



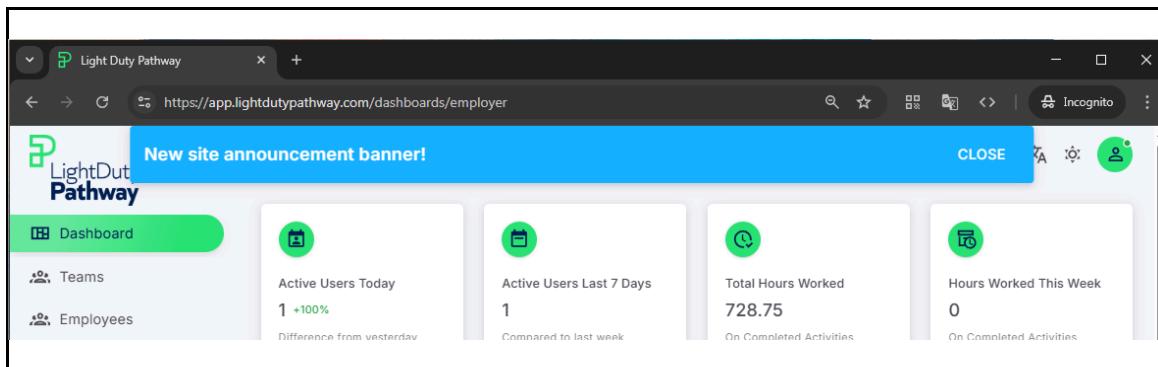
Light Duty Pathway Update

We've made significant progress since launching the new **Light Duty Pathway** site in November. Most of the rough edges have been smoothed out, and things are running smoothly. This past month we've added a few new features that you can see as well as some significant behind-the-scenes improvements!

Light Duty Pathway

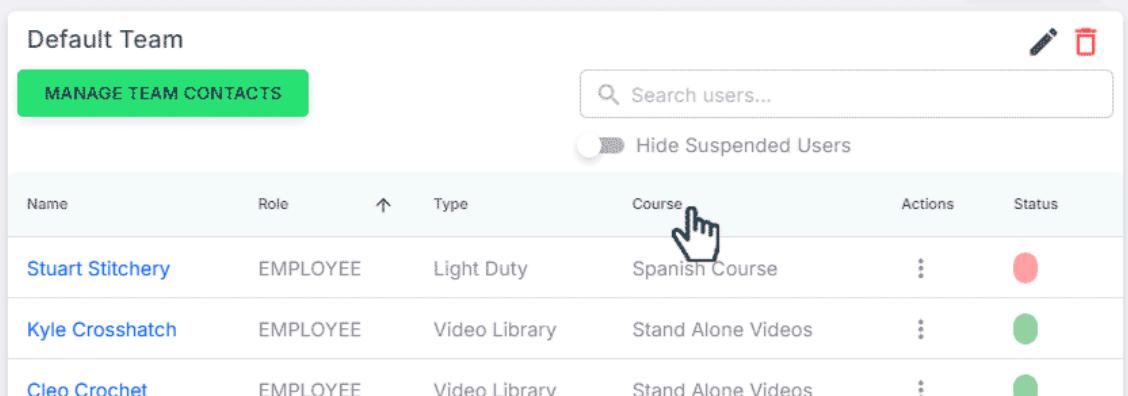
Recent Updates & Fixes!

- New Site Announcement System** – We can now notify customers and their employees directly on the site if there are any issues.



- Automatic Account Suspension for Inactive Employees** – Employee accounts are now automatically suspended if they haven't been active for 60 days.

New Toggle to Hide Inactive/Suspended Users – Easily filter out inactive users from your view.

