Light Duty Pathway Update

Our work on enhancing the Light Duty Pathway experience is still going strong! Many of the recent updates will be invisible to users, but will aid our team in managing the site and taking care of customer requests.

Light Duty Pathway

Recent Updates & Fixes!

✅ **Password Reset** – We now have a way for account holders to reset their own password without needing to contact us. This is only available to users who have an actual email address as a username.
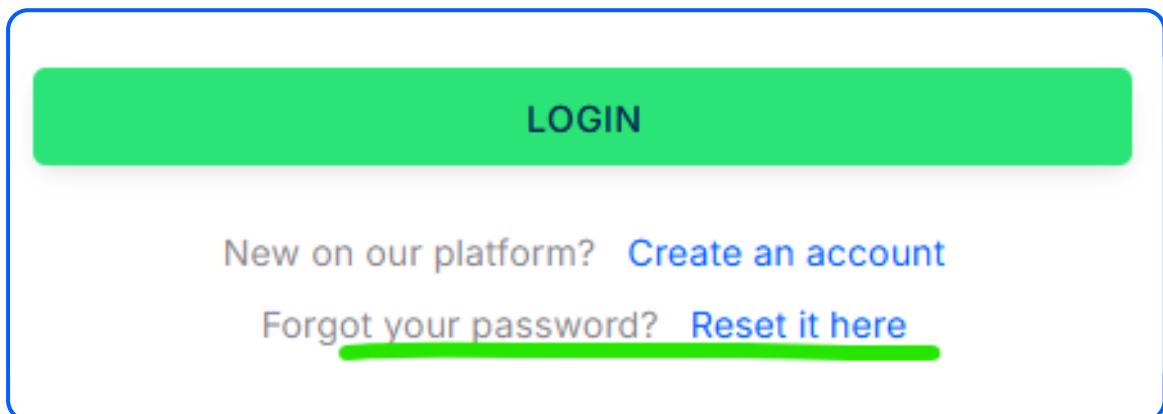
✅ **Enhanced Seat Info** – The Team Management page now displays both Seat Status and User Status for employees. You can see whether a seat is active, expired, available, or renewed. A "renewed" status means the employee continued using the program after their seat expired and has since been assigned a new one.

Seat Status
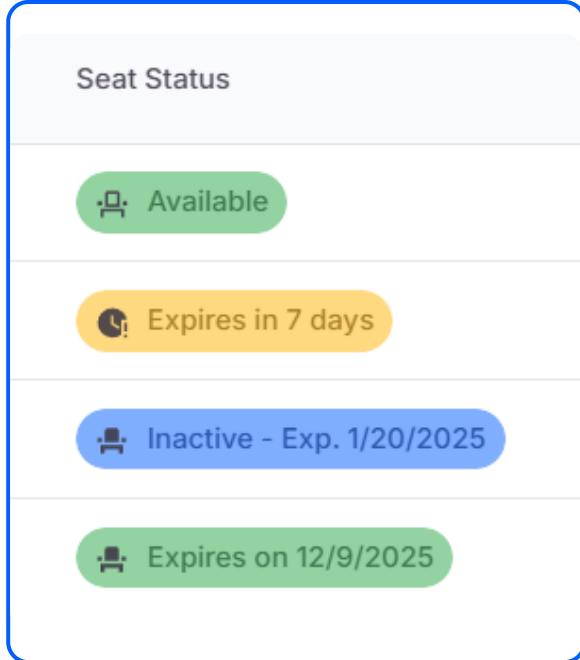
✅ **Backup Video Player** – We experienced brief outages with our main video provider in late March/early April. To prevent future disruptions, we've added a backup video player that activates if the primary one fails. While it doesn't auto-advance to quizzes, a manual "Continue to Quiz" button is now included. Not all videos are on the backup platform yet, but we're working toward full coverage.

✅ **Employer Terminology Update** – We're updating the "Employer" role name to "AcctAdmin" (Account Administrator). This better reflects its use by clients who manage employees on behalf of other companies—not just their own staff. The "Manager" and "Employee" role names will stay the same.

✅ **Expanded Video Library Content** – We've added more training materials to the **Video Library course** and added a link to the list of the content in the FAQ page.

✅ **Bug Fixes & Technical Improvements**
- Fixed a potential security exploit that could only be accessed by logged-in Employers or Managers. It was discovered during internal testing, and there's no indication it was ever used externally.
- Added internal tools to help our support team manage seats more efficiently and respond faster to support requests.
- Implemented validation to prevent employee accounts from being created without an assigned seat.
- Resolved an issue where duplicate usernames weren't being flagged properly during account setup.
- Enhanced the seat renewal process to better handle expired and reset seats.
- Employer accounts are no longer automatically added to new teams. This prevents confusion when third-party reps create teams for client companies. Reporting is now handled through *Team Contacts*, replacing the old system where it was tied to user accounts on the team.

- Fixed a couple of video library activities that were incorrectly showing the wrong video.
- Implemented a fix

The Times, They are a Changin'

After 4 years, Josh Allison, who handled sales and business development for us, has stepped down from LDP and moved on to another company. He's done a great job here, and we're sorry to see him go.

Dave Burnett is taking over customer outreach, and he is available at dave@lightdutypathway.com for general program questions. If you have a technical support question, feel free to send an email to support@lightdutypathway.com.

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

We're continuing to refine and improve Light Duty Pathway based on how our customers are using the platform, requests from potential clients and our own design ideas. As always, feel free to let us know how we can make the platform work better for you.

Thank you!

We are glad that you are a part of **Light Duty Pathway!**

Sincerely,

Dana Burman

Director of Technology,
Light Duty Pathway
nLyten Media, LLC