

Why is my participant not marked as completed?

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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 interface. At the top, there is a navigation bar with the Learnifier logo and menu items: Dashboard, Projects, Users, Library, Reports, Automations, Settings. On the right, there are icons for search, notifications, chat, and a user profile labeled 'Demo'. Below the navigation bar, there is a sub-menu with 'PARTICIPANTS' selected. 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 has a search bar and a dropdown for 'Select members in group'. Below the search bar are buttons for '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'. It shows '3 of 33 completed' and a list of activities under the heading 'INTRODUCTION'. The activities are: 'Welcome!' (In progress), 'Tip from Erika' (Completed), and 'Portals and roles' (Completed). Each activity has a date and time of completion and a status indicator (a red double arrow for 'In progress' and a green checkmark for 'Completed').