

Edit Name or Email Address

When to use: When you receive a request from a user to edit personal information such as name or email address.

****Recommendations:**

- If a Learner has been added to a session with an incorrect email address, please remove them from the session and add them back with the correct email address.
- If the Rater was invited with an incorrect email address, you may also advise the Learner to re-invite the rater with the correct email address.

Log into MAX

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

To Edit Learner/Rater Information in the Individual Record:

- 1) Choose which name needs to be updated in the search results.
- 2) Click on the individual's first name.
- 3) Click **EDIT** under **Individual Detail**.
- 4) Make the needed changes in the **Individual Detail** section.
- 5) Click **SAVE**.

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