

## 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 shows the Learnifier interface with the 'PARTICIPANTS' tab selected. At the top, there is a navigation bar with 'Dashboard', 'Projects', 'Users', 'Library', 'Reports', 'Automations', and 'Settings'. Below this, a sub-navigation bar includes 'OVERVIEW', 'PARTICIPANTS', 'WAITLIST', 'COURSE PAGE', 'EVENTS', 'ASSIGNMENTS', 'DETAILS', 'COMMUNICATIONS', 'REPORTS', and 'SETTINGS'. The main content area features a form to 'Add participant' with fields for 'First Name', 'Last Name', and 'Email'. Below the form is a search bar for participants and a dropdown to 'Select members in group'. A row of action buttons includes 'Send Email...', 'Send Text...', 'Change Expiration', 'Activate', 'Add to group', 'Move', 'Re-enroll', and 'Remove'. A table lists participants, with one entry for 'Dajana Demo' showing '3 months ago' and 'In progress' status. Below the table, a 'Progress' section shows '3 of 33 completed' under the 'INTRODUCTION' module. A table of activity completion follows:

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