



Frequently Asked Questions

Managing User Profiles

Q1. I am trying to add a new user, but the platform will not allow me to SAVE because my user does not have an email address.

If your user does not have an email address, please unclick the “Use email as username” box under the Email field when you are in the Add User application. Now, an email address is not required but you must enter a unique username.

Q2. In a User’s profile, what is the difference between Offline and Active User Status?

An Offline user is a user who has not yet logged into the program. Once he or she logs in for the first time, their User Status will automatically change to Active. If a user is listed as Offline, you are still able to assign courses and credentials to this user. A user who is Active has gone through the email authentication process and is actively registered in the TS system.

Q3. Who has the authority to upgrade a user status to Administrator?

In order to upgrade a User or Supervisor to an Administrator, your TargetSolutions Account Manager will need to be contacted and provided with written consent to this change. Your Account Manager's contact information is available under the Account tab.

Q4. I am a Supervisor- why are some people not showing up on my reports?

As a Supervisor, you have been assigned specific rights to view certain people and applications by your department's Administrator. If you are concerned that your user list is incomplete, please notify your Administrator and request that they adjust your Supervisor rights.

Q5. Why should I use an employee’s email address for their username?

It is important to establish a universal naming convention for usernames. Utilizing organizational email addresses as usernames makes it easier for the user to recall their login information and helps to establish an easily implementable naming convention for your TargetSolutions account. Additionally, there are certain alerts and notifications that will not function if the user does not have an email address in the platform.

Q6. I see that a user is listed twice within my TargetSolutions site.

If a user has a duplicate account within your TargetSolutions site, please contact your Account Manager to have the user’s duplicate accounts merged into one single account. To prevent duplicate accounts in the future, ask your Account Manager to remove the “self-registration” setting for your TS site and verify past employees do not already have a username in the system, prior to adding them to the platform.