



LEARNING MANAGEMENT SYSTEM (LMS) **REACTIVATING A DEACTIVATED LEARNER ACCOUNT**

When Learners do not access the LMS at least once every 365 days, their Learner account is deactivated. This QRG provides instructions for a Local Learning Registrar (LLR) or a People Administrator (PA) to reactivate a deactivated Learner account.

NOTE: A Learner account in the LMS is separate from the AMS account. AMS is the single sign-on system through which HHS-wide systems are accessed (LMS, WiTS, CapHR, etc.). The AMS account is disabled if users do not log on at least once every 60 days. If the AMS account has been disabled, please refer to <https://ams-portal.psc.gov/Solution.aspx?id=1-XZUNB&st=fag> for account self-reactivation instructions.

1. Log into the LMS.
2. Select the **Admin** icon.



**Admin
icon**

Figure 1 – Admin icon

3. Click the **Advanced Search** link.

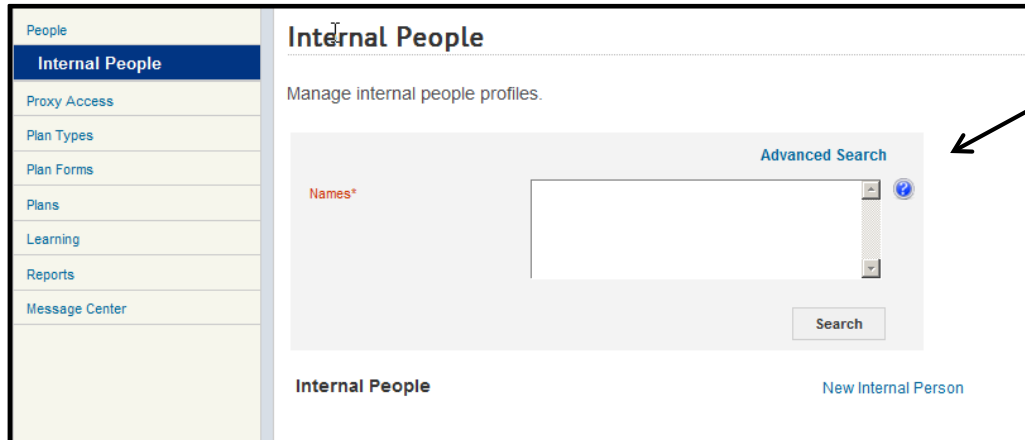


Figure 2 – Internal People search screen

4. Enter the first and last name of the Learner in the **First Name** and **Last Name** fields.
5. Select Deactivated from the **Status** pull-down menu.
6. Enter the current date in the **Terminated Before** field.

7. Select the **Search** button.

The screenshot shows the 'People' advanced search interface. It features a grid of search criteria on the left and right sides. The left side includes fields for Person ID, Manager, Last Name (containing 'Learner'), Organization, Role, Started On >=, Terminated After, Domain, State, Status (a pull-down menu with 'Deactivated' selected), and Email. The right side includes Username, First Name (containing 'NIH'), Middle Name, Location, Job, Started On <=, Terminated Before (containing '11/21/2014'), City, Country, Person Type, Merged Records, and Audience Type. At the bottom, there are links for 'Simple Search', 'Configure', and 'Save Search Query', along with a 'Search' button and a 'New Internal Person' link. Annotations with arrows point to the 'Last Name field', 'Status pull-down menu', 'First Name field', 'Terminated Before field', and 'Search button'.

Person ID		Username	
Manager		First Name	NIH
Last Name	Learner	Middle Name	
Organization		Location	
Role		Job	
Started On >=		Started On <=	
Terminated After		Terminated Before	11/21/2014
Domain		City	
State		Country	
Status	Deactivated	Person Type	-Select One-
Email		Merged Records	-Select One-
Include All Suborganizations	<input type="checkbox"/>	Audience Type	

[Simple Search](#) | [Configure](#) | [Save Search Query](#)

Search

People [New Internal Person](#)

Figure 3 – Advanced Search screen

8. Select the **Edit Profile Information** link in the Actions column.

The screenshot shows a table titled 'People' with the following columns: Last Name, First Name, Username, Middle Name, Email, Person ID, Organization, Location, Job, and Actions. The first row contains the following data: Learner, NIH, NIHLEARNER, S, XX-XXImssupport@mail.nih.gov, 00165395, HNAM6. The Actions column for this row contains a list of links: Edit Profile Information, Manage Profile, Snapshot, View Full Profile, Copy, View, Secondary, and Email. An arrow points from the text 'Edit Profile Information link' to the 'Edit Profile Information' link in the Actions column.

Last Name	First Name	Username	Middle Name	Email	Person ID	Organization	Location	Job	Actions
Learner	NIH	NIHLEARNER	S	XX-XXImssupport@mail.nih.gov	00165395	HNAM6			Edit Profile Information Manage Profile Snapshot View Full Profile Copy View Secondary Email

Figure 4 – Edit Profile Information link in the Actions column

9. Select Full Time from the **Status** pull-down menu.

10. Remove the date in the **Terminated On** field.

The screenshot shows the 'Edit Profile Of NIH Learner' form. The form has several tabs: Main, Contact Information, Address, Password, Preferences, and Privileges. The 'Main' tab is selected. The form contains the following fields: Title (dropdown), Username* (NIHLEARNER), First Name* (NIH), Last Name* (Learner), Alias (NIHLEARNER), Middle Name (S), Suffix (JR), Domain* (NIH), Home Domain* (NIH), Organization* (HNAM6), Person No (00165395), Job, Manager (NIH Manager), Business Card Title (JOB TITLE), Additional Approver for Orders (NIHADDITIONALAPPROVER), Location, Type (Other), Start Date (04/08/2008), Terminated On, Manager Access (checkbox), and Time Zone* ((GMT-05:00) Eastern Time (US & Canada)). An arrow points from the text 'Status pull-down menu' to the Status* dropdown menu, which is currently set to 'Full Time'. Another arrow points from the text 'Terminated On field' to the Terminated On field, which currently contains the date '04/08/2008'.

Figure 5 – Status pull-down menu and Terminated On fields on the Edit Profile screen

11. Scroll to the bottom of the page and select the **Save** button.

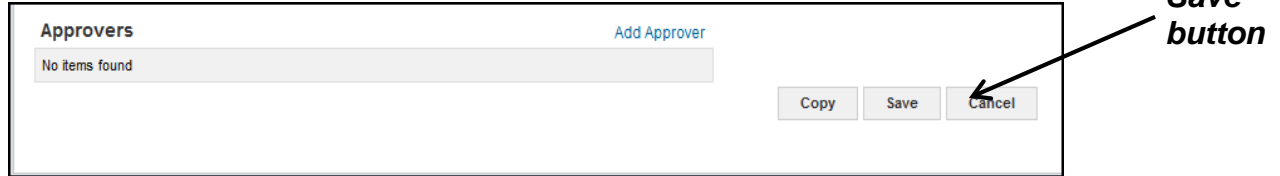


Figure 6 – Save button on the Edit Profile screen

12. The account is now active and the Learner can log into the LMS immediately via the AMS portal.

NOTE: Once the account has been reactivated, the Learner must log into the account within six (6) calendar days in order to keep the account active.

If you experience trouble with this process, please submit a helpdesk ticket at: <http://intrahr.od.nih.gov/helpdeskform.htm>