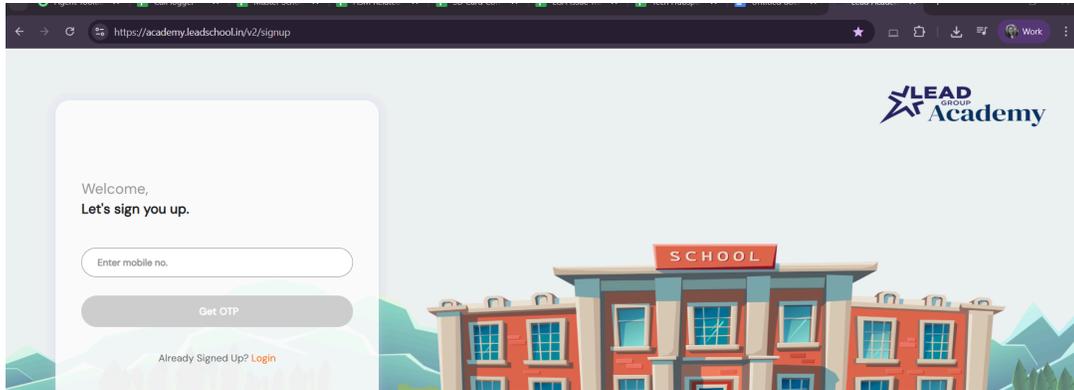


LGA Support Customer Team

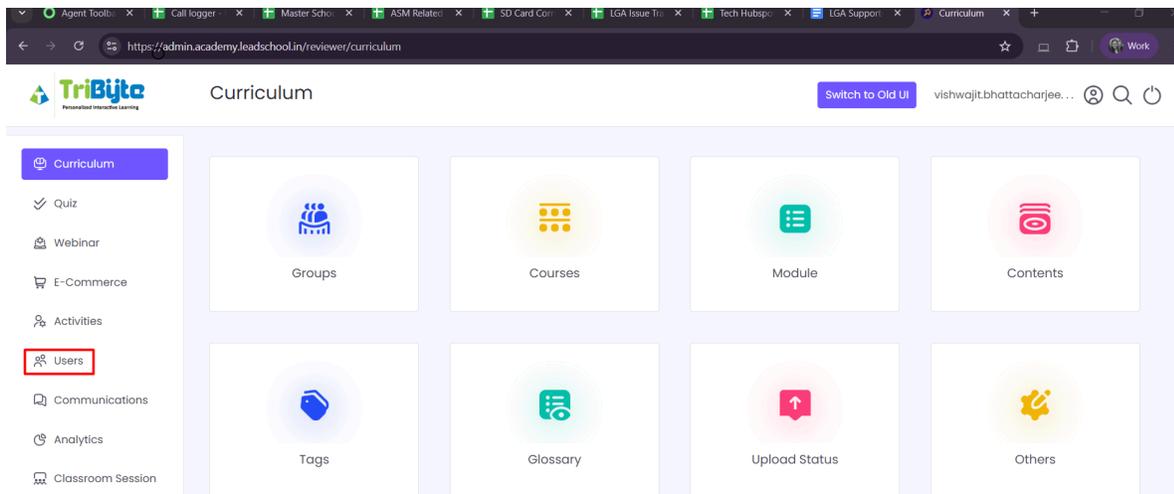
- **Issue:** The teacher is unable to log in using OTP.

