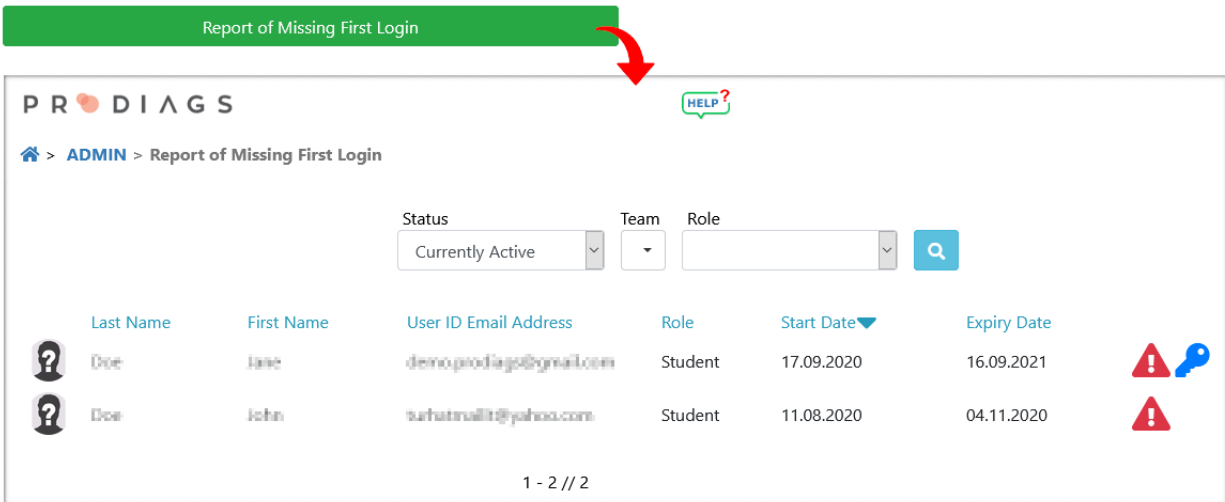# Report of Missing First Login

This feature allows you to monitor the progress of the introduction of new users / roles and identify potential problems and help the user resolve them.

Meaning of symbols

  The red triangle indicates that the user role has never been logged in to the Training Environment.

  The blue key indicates the there is a valid activation link for the user role.
- An activation link is created automatically when a new user role is added to the system.
- The activation link is valid for 3 days.

Solving problem situations

The most common problem situations are:

The activation link has expired

- The system deletes expired activation links automatically. In this case, the page can no longer be found..

SOLUTION:

The user should be advised to do the login function "I forgot my password".

The user does not receive an activation link

- Possible causes:
  - The user's email service interprets the link as spam.
  - Email address is invalid.

SOLUTIONS:

The user should be advised to check the spam folder.

If the user does not have the ability to change the spam filter settings, follow these options:

A. Advice the user to perform the "I forgot my password" action via SMS. If necessary, add a mobile number to the user settings for resetting the password by using the function "Edit User or Role Data".
B. Switch to his/her settings alternate email for password reset. **Note! It is not possible to change the username, the password reset query is still performed with the original username.**
C. The teacher or admin can also copy the activation link by clicking the blue key icon and send it to the user using personal email.

	Last Name	First Name	User ID Email Address	Role	Start Date ▼	Expiry Date	
👤	▓▓▓	▓▓	▓▓▓▓▓▓▓▓▓	Student	21.01.2021	21.01.2022	⚠ 🔑
			https://lms.prodiags.eu/verify.php?key=06GxH7j6zjuCcovTkKPsB944GMHF8Cb3uYoGBTRGhH0G				
👤	▓▓▓	▓▓	▓▓▓▓▓▓▓▓	Student	13.12.2020	13.12.2021	⚠

This method should be used only as a last resort. The primary goal should be to find a solution where the user is not dependent on outside help if she forgets his/her password later.