

# Exceptions



This feature is available to Site Managers, [Manager accounts](#) , [Course Author accounts](#) , and Instructors, depending on system configuration.

An exception lets you grant an additional attempt or a time extension to content an individual is enrolled to.

## Navigate to Exceptions

1. [Navigate to the user account](#) .
2. Select **Exceptions** from the Section menu.

## Create an Exception

1. Select **Create** next to either Asset Exceptions or Product Exceptions.
2. Pick a scenario below for more instructions.

### Product Date Exception

Allow a user access to a product past the expiry date for a limited time.

1. Select **Create** under Product Exceptions.

Products	Description	Start Date	End Date	Duration	Status
<input type="checkbox"/> Negotiating Styles	Exception added since departmental fire meant access to company PCs was limited.	3/22/2012	3/29/2012 11:59:59 PM	7 days	active

2. Select one or more products.
3. Enter the date range that the user is allowed access to the products.

4. Optionally enter a time range.
5. Optionally enter a description to explain the reason for the exception.
6. Optionally select **Yes** under Send Product Exception Email to email the user that an exception was created for them.
7. Select **Create**.

## Asset Date Exception

Grant access to an asset that is not currently published.

1. Select **Create** under Asset Exceptions.

Maria Bennet: Exceptions

You are viewing: Users > Accounts > Maria Bennet: Exceptions

**Asset Exceptions**

Create | Activate | Deactivate | Delete

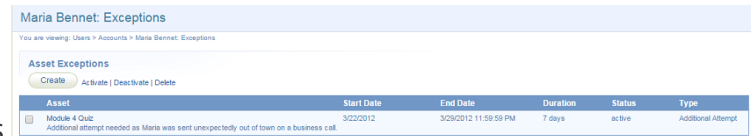
Asset	Start Date	End Date	Duration	Status	Type
<input type="checkbox"/> Module 4 Quiz Additional attempt needed as Maria was sent unexpectedly out of town on a business call.	3/22/2012	3/29/2012 11:59:59 PM	7 days	active	Additional Attempt

2. Select **Date Extension** under exception type.
3. Select the target product and asset.
4. Enter the date range that the user is allowed to access the asset.
5. Optionally enter a time range.
6. Optionally enter a description to explain the reason for the exception.
7. Optionally select **Yes** under Send Asset Exception Email to email the user that an exception was created for them.
8. Select **Create**.

## Additional Attempt Exception

Grant one additional attempt to a user who has completed all available attempts. The additional

attempt is valid regardless of any publish date on the asset. Exceptions created for tests configured to retake only failed sections will allow users to retake only the failed sections.



The screenshot shows a web interface for 'Maria Bennet: Exceptions'. Below the header, there are buttons for 'Create', 'Activate', 'Deactivate', and 'Delete'. A table titled 'Asset Exceptions' contains one entry:

Asset	Start Date	End Date	Duration	Status	Type
<input type="checkbox"/> Module 4 Quiz Additional attempt needed as Maria was sent unexpectedly out of town on a business call.	3/22/2012	3/29/2012 11:59:59 PM	7 days	active	Additional Attempt

1. Select **Create** under asset exceptions.
2. Select Additional Attempt under exception type.
3. Select the relevant product and asset.
4. Enter the date range that the user is allowed to access the asset.
5. Optionally enter a description to explain the reason for the exception.
6. Optionally select **Yes** under Send Asset Exception Email to email the user that an exception was created for them.
7. Select **Create**.

## Activate, Deactivate, or Delete Exceptions

1. [Navigate to Exceptions](#) .
2. Select the exceptions link under asset or product exceptions.
3. Select the [check box](#) for the exception you wish to change.
4. Select Activate, Deactivate, or Delete from the top.

## Grant Multiple Exceptions at Once

The User Course Registration Import Utility can be used for bulk updates of duration days. In step three of the import, you can match Duration Days to your Excel template to create different durations or enter a number directly in the Import Utility in the Duration Days field to give every user in the import the same number of duration days.