

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, and Settings. Below this is a sub-navigation bar with options: 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 includes a search bar, a dropdown for 'Select members in group', and several 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 highlighted. Below the table, there is a 'Progress' section for Dajana Demo, showing '3 of 33 completed' and a list of activities under the 'INTRODUCTION' category. The activities are: Welcome! (In progress), Tip from Erika (Completed), and Portals and roles (Completed). A blue circular button with a plus sign is visible in the bottom right corner of the progress section.

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	Completion Date
Welcome!	In progress	29 maj 2023 10:18:43
Tip from Erika	Completed	29 maj 2023 10:18:43
Portals and roles	Completed	29 maj 2023 10:18:43