

Why is my participant not marked as completed?

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If a participant reaches out to you and says they have completed specific parts in a course, but it looks like they haven't, you can easily double-check this by following the steps below.

1. Go to the "Participants" tab
2. You will find a progress percentage bar to the right of the participants' names. If you click on the plus sign to the left of their names, you will find more details about the participant's progress, such as which modules and activities they completed and when this was completed. If you click on "Show details" you will even see which components in a specific activity they have completed.

The screenshot shows the Learnifier interface. At the top, there is a navigation bar with the Learnifier logo and various menu items: Dashboard, Projects, Users, Library, Reports, Automations, Settings, and a user profile section with 'Gå till', a search icon, a notification bell, a chat icon, and a 'Demo' dropdown. Below this is a sub-navigation bar with 'OVERVIEW', 'PARTICIPANTS' (selected), 'WAITLIST', 'COURSE PAGE', 'EVENTS', 'ASSIGNMENTS', 'DETAILS', 'COMMUNICATIONS', 'REPORTS', and 'SETTINGS'. The main content area is divided into two sections. The top section is a form for adding a participant, with fields for 'First Name', 'Last Name', and 'Email', and an 'Add participant' button. The bottom section is a table of participants. It has a search bar, a 'Select members in group' dropdown, and several action buttons: 'Send Email...', 'Send Text...', 'Change Expiration', 'Activate', 'Add to group', 'Move', 'Re-enroll', and 'Remove'. The table has columns for 'NAME', 'INVITED', 'LAST EMAIL', 'LAST SEEN', 'STATUS', 'AWARDS', and 'CERT EXP'. One participant, 'Dajana Demo', is highlighted. To the left of her name is a minus sign icon. To the right of her name is a progress bar showing '3 months ago' and 'In progress'. Below the table is a 'Progress' section for 'Dajana Demo'. It shows 'Overview | Show details' and '3 of 33 completed'. Under the heading 'INTRODUCTION', there is a table of activities. The first activity is 'Welcome!' with a date of '29 maj 2023 10:18:43' and a status of 'In progress'. The second activity is 'Tip from Erika' with a date of '29 maj 2023 10:18:43' and a status of 'Completed'. The third activity is 'Portals and roles' with a date of '29 maj 2023 10:18:43' and a status of 'Completed'. A blue circular button with a plus sign is visible in the bottom right corner of the progress section.