

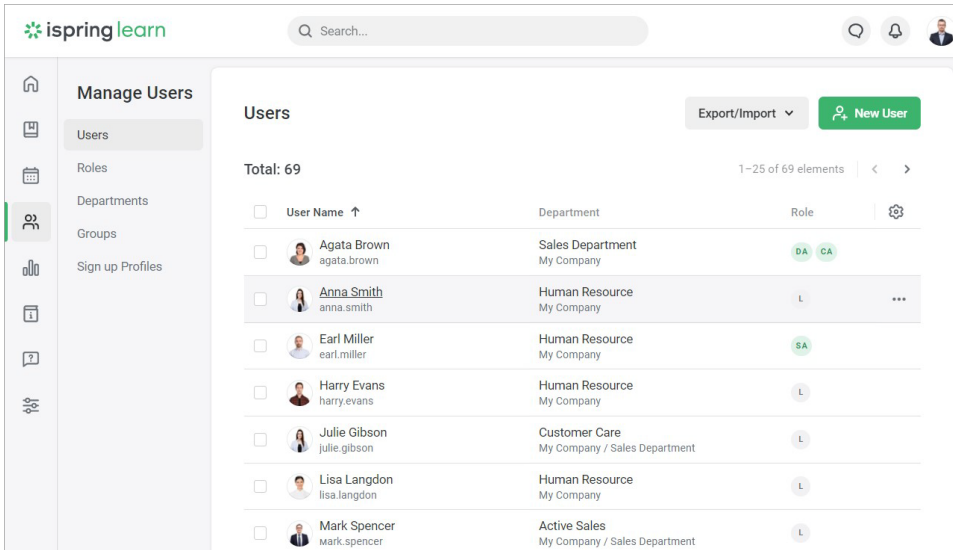
User Achievements

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User Achievements

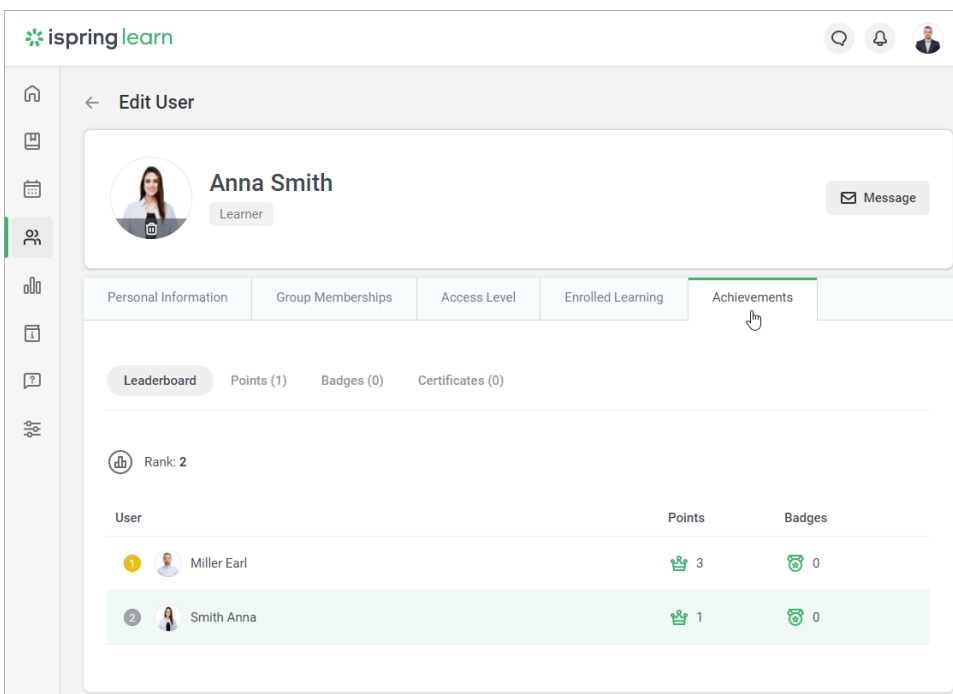
To view a user's achievements:

1. In the **Users** section, click on a user's name.



2. On the **Edit user** page, open the **Achievements** tab.
3. Here you can check a user's position in the overall leaderboard, the number of points and badges the user has received, and certificates that were delivered for completed courses.

If [gamification](#) in your account is switched off, those will be the only certificates available to view under the **Achievements** tab.



Managing Points

If you have enabled [gamification](#), your account users will receive points for all modules and courses that have been passed. Apart from the default settings, you can specify [a custom number of points](#) that will be awarded for completing a particular course or content item.

Sometimes, the administrator needs to encourage a user who has passed a course or, contrarily, penalize students for skipping a webinar or not doing their homework assignments. In this case, the option to manually award users with points and deduct them comes in handy.

To award or deduct points:

1. Select a user in the list and open their profile.

The screenshot shows the 'Manage Users' page in the ispring learn application. On the left is a sidebar with navigation options: Home, Users, Roles, Departments, Groups, and Sign up Profiles. The main area is titled 'Users' and includes an 'Export/Import' dropdown and a 'New User' button. Below this, it says 'Total: 69' and '1-25 of 69 elements'. A table lists users with checkboxes, user names, departments, and roles. Anna Smith is highlighted in the table.

<input type="checkbox"/>	User Name ↑	Department	Role	
<input type="checkbox"/>	Agata Brown agata.brown	Sales Department My Company	DA CA	
<input type="checkbox"/>	Anna Smith anna.smith	Human Resource My Company	L	...
<input type="checkbox"/>	Earl Miller earl.miller	Human Resource My Company	SA	
<input type="checkbox"/>	Harry Evans harry.evans	Human Resource My Company	L	
<input type="checkbox"/>	Julie Gibson julie.gibson	Customer Care My Company / Sales Department	L	
<input type="checkbox"/>	Lisa Langdon lisa.langdon	Human Resource My Company	L	
<input type="checkbox"/>	Mark Spencer mark.spencer	Active Sales My Company / Sales Department	L	

2. Next, go to the **Achievements** tab and select **Points**.
3. Open the **Manage Points** menu and choose whether you want to add or deduct points.

The screenshot shows the 'Edit User' page for Anna Smith. The 'Achievements' tab is selected. Under the 'Points (1)' section, there is a table showing a point awarded on Jan 20, 2022, for 'Car Sale Dialog'. A 'Managing Points' dropdown menu is open, showing 'Award points' and 'Remove points' options.

Date	Awarded for
Jan 20, 2022	Car Sale Dialog

4. Then, specify the data and the reason for the action, and the number of points awarded or deducted. Finally, click **Award** or **Remove** depending on the operation performed.

← Edit User

Personal Info

Leaderboard

Date

Jan 20, 2022

Car Sale Dialog

+1

Message

vements

Managing Points

Points

Awarding Points

Date:1/20/2022 10:12 AM

Points:200

Reason:The best business proposal in the group.

Cancel

Award