

Trouble Shooting – Lesson Manager

Below is a list of issues and questions that our support team have been posted concerning Lesson Manager. We hope this document will mean that you can support your clients with minimal effort.

I'm locked out of Lesson Manager

You get five attempts to enter your Lesson Manager PIN correctly after the fifth attempt you will be locked out of the system until the following day, or until the system is unlocked.

The system can be unlocked by a colleague entering their Lesson Manager details into your device and then logging out. If this is not possible then your PIN must be changed on the master system.

I'm always asked for my Memorable Information when I log in.

The Lesson Manager login system is designed in such a way that it will always ask you or one of your colleagues for memorable information at the start of each teaching session, if you are being asked for your memorable information every time you enter your PIN it is because the system thinks your login information is weak and could be guessed easily, in this situation you should change both your Lesson Manager PIN and your Memorable Information, this can be done by an administrator logging into the personnel section of SwimSoft by pressing **System Configuration** and **Personnel** then pressing the **Edit** button by *your details*, changing your **PIN** and pressing the **Reset** button by your Memorable Information before finally pressing the **Save** button, you will then need to log in to SwimSoft (not Lesson Manager) and set up new memorable information, once you have completed this step you'll be able to access the Lesson Manager system again.

Unable to view courses

There are three reasons why you are not able to see the courses on Lesson Manager.

- There are no lessons taking place today
- The instructor has been marked as left
- the instructor does not have permission to access the system.

There are no lessons taking place today

Lesson Manager has been constructed only to show lessons that are taking place on the day, this is simply to make the system easier for instructors to use, if team members want to see either historical or forthcoming lesson information, they should log in to SwimSoft.

If you simply want to review the Lesson Manager system to familiarise yourself with its operation you can log into our demonstration account using PIN 1234 and the Memorable Information AAAAAAAAAA. This account contains dummy data shared with everybody, feel free to press buttons and explore.

The instructor has been marked as left

If any of your teams' personnel record has accidentally been changed so that their status is set to **Left** they won't be able to access any element of SwimSoft, if this occurs an administrator should log in to SwimSoft and access the personnel section by pressing **System Configuration** and **Personal** then use the toggle switch marked **Left Personnel** in the top right corner of the page to show all personnel before **Editing** the specific team members record, setting their **Role** to **Instructor** before pressing **Save**

The instructor does not have permission to access the system.

Access to specific parts of SwimSoft and the Lesson Manager system is controlled in the personnel page of the master system, if an Instructors access permission has been revoked they will not be able to access that part of the system, permissions can be checked and changed by pressing **System Configuration** and **Personal** and using the appropriate **Edit** button in found the **Access Permissions** column.

I can't see notes

All notes have an associated date, time and type. Only 'Student Notes' (this is a type of note) show in the Lesson Manager system and they must be dated between the current date and the past two weeks, these restrictions are in place to ensure teaching staff only see relevant notes, not old historic data or things that are not yet relevant.