

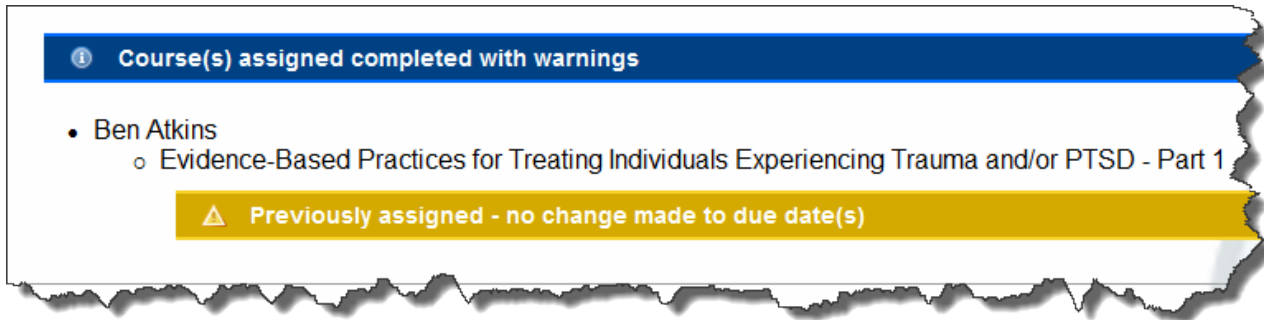
For questions not covered here, please contact your organization's system administrator.

**Q: Why can't I see the name of, or information on, someone who reports to me?**

A: Contact your site administrator with any user access issues.

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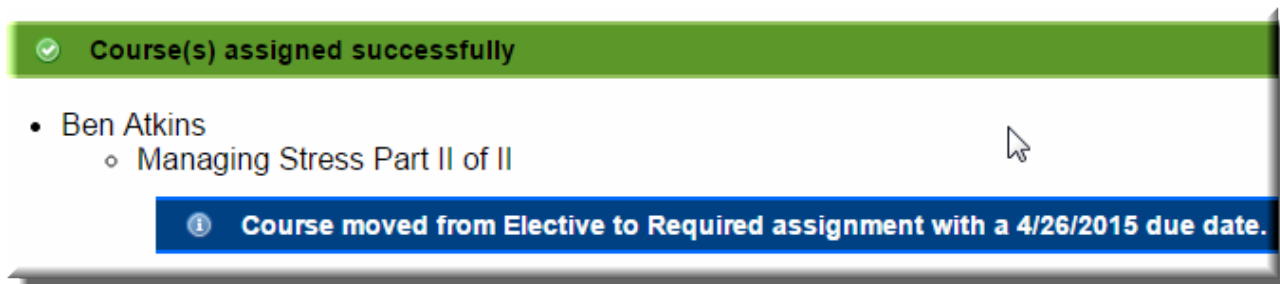
**Q: Why am I seeing this after I assign a course?**



A: This traditionally means one of two things:

1. The course is already assigned to the user. You can check the User Records Report to see what the current due date is. If changes are needed, contact your site administrator.
  2. The user has completed this course previously and it is not marked as a recurring assignment. If you want the user to complete the same course again, repeat the assignment process, but in the **3. Apply Rules section**, be sure to check the box by **If user has already passed this course....**
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**Q: Why am I seeing this after I assign a course as required?**



A: This is an indication that the user previously had access to this course as an elective assignment but it is now showing in the **My Training** section of the user's inbox with the specified due date attached.

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**Q: I'm receiving myLearningPointe emails regarding someone who doesn't report to me.**

A: Forward the message to your system administrator who can remove you from the user's profile if appropriate.

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**Q: A user reporting to me is assigned a course as required in error. How do I correct it?**

A: Contact your system administrator to make any changes in course assignments and/or due dates.