What if something goes wrong with managing users?

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This article provides troubleshooting tips for common User Management issues and explains how to get help if you need additional support.

Most User Management tasks in Big Think+ are straightforward, but issues can occasionally come up, especially when dealing with large groups or complex permission setups. Below are some common challenges and how to resolve them.

I can't resend an invitation

You may be trying to resend an invite to a user whose access has expired.

Try this:

- Edit the user's record to update the expiration date, then resend the invite.

My bulk upload failed

This usually happens due to formatting issues in the CSV file.

Try this:

- Make sure all column headers match the sample CSV exactly.
- Check that all email addresses are valid and correctly formatted.
- If you're updating existing users, make sure the email matches their current record in the system.

A user didn't receive their invitation

The invitation email may have gone to spam or been blocked by a firewall.

Try this:

- Ask the user to check their spam or junk folder.
- Resend the invitation from the dashboard.
- Confirm the email address was entered correctly.
- Work with your IT team to whitelist *@bigthink.com email addresses.

I don't have access to User Management

You might not have the right permissions, or User Management may not be enabled for your organization.

Try this:

- Contact your internal admin to confirm your role includes **Manage Users**.

Need additional help?

If you've tried the solutions above and are still having trouble:

- Contact your internal Big Think+ admin or learning manager.
- Reach out to Big Think+ Partner Services at **partnerservices@bigthink.com** for further support.