

## Users Still Online Teacher Can Take Them Offline

From time to time, students logging into SuccessMaker will receive a message indicating that all licenses are in use and that they will have to try again later.

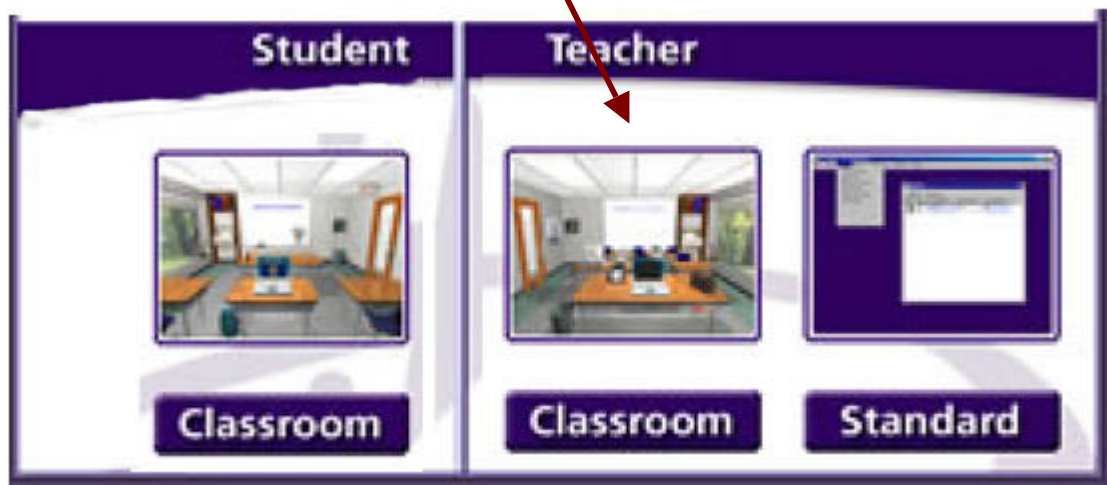
This seems to occur because students are not being listed as offline even though they are not working with the SuccessMaker program at the time. This may be the result of students using **Open-Apple Q** to quit SuccessMaker rather than clicking on the door and exiting the program properly. When a student exits properly, the log in screen for the next student appears.



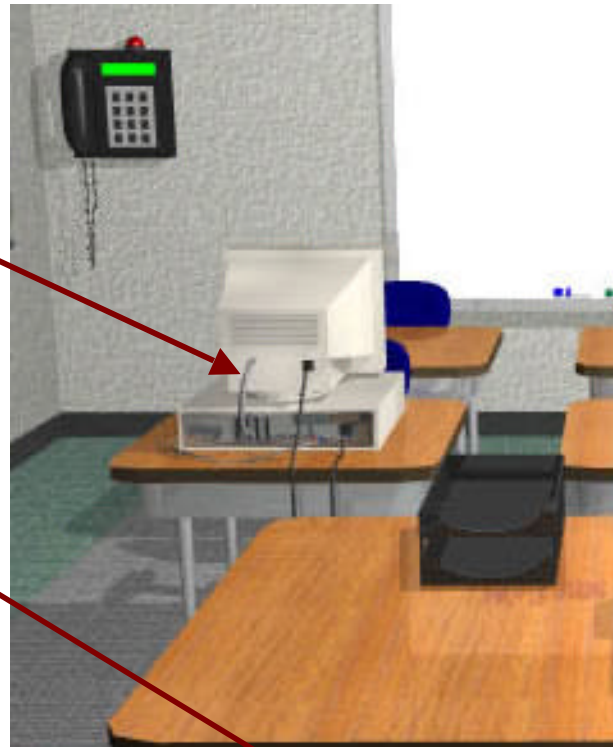
When this screen is visible, then it should be okay for student to use **File, Quit** or **Open-Apple Q**.

In order to clear students who still seem to be online, use the following procedure.

1. Log on with your teacher account and teacher password.
2. Select **Teacher Classroom Interface**



3. Click on the back of the computer that you will see on the left side of your screen.



4. You will see **All Users Online**.

The lightning bolt is your cue that the user is still considered online by the SuccessMaker program. The silhouette with the raised hand is there because that student clicked on a button requesting help.



5. Double click on any of the students listed as online that you want to take offline.

6. A window will open, and you will see several buttons on the left. Click the one named **Online**.

7. Click the **Take Offline** button at the bottom towards the center of the window.

8. Close the individual student window and repeat from **Step 5** to take additional students offline.

9. It is a good idea to check the **All Users Online** in the morning and remove any that might be there before the list gets really long.