LEARNING MANAGEMENT SYSTEM (LMS)
REACTIVATING A DEACTIVATED LMS ACCOUNT

When Learners do not access the LMS at least once every 365 days, their LMS Learner account is deactivated. This QRG provides instructions for an LMS Local Learning Registrar (LLR) to reactivate a deactivated Learner account. Once active, all Administrators will be able to locate the reactivated Learner account in the LMS for administration purposes.

Please note that an LMS Learner account is not the same as an AMS account. AMS is the single sign-on system through which HHS-wide systems are accessed (LMS, WiTS, EHCM, etc.).

An AMS account is disabled if users do not log on at least once every 60 days. If a user's AMS account is disabled, please refer them to How do I enable a disabled AMS account for self re-enabling instructions.

1. Log into the LMS.

2. Click the **Admin** icon.

Figure 1 – Admin icon

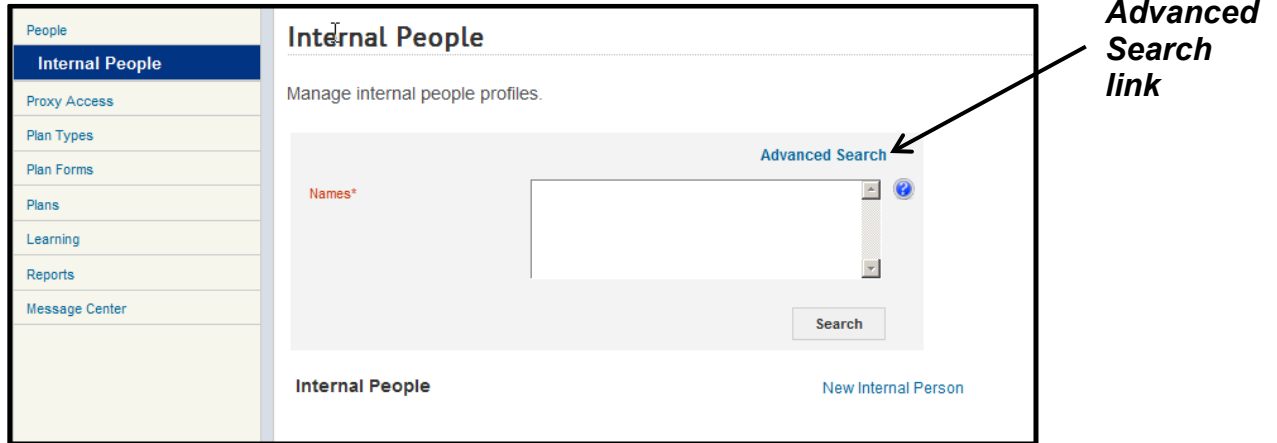3. Click the **Advanced Search** link.

Figure 3 – Internal People Search Screen

4. Enter the first and last name of the user with the deactivated account in the **First Name** and **Last Name** fields.