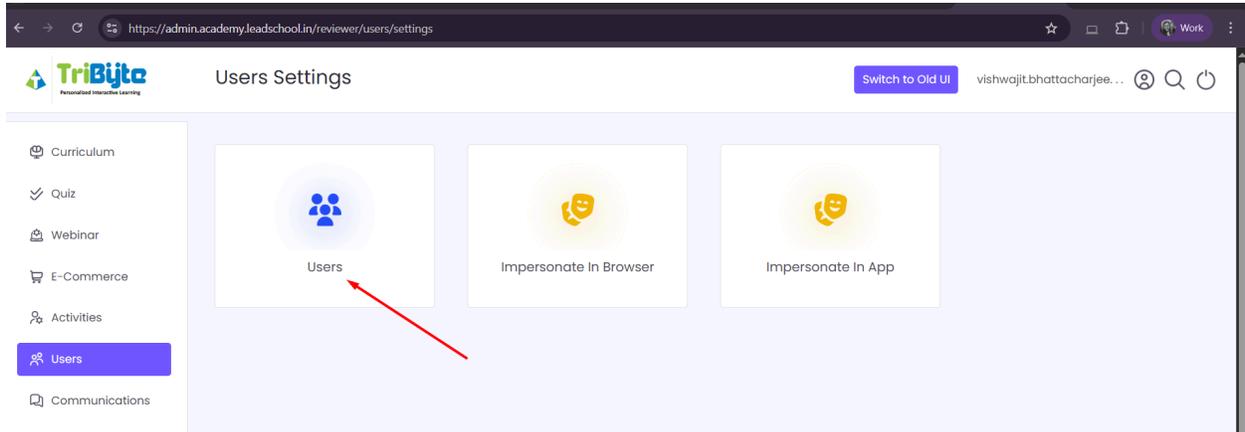
Symptom: After entering the OTP, the system redirects back to the login page instead of proceeding.

Prerequisite: The user's registration number is mandatory



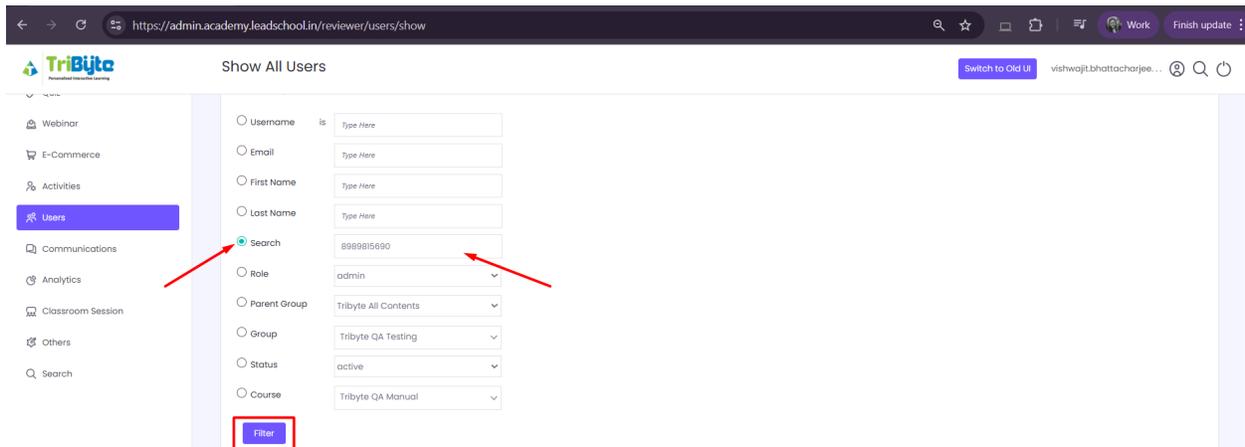
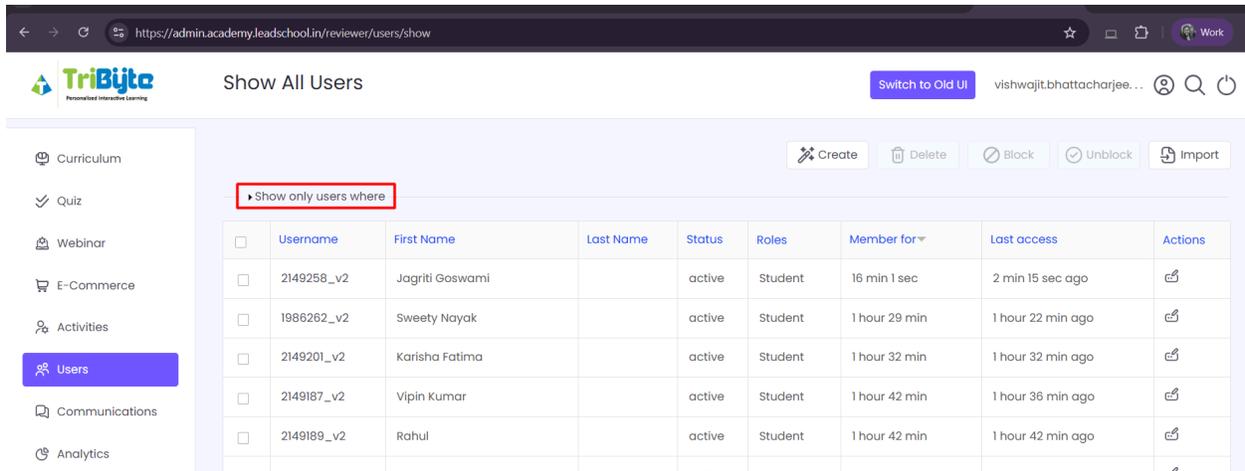
- **Solution-**
 - Login to Tribyte portal
 - Click on User on the left side of the menu section under Curriculum
 - Click on the User tile again under the User setting page.





