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.
   - A. Click **People**
   - B. Click **Users**
   - C. Click **Search** and open the user’s profile.

2. Under **Assigned Items**, locate the item that contains the quiz
   - A. Click the ellipses to open the selections
   - B. Click **View Object Details**

3. Click the link for the quiz object. (The item labeled “Quiz” in the Type column.)

4. In the **View Object Details** screen
   - A. Check the box labeled **Has Access**
   - B. Uncheck the box labeled **Finished**
   - C. Click **Apply Changes**.

5. Close the **View Objects Details** screen.

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.