

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, and Settings. A search bar and user profile are also visible. Below the navigation bar, the 'PARTICIPANTS' tab is selected, showing a list of participants. The first participant listed is 'Dajana Demo', with a status of 'In progress' and a progress bar. Below the participant list, there is a 'Progress' section for 'Dajana Demo'. This section shows a summary of '3 of 33 completed' activities. Under the 'INTRODUCTION' section, three activities are listed: 'Welcome!' (In progress), 'Tip from Erika' (Completed), and 'Portals and roles' (Completed). Each activity has a corresponding completion status and a date/time stamp.

Activity/Quiz	Completion Status	Completion Date/Time
Welcome!	In progress	29 maj 2023 10:18:43
Tip from Erika	Completed	29 maj 2023 10:18:43
Portals and roles	Completed	29 maj 2023 10:18:43