Once you land on Show All User page you need to click on **“Show only users where.”**

- Click on Search, and it will be highlighted in **Green** in color.
- Enter the user number (register number only) in the empty box and click on Filter that will search the user in Tribyte Portal.



- In the Tribyte portal, the user (status) is blocked; click on the Action button to make the user as active.

The screenshot shows the 'Show All Users' interface in the TriByte portal. The user '212421_v2' is listed with a status of 'blocked'. A red box highlights the 'blocked' status, and a red arrow points to the 'Actions' button in the table row.

	Username	First Name	Last Name	Status	Roles	Member for	Last access	Actions
<input type="checkbox"/>	212421_v2	Parvathi Sudhir	Murthy	blocked	Student	1 year 8 weeks	24 min 27 sec ago	

The screenshot shows the user edit page for user '212421_v2'. The 'Status' is set to 'Active' and the 'Save' button is highlighted with a red box.

Status: Blocked Active

Roles: Site Admin Student Trainer

Timezone: (UTC+05:30) Asia, Kolkata

Location: India

Selected Groups: PrePrimary > SubjectGroups-V2, Primary > SubjectGroups-V2, Middle > SubjectGroups-V2, Higher > SubjectGroups-V2, TribyteQA-Batch1 > AllBatches-V2, TribyteQA-CGI > SubjectGroups-V2

Change Group

Save Delete

- Then Click on Save button to make the changes. once activation done, the user User status will change from Blocked to Active.
- Can verify on <https://academy.leadschool.in/v2/signup>

- **Issue:-** Incorrect user name is visible on the certificate.

Symptom: After downloading the certificate from Nucleus under *Teacher Training and Certification*, the incorrect name is reflected, or a spelling mistake is encountered.

Prerequisite: The user's registration number is mandatory & user must have completed the relevant course.

Do Verify the correct Spelling with User and also check the user is active in Nucleus and also check the user name is reflecting on in TTC (**Teacher Training and Certification**)



- **Solution-**
 - Login to Tribyte portal and go the user and search for the user
 - Click on Action to edit the profile.
 - Login to Tribyte portal and go the user and search for the user

Show All Users Switch to Old UI vishwajit.bhattacharjee...   

 Create
 Delete
 Block
 Unblock
 Import

▶ Show only users where

<input type="checkbox"/>	Username	First Name	Last Name	Status	Roles	Member for	Last access	Actions
<input type="checkbox"/>	1675953_v2	Mary Catherine		active	Student	1 year 24 weeks	2 hours 49 min ago	

- Go to **Personal Info** and click on Edit Profile
- Make the changes, Like Edit the name of the teacher , or correct the spelling Of the Teacher.
- And then click on the **SAVE** button to save the changes.

