

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 secondary 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 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 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. The first row shows a participant named 'Dajana Demo' with a status of 'In progress' and a progress bar. Below the table is a 'Progress' section with a sub-section 'INTRODUCTION' showing a list of activities and their completion status. The activities are: Welcome! (In progress), Tip from Erika (Completed), and Portals and roles (Completed). The completion status is shown as 'In progress' with a red progress bar and 'Completed' with a green checkmark.

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
Welcome!	In progress
Tip from Erika	Completed
Portals and roles	Completed