



Knowledge base > Trouble shooting > Why is my participant not marked as completed?

## 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 web application. At the top is a navigation bar with the Learnifier logo and various menu items: Dashboard, Projects, Users, Library, Reports, Automations, and Settings. On the right of the navigation bar are links for 'Gå till', a search icon, a bell icon, a chat icon, and a 'Demo' button. Below the navigation bar 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 new participant, with fields for 'First Name', 'Last Name', and 'Email', and an 'Add participant' button. The bottom section is a table of participants. It has a search bar 'Search participants' and a dropdown 'Select members in group'. Below these are buttons for 'Send Email...', 'Send Text...', 'Change Expiration', 'Activate', 'Add to group', 'Move', 'Re-enroll', and 'Remove'. The table has columns: NAME, INVITED, LAST EMAIL, LAST SEEN, STATUS, AWARDS, and CERT EXP. One participant is listed: 'Dajana Demo', with a status of 'In progress' and a progress bar. To the right of the participant name is a plus sign icon and an 'Actions' dropdown.

Below the table is a detailed view of the participant's progress. It shows 'Overview | Show details' and '3 of 33 completed'. Under the heading 'INTRODUCTION', there is a table of activities. The first activity is 'Welcome!' with a timestamp of '29 maj 2023 10:18:43' and a status of 'In progress'. The second activity is 'Tip from Erika' with a timestamp of '29 maj 2023 10:18:43' and a status of 'Completed'. The third activity is 'Portals and roles' with a timestamp of '29 maj 2023 10:18:43' and a status of 'Completed'. A blue circular button with a plus sign is located at the bottom right of the progress table.