

Remove a Rater from a Learner

When to Use: When a Rater needs to be removed from a Learner's list of raters.

Log into MAX

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

RATER LOOKUP Method - Search for Rater

- 1) Under **INDIVIDUALS** tab, click on *Search Individual*.
- 2) Enter the Rater's **First Name** and **Last Name** in the appropriate fields.
- 3) Click **SEARCH**.
- 4) Find the Rater in the **Search Results** and click on the first name (if not found try entering the email address instead, or looking up via the Learner Lookup method).

Individual Record

- 1) Scroll to the Rater Activities section and find the Learner's name in the Learner column.
- 2) Click on the underlined Session Name for the Learner.

Rater Details

- 1) Click **Remove Rater from Session**.

* This is not an option if the rater status is Completed. If the Rater has completed the survey, please contact support@tracom.com to further assist you.

LEARNER LOOKUP Method - Search for Learner

- 1) Under **INDIVIDUALS** tab, click on *Search Individual*.
- 2) Enter the Learner's **First Name** and **Last Name** in the appropriate fields.
- 3) Click **SEARCH**.
- 4) Find the Learner in the **Search Results** and click on the first name (if not found try entering the email address instead, or looking up via the Rater Lookup method).

Individual Record

- 1) Scroll to the Learner Activities section and find the appropriate Session name.
- 2) Click on the underlined Session Name for the Learner.

Learner Details

- 1) Click **View Rater List**.
- 2) Find the Rater to be removed and click on their first name.

Rater Details

- 1) Click **Remove Rater from Session**.

* This is not an option if the rater status is Completed. If the Rater has completed the survey, please contact support@tracom.com to further assist you.

SESSION LOOKUP Method - Search for Session

Select the Session and Find the Learners

- 1) Under **SESSIONS** tab, click **Manage Session**.
- 2) Choose the active or pending session in which the Learner is enrolled.
- 3) Click on the Session name.
- 4) Click **View/Edit** under **Learner Enrollment**.

Learner Details

- 1) Find the Learner from whom you want to remove the rater.
- 2) Click on the Learner First Name.
- 3) Click **View Rater List**.

Rater Details

- 1) Find the Rater to be removed and click on their first name.
- 2) Click **Remove Rater from Session**.

* This is not an option if the rater status is Completed. If the Rater has completed the survey, please contact support@tracom.com to further assist you.

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