TMS Assessment Unlock Instructions

While many TMS level II assessments (exams) allow users unlimited attempts, there may be some occasions where assessments are set to 'lock' after the user fails the assessment after a certain number of attempts (iterations). If approved by the service line, below are the instructions for unlocking these assessments for users in TMS.

Note: These instructions only apply to assessments that are built in TMS – it does not apply to assessments that are hosted in other systems, such as the Assessment Portal. Below are screenshots showing what to look for in the user's item Object Details to determine if the assessment is hosted in TMS or the Assessment Portal. The differences to check are the icon next to "Assessment" and if the "Type" is labeled as "Quiz" (TMS) or "Content" (Assessment Portal).

TMS Assessment Unlock Instructions.

1. Open the employee's TMS account from the Learning Administration side of TMS and click on the **Assigned Items tab**.

2. Select the three dots (…) next to the item that needs to be unlocked and click **View Object Details.**

3. The Object Details window displays the user's attempts at the assessment. In the row with the assessment title, ensure the 'Has Access' column says 'No'. It should also say 'No' for each of the iterations as well. If it says 'Yes', then the user is not locked out of the assessment.

4. Select the assessment title.

5. **Uncheck** the **Finished** checkbox.

6. **Check** the **Has Access** checkbox.

7. Select **Apply Changes**.

8. Select **Return to Item Objects**.

9. Ensure the 'Has Access' column now says 'Yes' next to the assessment title.

10. Close the Object Details window.
11. Let the employee know they may now access the assessment for another attempt.

NOTE: This process only unlocks the assessment for 1 more attempt, so each subsequent failure will require an administrator to unlock the assessment again.

For questions about this job aid, please contact the VBA Curriculum Support Team at VBATMSHELP.VBAVACO@va.gov