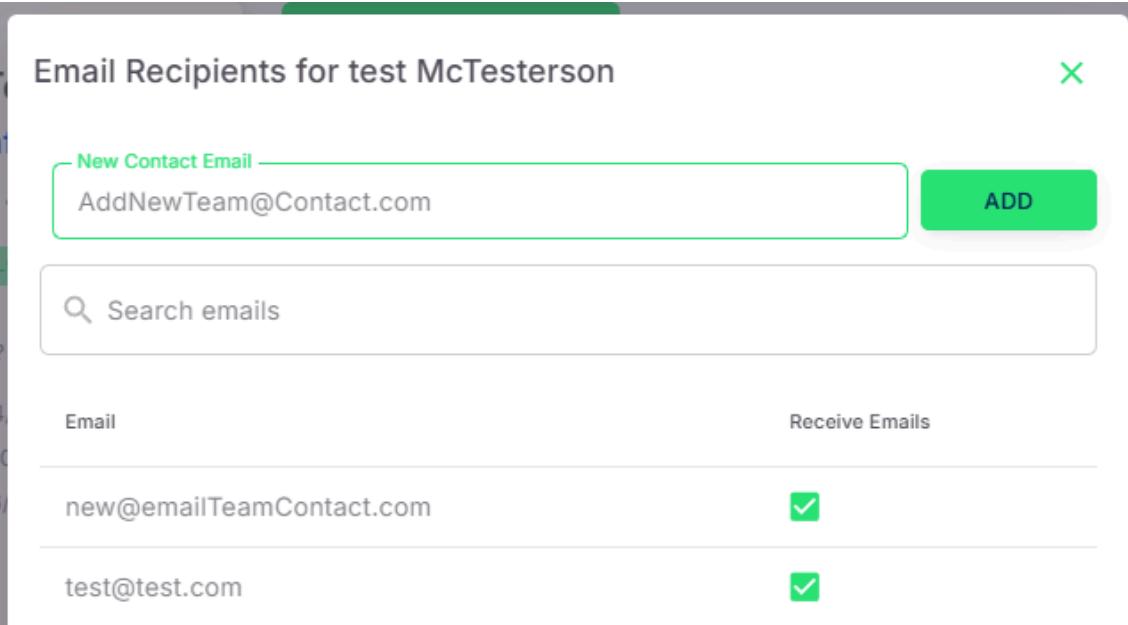


The screenshot shows a table of team contacts. The columns are: Name, Role, Type, Course, Actions, and Status. The 'Actions' column contains three dots, and the 'Status' column contains colored circles (red, green, green). A 'Search users...' input field and a 'Hide Suspended Users' toggle are at the top. A hand cursor is over the 'Course' header.

Name	Role	Type	Course	Actions	Status
Stuart Stitchery	EMPLOYEE	Light Duty	Spanish Course	⋮	●
Kyle Crosshatch	EMPLOYEE	Video Library	Stand Alone Videos	⋮	●
Cleo Crochet	EMPLOYEE	Video Library	Stand Alone Videos	⋮	●

Expanded Video Library Content – We've added more training materials to the **Video Library** course.

Easier Team Contact Management – You can now add Team Contacts directly from the "Manage Email Recipients" panel in the Employee Details page —no need to navigate to the **Manage Teams** page.



The screenshot shows a list of email recipients. The columns are: Email and Receive Emails. Each row has a checkbox in the 'Receive Emails' column. A 'New Contact Email' input field and an 'ADD' button are at the top. A 'Search emails' input field is below.

Email	Receive Emails
new@emailTeamContact.com	<input checked="" type="checkbox"/>
test@test.com	<input checked="" type="checkbox"/>

Improved Manager Workflow for Adding Seats & Assigning Employees – We've reworked this process to make it more functional.

Bug Fixes & Technical Improvements

- Fixed a login issue caused by extra spaces before or after usernames.
- Resolved an issue where employees couldn't exit their **User Settings** menu.
- **Backend Upgrades** to improve system integration, allowing use to manage customer accounts more efficiently.
- **Adjusted Session Timeout** – The **refresh token timer** has been extended from **10 hours to 12 hours** to better accommodate employees who need to access the site for longer periods throughout the day. This

ensures a smoother experience while still requiring employees to log in daily. If an employee receives a **"no refresh token found"** error, they should log in again.

[Video Overview and Tutorials](#)

Known Issue & Workaround

Occasionally, a newly created employee account doesn't automatically get assigned a seat. This typically becomes apparent when an employee logs in and is told they have no courses.

How to check & fix it:

[1] If the new employee **appears in a team**, their account is set up correctly.

[2] If they do **not** have a seat, there are two solutions:

- **Option 1:** An Employer or Admin can **delete the user account** from the **Employees** page and reassign them.
- **Option 2:** Contact us, and we can manually connect the user account to a seat. Please specify the **course** and, if applicable, the **team**.
 - support@lightdutypathway.com
 - 1 (800) 677-1538

Quick Troubleshooting Tip

If an employee has been using the system without issues but suddenly encounters errors (e.g., content not loading, or messages about checking their connection), try these steps:

[1] **Log out and log back in.**

[2] If the issue persists, **switch to a different web browser** and log in again. This has resolved issues for multiple users.

Looking Ahead

Now that the core features of the new site are in place, we're able to **focus more on expanding and refining** the platform. We'll continue making improvements and adjustments based on your feedback, while maintaining the same level of **responsive customer service**.

Thank you!

Thank you for being a part of **Light Duty Pathway!**

Sincerely,

Dana Burman
Director of Technology,
Light Duty Pathway
nLyten Media, LLC

nLyten Media LLC

1420 Marvin Rd NE No.C-623, 98516, Lacey

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