← 1675953_v2 Switch to Old UI vishwajit.bhattacharjee... 👤 🔍 ⏻

Account Info **Personal Info** Credentials Devices Tasks Badges Products Order History Subscribed Modules More >

Account information

Username *

1675953_v2

Account Info Credentials Devices **Personal Info** Tasks Badges Products Order History Subscribed Modules More >

First Name *

Type Here

Last Name

Type Here

- And then click on the **SAVE** button to save the changes.
- Later, click on the **Badges** to generate new certificates.

Account Info Credentials Devices Personal Info Tasks **Badges** Products Order History Subscribed Modules More >

	Title	Quiz	Actions
<input type="checkbox"/>	Program Completion	Pinnacle+ Accelerated Readiness Program	View Download Regenerate
<input type="checkbox"/>	Course Completion	Pinnacle+ Teacher Training	View Download Regenerate
<input type="checkbox"/>	Course Completion	Collaborative Learning (Academy V2)	View Download Regenerate
<input type="checkbox"/>	Course Completion	Classroom Management (Academy V2)	View Download Regenerate
<input type="checkbox"/>	Course Completion	Classroom Culture (Academy V2)	View Download Regenerate
<input type="checkbox"/>	Course Completion	Differentiated Instruction (Academy V2)	View Download Regenerate
<input type="checkbox"/>	Course Completion	Masterclass on School Leadership	View Download Regenerate
<input type="checkbox"/>	Program Completion	School Leadership Program	View Download Regenerate
<input type="checkbox"/>	Course Completion	Masterclass NCF 2023 for Progressive Schools	View Download Regenerate
<input type="checkbox"/>	Program Completion	Pinnacle+ Accelerated Readiness Program (AY25)	View Download Regenerate
<input type="checkbox"/>	Course Completion	Pinnacle+ Teacher Training (AY 25)	View Download Regenerate
<input type="checkbox"/>	Course Certificate LEAD Group	Pinnacle+ Teacher Training	View Download Regenerate

Add **Remove**

- Click **OK** Button, check the New Certificate on Nucleus Under TTC (**Teacher Training and Certification**)

← User Badge Switch to Old UI

Account Info | Credentials | Devices | Personal Info | Tasks | Badges | Products | Order History | Subscribed Modules | More >

	Title	Quiz	Actions
<input type="checkbox"/>	Program Completion	Pinnacle+ Accelerated Readiness Program	View Download Regen
<input type="checkbox"/>	Course Completion	Pinnacle+ Teacher Training	View Download Regen
<input type="checkbox"/>	Course Completion	Collaborative Learning (Academy V2)	View Download Regen
<input type="checkbox"/>	Course Completion	Classroom Management (Academy V2)	View Download Regen
<input type="checkbox"/>	Course Completion	Classroom Management (Academy V2)	View Download Regen
<input type="checkbox"/>	Course Completion	Classroom Management (Academy V2)	View Download Regen
<input type="checkbox"/>	Course Completion	Classroom Management (Academy V2)	View Download Regen
<input type="checkbox"/>	Course Completion	Classroom Management (Academy V2)	View Download Regen
<input type="checkbox"/>	Program Completion	Classroom Management (Academy V2)	View Download Regen
<input type="checkbox"/>	Course Completion	Masterclass NCP 2023 for Progressive Schools	View Download Regen
<input type="checkbox"/>	Program Completion	Pinnacle+ Accelerated Readiness Program (AY25)	View Download Regen
<input type="checkbox"/>	Course Completion	Pinnacle+ Teacher Training (AY 25)	View Download Regen

Warning

⚠ Certificate has been regenerated. Please wait few minutes to get the updated certificate.

OK

admin.academy.leadsschool.in says

Do you really want to regenerate?

OK Cancel

SERIAL NO: 28879691

CERTIFICATE OF ACHIEVEMENT

This is to certify that

Mary Catherene

has successfully completed the training course on

Pinnacle+ Teacher Training

on 06/05/2024 with a total duration of 6 Hours

And is therefore awarded this qualification with distinction




SMITA DEORAH
Co-CEO & Co-Founder
LEAD Group

Course Certificate LEAD Group (Pinnacle+ Teacher Training)

Sep 26, 2025 | 11:46 AM

Share Download