

Reschedule a Session (without a date)

When to use: When a Session needs to be rescheduled for a future date, which is not yet determined. It is important to note that when a session is rescheduled without a Session Start Date, the session workflows and learner activities will be suspended until a new date is selected and the session is activated.

Log into MAX

- 1) Navigate to <https://www.tracommax.com/>
- 2) Enter your **USERNAME** and **PASSWORD**.
- 3) Click **LOGIN**.

Select Session

- 1) Under **SESSIONS** tab, click **Manage Session**.
- 2) Click on the Session Name.

Reschedule Session

- 1) Click **Cancel/Reschedule Session**.
- 2) Click **Reschedule Session**.
- 3) Click **Reschedule Date Not Known**.
 - a. What happens to the original session:
 - i. The system stops the session and all associated workflows.
 - ii. The status changes from *Active* to *Rescheduled*.
 - iii. The original session is copied to a new session with a new session ID number.
 - b. What happens to the new session:
 - i. The status becomes *Reschedule Pending* (meaning new dates for the session have not been specified).
 - ii. All settings and data from the old session are now in the new session.
 - iii. The new session is listed in the **SESSIONS WITHOUT DATES** section.

****When new Session Start Date is determined, follow these steps:**

Select Session

1. Under **SESSIONS** tab, click **Manage Session**.
2. Click on the session name in the **SESSIONS WITHOUT DATES** section.
3. Click **Select New Dates For This Session**.
 - 4) Enter the new Start Date and End Date.
 - 5) Click **Save**, then **Activate Session** when ready to resume session workflows.

For further questions, please email support@tracom.com.