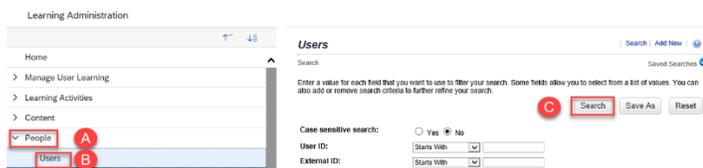




When a Knowledge Link Quiz has limited attempts, and the user exceeds the number of allowed attempts, an administrator may reset the quiz. The steps below outline how to reset a user’s quiz.

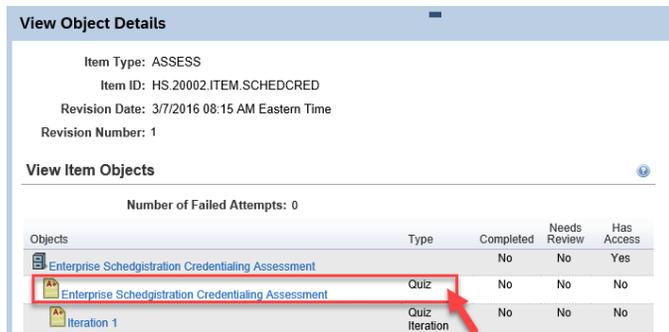
1. Log in to Knowledge Link and click the **Learning Administration** page.
 - A. Click **People**
 - B. Click **Users**
 - C. Click **Search** and open the user’s profile.



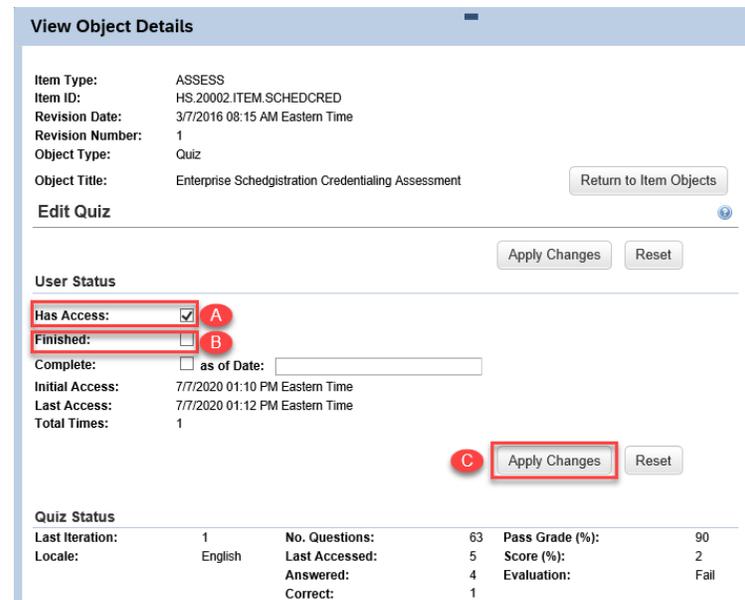
2. Under **Assigned Items**, locate the item that contains the quiz
 - A. Click the ellipses to open the selections
 - B. Click View Object Details



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.