

# User Activation Rate Improvement for Admins

Guide your users through the activation process so that they can get started learning.

The approach outlined below is relevant for accounts using manual upload or bulk upload. If you added users with a different method, you can increase activation by re-sending your internal promotion email. Generating awareness and promoting excitement with potential users will encourage them to set up their account and start learning. [Check out resources to help you spread the word.](#)

## Check activation status and resend welcome email

Locate unregistered users and resend the Welcome Email in four easy steps:

1. Log in to your Lynda.com account and [navigate to the User Management tab](#).
2. Use the **User Status** filter on the left side of the **User Management** page to find unregistered users.

### Profile Attributes

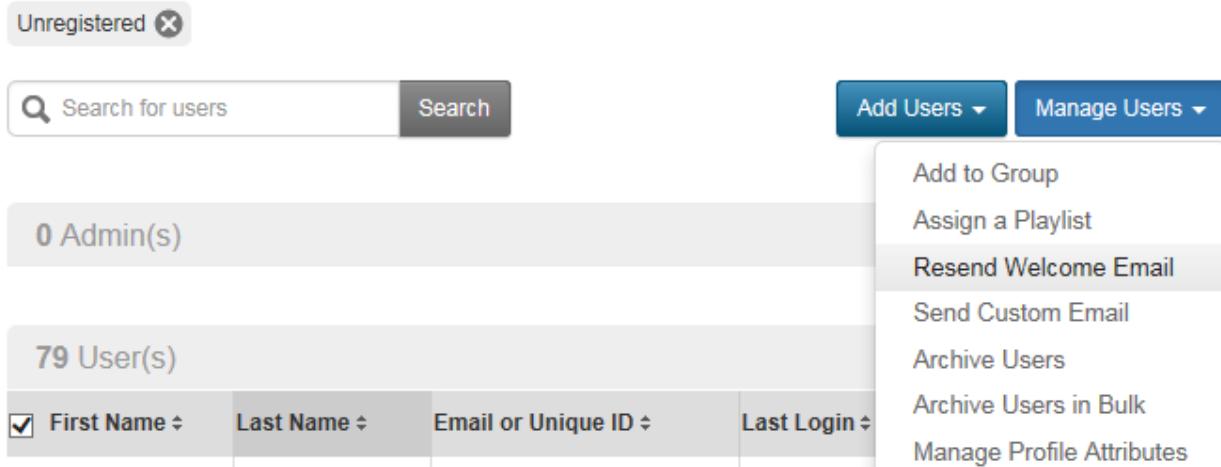
#### User status

[Active \(18\)](#)  
 [Unregistered \(79\)](#)  
or  
 [Archived \(no access\) \(7\)](#)

3. **Select all users** on the list.

79 User(s)					<a href="#">+ Add User</a>
<input checked="" type="checkbox"/>	First Name	Last Name	Email or Unique ID	Last Login	Quick Edit
<input checked="" type="checkbox"/>	Joanne	Baker	joanne.baker@test.com	Never	...
<input checked="" type="checkbox"/>	Alina	Bulina	alina.trambulina@mailinato...	Never	...
<input checked="" type="checkbox"/>	Willard	Castro	w.castro@example.com	Never	...
<input checked="" type="checkbox"/>	Jack	Chapman	jack.chapman@test.com	Never	...
<input checked="" type="checkbox"/>	Amy	Chapman	amy.chapman@test.com	Never	...

4. Choose to resend Welcome Email from your **Manage Users** menu.



The screenshot shows the 'Manage Users' interface. At the top, there is a search bar with a magnifying glass icon and the placeholder 'Search for users', followed by a 'Search' button. To the right are 'Add Users' and 'Manage Users' buttons. A dropdown menu is open from the 'Manage Users' button, listing the following options: 'Add to Group', 'Assign a Playlist', 'Resend Welcome Email' (which is highlighted in blue), 'Send Custom Email', 'Archive Users', 'Archive Users in Bulk', and 'Manage Profile Attributes'. Below the search bar, it says '0 Admin(s)' and '79 User(s)'. Underneath, there is a filter section with dropdown menus for 'First Name', 'Last Name', 'Email or Unique ID', and 'Last Login', with 'First Name' currently selected.

It's good practice to do this once a week. For customers that added users via bulk upload, the registration link in the email expires after seven days for security reasons.

### Troubleshoot Welcome Email Deliverability Issues

If users aren't receiving the Welcome Email, it may be landing in their spam folder. You'll need to provide this [IP whitelist information](#) to your technical team. This will ensure that Lynda.com emails are successfully delivered to your users.