

Why is my participant not marked as completed?

Ester Andersson - 2024-07-24 - Trouble shooting

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 displays 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 tabs: 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 input fields for 'First Name', 'Last Name', and 'Email', and an 'Add participant' button. The bottom section is a table of participants. It includes a search bar, a 'Select members in group' dropdown, and a row of action buttons: 'Send Email...', 'Send Text...', 'Change Expiration', 'Activate', 'Add to group', 'Move', 'Re-enroll', and 'Remove'. Below these buttons is a table with columns: NAME, INVITED, LAST EMAIL, LAST SEEN, STATUS, AWARDS, and CERT EXP. A row for 'Dajana Demo' is highlighted, showing '3 months ago' for 'LAST SEEN' and 'In progress' for 'STATUS'. To the right of the name is a progress bar and an 'Actions' dropdown.

Below the table is a 'Progress' section. It has a link for 'Overview | Show details' and shows '3 of 33 completed'. Under the heading 'INTRODUCTION', there is a table of activity completion. The table has columns for the activity name, the completion date, and the status. The activities listed are 'Welcome!', 'Tip from Erika', and 'Portals and roles'. 'Welcome!' is 'In progress', while 'Tip from Erika' and 'Portals and roles' are 'Completed'.

Activity/Quiz	Completion
Welcome!	In progress
Tip from Erika	Completed
Portals and roles	Completed