

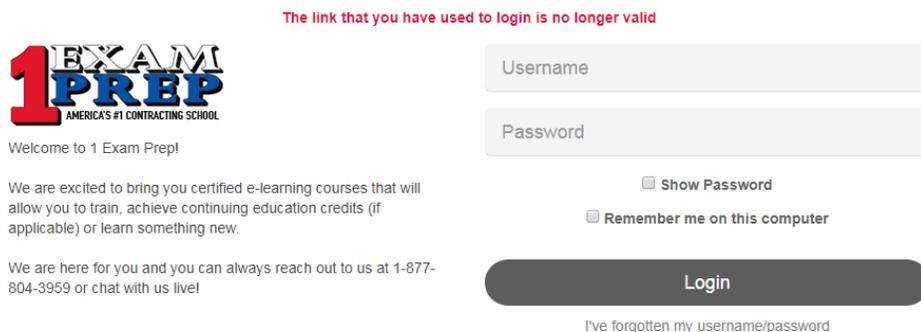
# LITMOS COMMON LOG-IN ISSUES

## ❖ New User Course Invitation and Login Link

This email is sent to new students who have not logged into the system. This email is sent upon purchase of a course, or by sending the user an email upon the creation of the user, by selecting "Send login emails" from within the user's profile, or by using the "Send login emails" on the People tab.

**Problem:** When I log in I receive an error that says, "The link that you have used to login is no longer valid."

The link that you have used to login is no longer valid



The screenshot shows the login interface for 1EXAM PREP. At the top, a red error message reads "The link that you have used to login is no longer valid". Below this is the 1EXAM PREP logo, which includes the text "AMERICA'S #1 CONTRACTING SCHOOL". The page content includes a welcome message, a description of the e-learning courses, and contact information. The login form consists of two input fields: "Username" and "Password". Below the password field are two checkboxes: "Show Password" and "Remember me on this computer". A dark grey "Login" button is positioned below the form. At the bottom of the form area, there is a link that says "I've forgotten my username/password".

**Solution:** When a log in link has already been used it will automatically expire to prevent others from logging in and changing the password. When a user gets this error, it is because they are using the expired url. To log in using the correct url, have the student go to [www.1examprep.com](http://www.1examprep.com) and login via the link in the upper left hand corner of the home page. The direct link to log in is: <https://1examprep.litmos.com>

Here is a trick: The student can also delete all characters after .com in the course invitation/log in link. For example:

Original url: <https://1examprep.litmos.com/account/login?loginkey+5B878FDF-620F-4373-A4AE-BE417AC650AE&c=491501>

Log in url: <https://1examprep.litmos.com>

## ❖ Password Reset Email

This email is sent to all students who have reset their own password or an Administrator has reset the password for them. This email is sent by using the "I forgot my username and password" link on the Login Page or by an administrator selecting "Reset password" from within a user's account.

The password must be 8 characters long and include 1 capital letter, 1 number and 1 special character (!, @, #, \$). After the new password is created, the checkbox in the upper righthand corner to agree to the terms must be checked.

***Important Note: The link in this email will expire after 1 use. If the link is not used within 24 hours of being sent, it will expire.***

**Problem: I haven't received the course invitation or password reset email.**

**Solution:** There are five main reasons why a student may not be receiving notification emails:

1. The email was sent to the spam or junk folder.
2. The email address has been entered incorrectly into Litmos. Check each failed email address and verify that it has been entered correctly.
3. The profile has a different email address in the user profile then the email the user is checking. Verify with the user that they are checking the correct email.
4. No email address has been entered into email field of the user profile.
5. Their corporate firewall is blocking emails from the domain @litmos.com.

**Problem: When I log in I receive an error that says, "Login failed, please try again."**

**Solution:** This error occurs when Litmos cannot match a username and password for that account. Have the student use the I've forgotten my username/ password feature or verify the student's username for them and/ or reset their password.

**Problem: When I log in I receive an error that says, "Your account is locked. Please use the link to reset your password."**

**Solution:** This error occurs when a student has attempted to log in with the wrong password five times. To solve this issue, have them use the "I've forgotten my username/ password" link to reset their password, or reset their password for them.

**Problem: When I log in I receive a message that says, "Your password has expired. Please enter a new password. This must be different from any of the previous X passwords used."**

**Solution:** This message occurs when a student's password has expired. Be sure to have them change their password and click on the reset button to login.

**Problem: I log in but nothing happens and I am directed back to the login page.**

**Solution:** In order to log in cookies must be enabled in their browser. This issue is generally caused by not having cookies enabled. Have the student check to see that they have cookies enabled.