



Purpose: The instructions below guide administrators through the step-by-step process of **Proxying as Another User** within Knowledge Link. A proxy view allows you to view another user’s Knowledge Link screens as they see it.

Launch Proxy

From the **Learning Administration** Page complete the following steps:

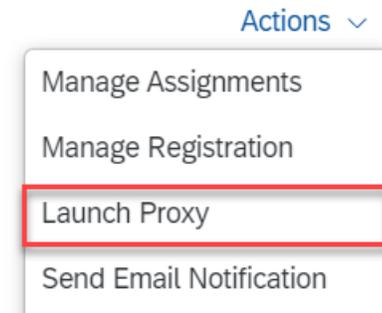
1. Click People.
2. Click Users.
3. Search for the **User** by entering information in any of the available fields.
*If you do not see all the fields shown here, click **Add/Remove Criteria** to add fields to your search window.*
4. Click **Search**.

The screenshot shows the 'Learning Administration' interface. On the left is a navigation menu with 'People' and 'Users' highlighted, marked with a red circle '1' and '2' respectively. The main area is the 'Users' search page. It features a search form with fields for User ID, External ID, Last Name, First Name, User Status, Hired Date After, Organizations, Job Codes, Alternate Job Codes, Assignment Profiles, Alternate Org, and HS Entity. A red bracket groups these fields, marked with a red circle '3'. At the bottom of the search form, the 'Add/Remove Criteria' button is highlighted with a green box. At the bottom right, the 'Search' button is highlighted with a red box, marked with a red circle '4'.

5. Your search results will appear under the entry. Select the **User ID**.

The screenshot shows a table with three columns: 'User ID', 'User Name', and 'Notify'. The 'User ID' cell in the first row is highlighted with a red box. Above the table are links for 'Select All / Deselect All'. Below the table is another 'Select All / Deselect All' link and a 'Send Notification' button.

6. Select **Launch Proxy** from the list of **Actions** on the right.



You have successfully launched a proxy session for this User!

Please note:

- A. To see the “My Team” page for a supervisor, click the My Team pod (near the bottom of the page in the image below.)
- B. You will not see “Start Course” or “Continue Course” buttons. An administrator cannot take an online course for a user.
- C. Any changes you make to the user’s layout will be visible by the user the next time they log in. Refrain from making major changes that could confuse the user.
- D. If you add learning to the user’s learning plan or enroll the user in a class from this window, the user will not be able to remove the learning or withdraw from the class. **Only a Knowledge Link administrator will be able to remove/withdraw.** It is recommended that you use this access to walk a user through the steps to self-assign or self-enroll in learning.

