When a Knowledge Link Quiz has limited attempts, and the user exceeds the number of allowed attempts, an administrator may reset the quiz. The steps below outline how to reset a user’s quiz.

1. Log in to Knowledge Link and click the **Learning Administration** page.
2. Click **Users**, search for the user, and open the user’s profile.
3. Under **Assigned Items**, locate the item that contains the quiz, then click **Object Details**.
4. Click the link for the quiz object. (The item labeled “Quiz” in the Type column.)
5. Check the box labeled **Has Access**, then uncheck the box labeled **Finished**, then click **Apply Changes**.
6. The user may now retake the quiz.

For example, let’s assume a quiz is set up to allow 3 attempts, and a user has attempted 3 times without passing. When the user’s account is reset, that user will have 3 more attempts.