KN@WLEDGE**LINK**

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.

Learning Administration	
↑~ ↓≣	Users Search Add New 🛞
Home ^	Search Saved Searches 🔮
> Manage User Learning	Enter a value for each field that you want to use to filter your search. Some fields allow you to select from a list of values. You can
> Learning Activities	also add or remove search criteria to further refine your search.
> Content	
V People A	Case sensitive search: O Yes No Item ID:
Users	External ID: Starts Viter V

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

< =	Assigned Items	Curricula	Programs	Registration	Content Status	Completed Items	Surveys	Approvals	View Object Details	As:
-	15.20002.ITEM.SCHED	OCRED	Enterp	ise Schedgistrati ment	on Credentialing	Diana Hogan			7/7/2020 A	>

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

iew Object Details	-			
Item Type: ASSESS				
Item ID: HS.20002.ITEM.SCHEDCRED				
Revision Date: 3/7/2016 08:15 AM Eastern Time				
Revision Number: 1				
/iew Item Objects				Ø
Number of Failed Attempts: 0				
Objects	Туре	Completed	Needs Review	Has Access
Enterprise Schedgistration Credentialing Assessment		No	No	Yes
Enterprise Schedgistration Credentialing Assessment	Quiz	No	No	No
Lteration 1	Quiz	No	No	No

- 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

Item Type:	ASSESS						
Item ID:	HS.20002.ITEM.S	CHEDCRED					
Revision Date:	3/7/2016 08:15 Al	VI Eastern Time					
Object Type:	1 Quiz						
Object Title:	Enterprise Schedo	gistration Credentialing Ass	sessment		Return	to Item O	bject
Edit Quiz							
				Apply Cha	0000	Poset	
				Арріу Спа	inges	Reset	
User Status							
Has Access:							
Has Access: Finished:							
Has Access: Finished: Complete:	A B as of Date:						
Has Access: Finished: Complete: Initial Access:	A B as of Date: 7/7/2020 01:10 PI	V Eastern Time					
Has Access: Finished: Complete: Initial Access: Last Access:	A B as of Date: 7/7/2020 01:10 Pt 7/7/2020 01:12 Pt	M Eastern Time M Eastern Time					
Has Access: Finished: Complete: Initial Access: Last Access: Total Times:	A B as of Date: 7/7/2020 01:10 PM 7/7/2020 01:12 PM 1	V Eastern Time V Eastern Time					
Has Access: Finished: Complete: Initial Access: Last Access: Total Times:	A B as of Date: 7/7/2020 01:10 PM 7/7/2020 01:12 PM 1	V Eastern Time V Eastern Time		Apple Cha		Deset	
Has Access: Finished: Complete: Initial Access: Last Access: Total Times:	A B as of Date: 7/7/2020 01:10 PM 7/7/2020 01:12 PH 1	V Eastern Time V Eastern Time	6	Apply Cha	nges	Reset	
Has Access: Finished: Complete: Initial Access: Last Access: Total Times:	A B B sof Date: 7/7/2020 01:10 PH 7/7/2020 01:12 PH 1	M Eastern Time M Eastern Time	6	Apply Cha	nges	Reset	
Has Access: Finished: Complete: Initial Access: Last Access: Total Times: Quiz Status	A B as of Date: 7/7/2020 01:10 PP 7/7/2020 01:12 PP 1	M Eastern Time M Eastern Time	6	Apply Cha	nges	Reset	
Has Access: Finished: Complete: Initial Access: Last Access: Total Times: Quiz Status Last Iteration:	A as of Date: 7/7/2020 01:10 PF 7/7/2020 01:12 PF 1	M Eastern Time M Eastern Time No. Questions:	63	Apply Cha Pass Grade	nges	Reset	90
Has Access: Finished: Complete: Initial Access: Last Access: Total Times: Quiz Status Last Iteration: Locale:	A B as of Date: 7/7/2020 01:10 PM 7/7/2020 01:12 PM 1	M Eastern Time M Eastern Time No. Questions: Last Accessed:	63 5	Apply Cha Pass Grade Score (%):	nges	Reset	90 2

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.