

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, Settings, and a user profile section with 'Gå till', a search icon, a notification bell, a chat icon, and a 'Demo' dropdown. 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'. Below these buttons is a table with columns: NAME, INVITED, LAST EMAIL, LAST SEEN, STATUS, AWARDS, and CERT EXP. A participant named 'Dajana Demo' is highlighted, with a status of 'In progress' and a progress bar. Below the table, there is a 'Progress' section for 'Dajana Demo' showing '3 of 33 completed'. Under the 'INTRODUCTION' section, there is a table of activities with columns for the activity name, the time it was completed, and the completion status. The activities listed are 'Welcome!' (In progress), 'Tip from Erika' (Completed), and 'Portals and roles' (Completed).

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

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