

## Reset a Learner or Rater Password

**When to use:** When A Learner or a Rater contacts you and requests that you re-set their Password.

### Log into MAX

- 1) Navigate to <https://www.tracommax.com/>
- 2) Enter both your **Username** and **Password** (both are case sensitive)
- 3) Click "**LOGIN**"

### Find Individual

- 1) Under the **INDIVIDUALS** tab, click "**Search Individual**"
- 2) Enter the individual's information in the boxes labeled "**Email Address**," "**First Name**," "**Last Name**" or any combination of the three
- 3) Select an **Individual Type** if known; otherwise keep all options checked
- 4) Click "**SEARCH**"
- 5) Find the Learner in the **Search Results** and click on the first name

### Verify the Learner/Rater Information and send Username

- 1) Click "**Verify Identity**" under **Individual Detail**
- 2) Ask the learner or rater their security questions and verify that the answers are correct.
- 3) Click "**Password Reset**", under **Functions**
- 4) Inform the individual that an email will be sent right away to the email address on record, and that they should check their junk folder if they don't see it right away

**\*\* Do not reset a password for a Learner/Rater who is unable to answer the security questions. Forward the issue to the Session Administrator.**