

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 web application 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 icon are also present. Below the navigation bar, a secondary menu highlights the 'PARTICIPANTS' tab, with other options like OVERVIEW, WAITLIST, COURSE PAGE, EVENTS, ASSIGNMENTS, DETAILS, COMMUNICATIONS, REPORTS, and SETTINGS. The main content area is divided into two sections. The upper section is a form for adding a new participant, with input fields for 'First Name', 'Last Name', and 'Email', and an 'Add participant' button. The lower section shows a list of participants. A search bar and a 'Select members in group' dropdown are at the top of this section. Below these are several action buttons: 'Send Email...', 'Send Text...', 'Change Expiration', 'Activate', 'Add to group', 'Move', 'Re-enroll', and 'Remove'. A table lists participants with columns for NAME, INVITED, LAST EMAIL, LAST SEEN, STATUS, AWARDS, and CERT EXP. One participant, 'Dajana Demo', is highlighted. To the right of her name is a progress bar and the text '3 months ago' and 'In progress'. Below the table, a 'Progress' section is visible, showing 'Overview | Show details' and '3 of 33 completed'. Under the heading 'INTRODUCTION', there is a table of activity/quiz completion. The table has three rows: 'Welcome!' (In progress), 'Tip from Erika' (Completed), and 'Portals and roles' (Completed). Each row shows the completion date and time as '29 maj 2023 10:18:43' and a status indicator (In progress, Completed, or Completed) with a corresponding icon.

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

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