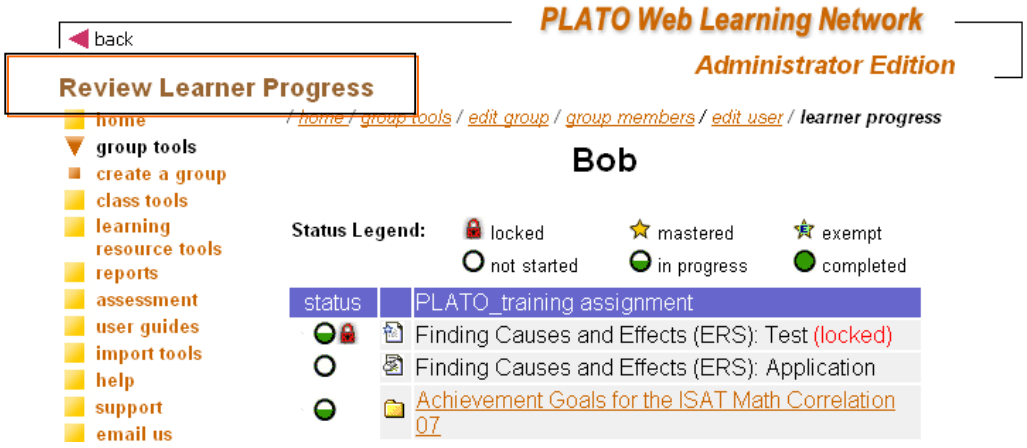
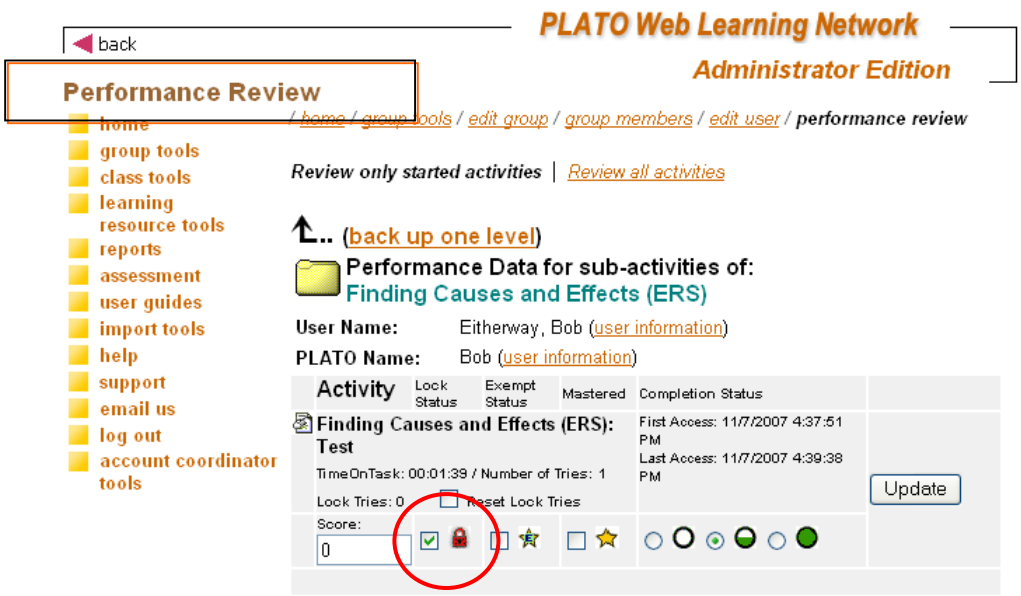
PLATO LEARNING Troubleshooting

Unlock a test:

Log into PLATO > Click **group tools** >
Select the group in which the student is a member > Click **Group Members** >
Select the **student** by clicking the Username link or the Details link >
Click **Review Learner Progress** to check the status of assignments then click **<back**
Click **Review Learner Performance** to view all the student's assignments > Open the content folder which contains the locked assignment (you may have to dig down several folder levels to get to the assignment) > Clear the check mark next to the padlock icon and click **Update**
Other changes – to exempt, mastery, and completion status – can be made to this assignment. Click Update to save any changes made.