is a stacked bar with segments in green, blue, light green, and red. Below the chart are two formulas: Compliance % = (Courses Completed On Time) / (Courses Assigned) and Completion % = (Courses Completed On Time + Courses Completed..). A note at the bottom states: 'Note: The data presented is updated daily and represents the Top and Bottom 5 performers hierarchies. The chart includes all a 12:00:00 AM - 12/31/2024 12:00:00 AM.' At the bottom of the chart area are the words 'LEADERBOARD' and 'EXPORT LEADERBOARD'.

3 Select the "All Hierarchy Folders" option.

The screenshot shows the 'USER LIST' interface for Delaware Health & Social Services. The left sidebar has 'VIEW' (Dashboard), 'FUNCTIONS' (Learning), and 'MANAGE' (Users, User List, Shared User List). The 'User List' item is circled in orange. The main content area has a 'Filter By' section with 'A - Z' and 'Active' dropdowns, and a dropdown menu for 'All Hierarchy Folders' which is also circled in orange. Below the filters are buttons for 'Activate', 'On Leave', 'Deactivate', and '+ New User'. A table lists users with columns for 'User' and 'Hierarchy'. The table data is as follows:

	User	Hierarchy
<input type="checkbox"/>	Abasa-Addo, Fauster FAbasaAddo@merakey.org	DDDS - Community Services: Shared
<input type="checkbox"/>	Abbey, Henrietta habbey@keystonehumanservices.org	DDDS - Community Services: Shared
<input type="checkbox"/>	Abegunde, Morohunmubo Christiana muboabegunde@gmail.com	DDDS - Community Services: Shared
<input type="checkbox"/>	Aboagye, Karyn-Lisa aboagyek@libertyarc.org	DDDS - Community Services: Shared
<input type="checkbox"/>	Acheampong, Joseph	DDDS - Community Services: Shared

4 Click the "Search" field and enter the learner's name



The screenshot shows a user management interface. At the top right, the user is identified as Jennifer Allen, Supervisor. Below this is a search bar with the word "Search" and a magnifying glass icon. To the right of the search bar are buttons for "+ Filters" and "x Clear". Below the search bar is a table with columns: "Hierarchy", "Role", "Active", and "Shared User". The table contains several rows of user data. A "+ New User" button is visible on the left side of the table. The page number "1-100 of 1,018" is shown at the bottom right of the table area.

	Hierarchy	Role	Active	Shared User
y.org	DDDS - Community Services: Shared Learners_ALL		✓	✓
anservices.org	DDDS - Community Services: Shared Learners_ALL		✓	
bo Christiana l.com	DDDS - Community Services: Shared Learners_ALL		✓	
rg	DDDS - Community Services: Shared Learners_ALL		✓	
	DDDS - Community Services: Shared Learners_ALL		✓	

5 Type "in the learners name and hit **enter**"

6 Click on the users name

The screenshot shows a 'USER LIST' interface. On the left is a dark blue sidebar with navigation options: OVERVIEW (Dashboard), SOLUTIONS (Learning), and MANAGE (Users, User List, Shared User List, Hierarchy). The main content area has a header 'USER LIST' with an 'EXPORT USERS' link. Below the header are filters: 'Filter By' with 'A - Z' and 'Active' dropdowns, and 'All Hierarchy Fo...' dropdown. A toolbar contains 'Activate', 'On Leave', 'Deactivate', and '+ New User' buttons. A table lists users with columns for 'User' and 'Hierarchy'. The first user entry is 'Last Name, First Name Example123' under the hierarchy 'Delaware Health & Social Services (DHSS): DDDS - Co'. An orange circle highlights the user name. Below the table, summary statistics are shown: 'Unique Active Users: 5475', 'Active Users: 5475 (Contract Limit: 5350)', and 'Restricted Users: 0 (Contract Limit: 0)'.

7 Click the "Change Password" use Temp1 and click the box that require password change on next log in

The screenshot shows a user profile form. The left sidebar is the same as in the previous screenshot. The main content area contains a form with the following fields: 'Last Name *' (containing 'Last Name'), 'User Name *' (containing 'Example123'), 'Change Password' (with an orange circle highlighting the field), and 'Confirm Password'. Below the password fields is a checkbox labeled 'Require password change on next log in' which is checked. The 'Notification Information' section includes an 'Email' field with a green question mark icon.

8

Click "Save", Inform the learner to use the username and temporary password Temp1 when they log in and it will let them create a new password.

The screenshot shows a user profile form. At the top right, the user's name "Jennifer Allen" and role "Supervisor" are displayed, along with notification, profile, and help icons. The form has a section titled "Last Name" with three input fields. To the right of the input fields are icons for a document and an envelope. Below these icons are two buttons: a dark teal "Save" button and a light grey "Cancel" button. The "Save" button is circled in orange. Below the buttons, the "Organization ID" is listed as "16416". Below that, the "User ID" is listed as "33405700".