



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

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



Figure 1 – Admin icon

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

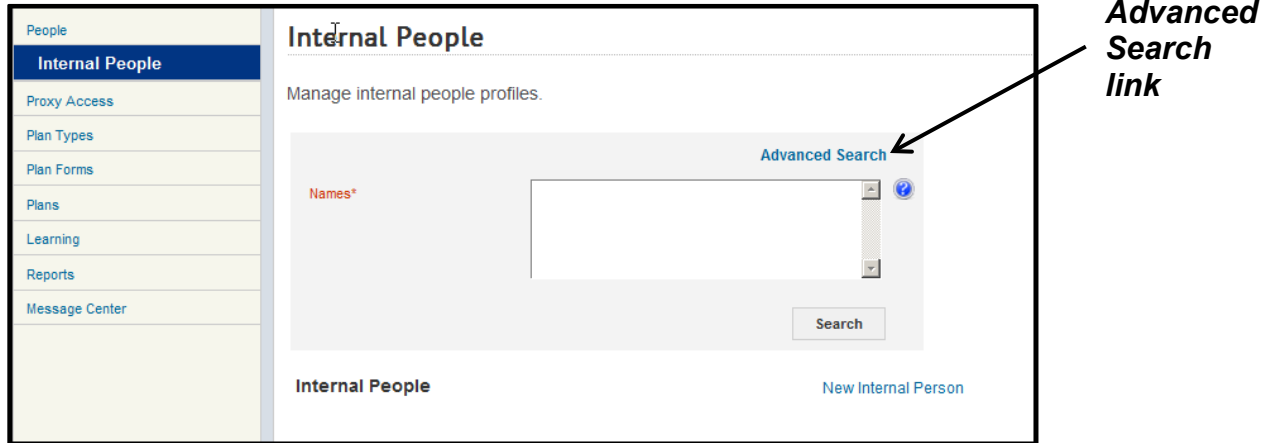


Figure 3 – Internal People Search Screen

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.

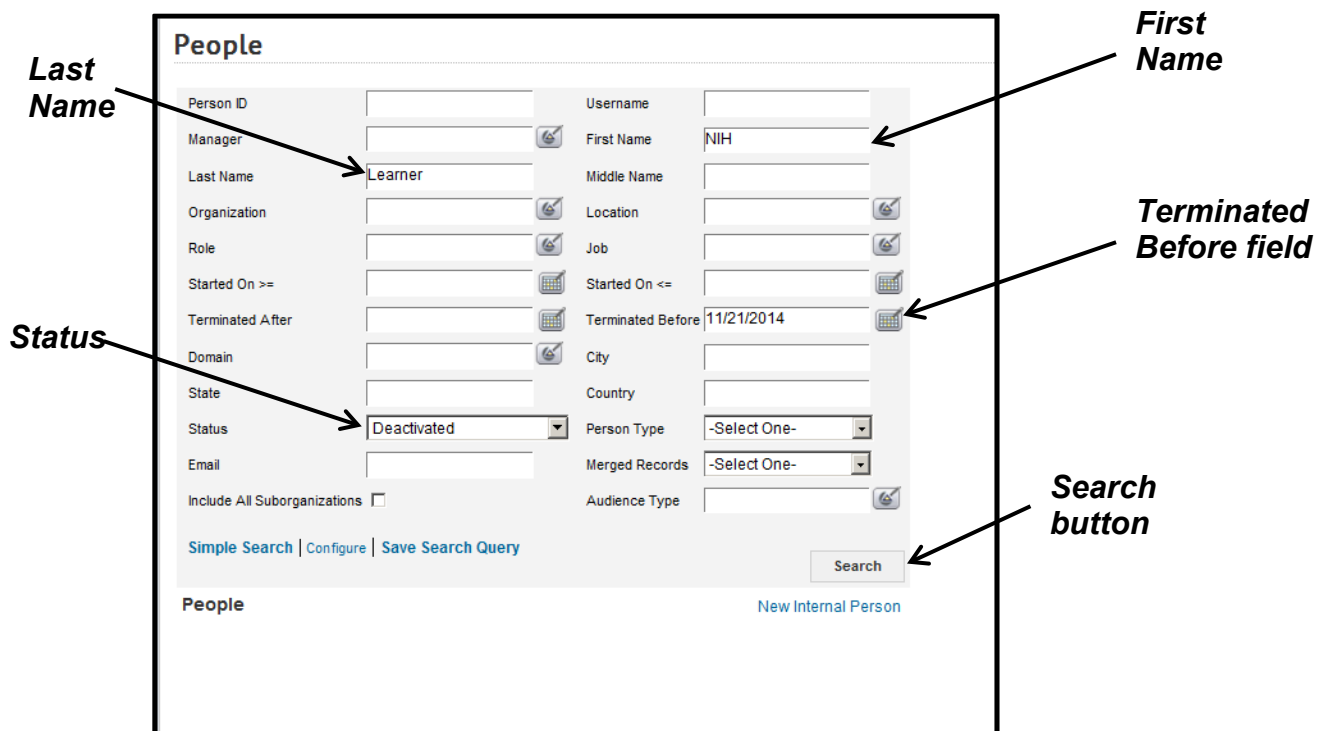


Figure 4 – Internal People Advanced Search Screen

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

The screenshot shows a table 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' 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			<a href="#">Edit Profile</a> <a href="#">Information</a> <a href="#">Manage</a> <a href="#">Profile</a> <a href="#">Snapshot</a> <a href="#">View Full Profile</a> <a href="#">Copy</a> <a href="#">View</a> <a href="#">Secondary</a> <a href="#">Email</a>

**Edit Profile Information link**

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.

The screenshot shows the 'Edit Profile Of NIH Learner' form. It 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), Status\* (Full Time), 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, and Time Zone\* ((GMT-05:00) Eastern Time (US & Canada)). An arrow points from the text 'Status field' to the Status\* dropdown menu. Another arrow points from the text 'Terminated On field' to the Terminated On field.

**Status field**

**Terminated On field**

Figure 6 – Edit Profile Screen

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

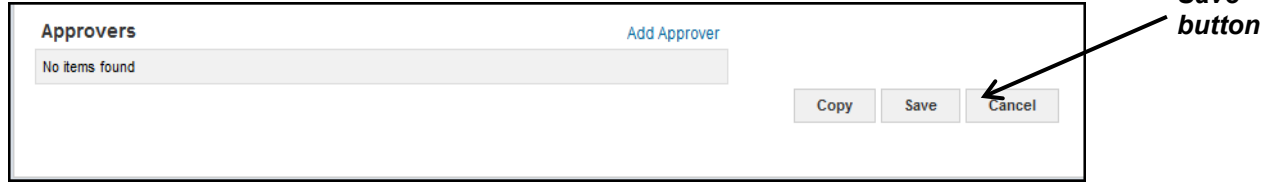


Figure 7 – Edit Profile Save button screen

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 can take 24 hours before they can be accessed by the Learner from their AMS account.

Once the link becomes available, Learners have thirteen (13) calendar days to log into the LMS and keep the account active, otherwise the Learner account will be deactivated. If the Learner logs into the LMS within the thirteen day window, Learner will have another year before deactivation.

**If you experience trouble with this process, please refer to the [LMS Support Page](#).**