



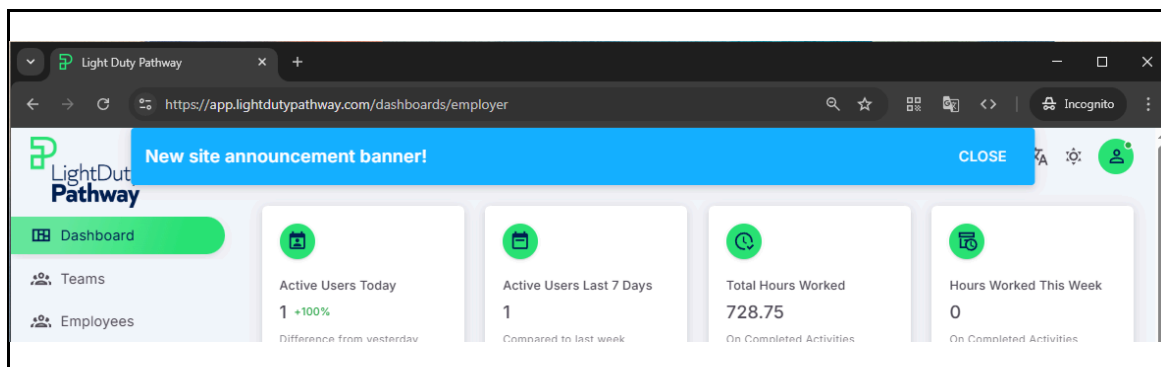
## Light Duty Pathway Update

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

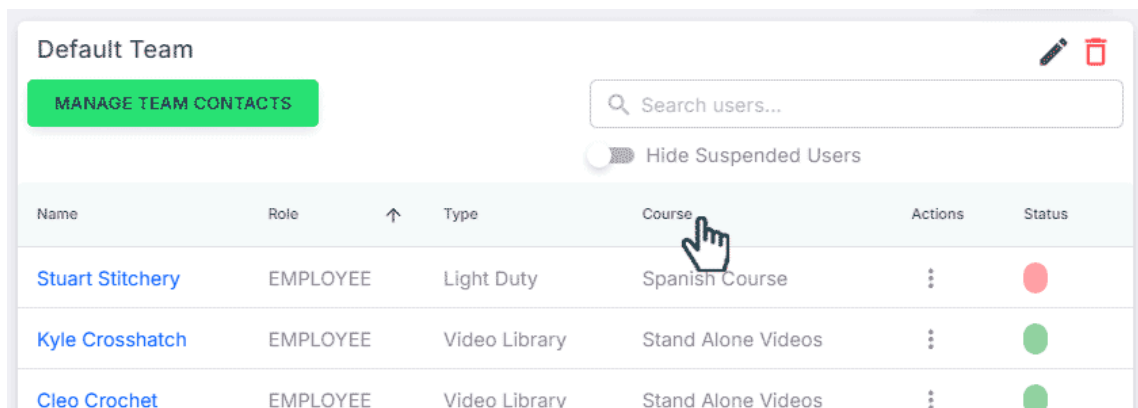
## Recent Updates & Fixes!

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



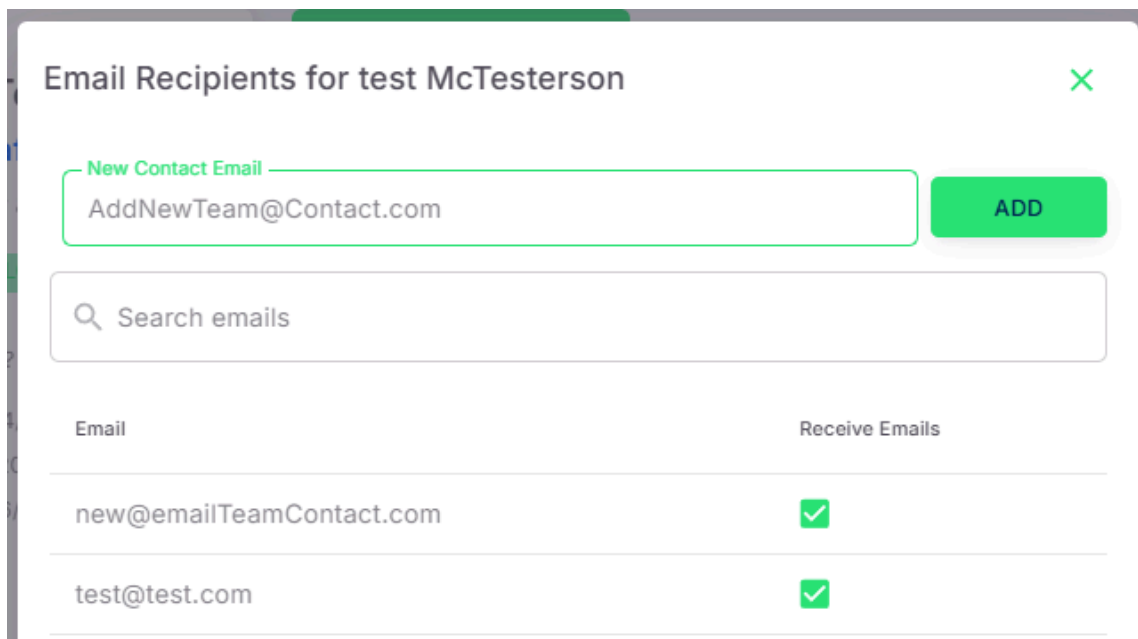
✓ **Automatic Account Suspension for Inactive Employees** – Employee accounts are now automatically suspended if they haven't been active for 60 days.

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



✓ **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.



✓ **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](mailto: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**

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