

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 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 'Demo'. 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 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'. The table has columns for 'NAME', 'INVITED', 'LAST EMAIL', 'LAST SEEN', 'STATUS', 'AWARDS', and 'CERT EXP'. One participant, 'Dajana Demo', is listed with a status of 'In progress' and a last seen date of '3 months ago'. Below the table, there is a 'Progress' section for 'Dajana Demo' with a sub-section 'INTRODUCTION' showing a list of activities and their completion status. The activities are: 'Welcome!' (In progress), 'Tip from Erika' (Completed), and 'Portals and roles' (Completed). The completion status is shown as a percentage bar and a checkmark icon.

NAME	INVITED	LAST EMAIL	LAST SEEN	STATUS	AWARDS	CERT EXP
Dajana Demo			3 months ago	In progress		

Progress

Overview | Show details
3 of 33 completed

INTRODUCTION

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