5. Select Deactivated from the **Status** pull-down menu.

6. Enter today's date in the **Terminated Before** field.
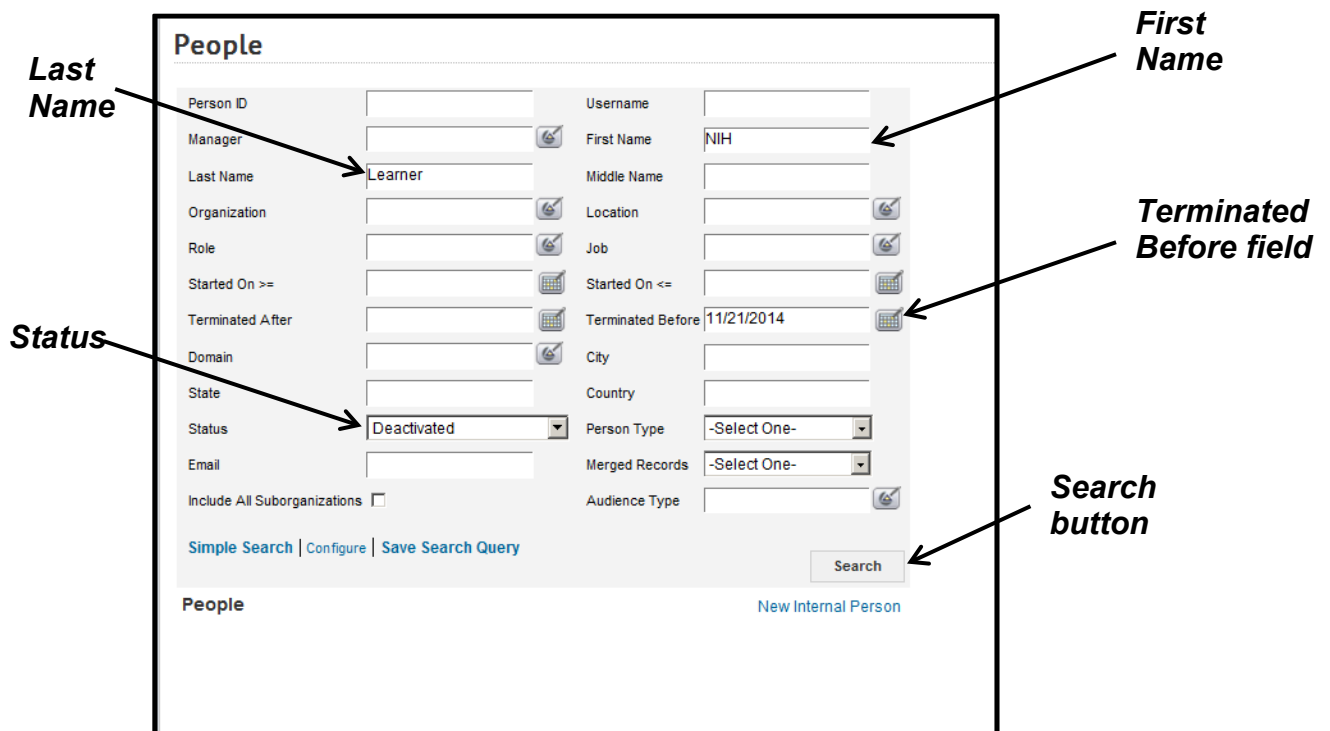
7. Click the **Search** button.

Figure 4 – Internal People Advanced Search Screen

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

Figure 5 – Edit Profile Information Link

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

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

Figure 6 – Edit Profile Screen

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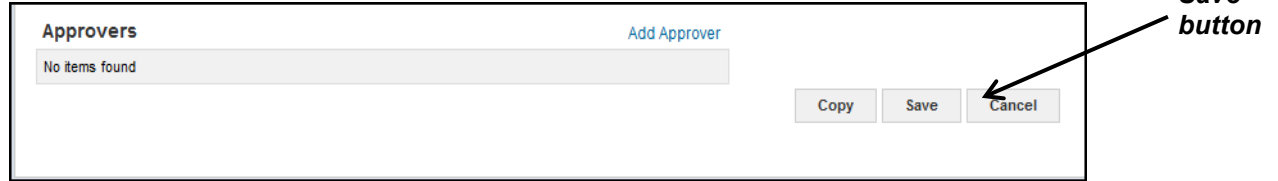

Save button

Figure 7 – Edit Profile Save button screen

12. The account is now active and all LMS administrators can manage the account as needed (return in search results, manage on rosters, etc.)

    NOTE: Reactivated LMS accounts take 24 hours before they can be accessed by the Learner from their AMS account.

    Once the link becomes available, Learners have six (6) calendar days to log into the LMS, otherwise the Learner account will be deactivated. If the Learner logs into the LMS within the six day window, Learner will have another year before deactivation.

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