What does it mean "Project Errors" in the Project's Overview?

Michele Dorigatti - 2025-02-11 - Trouble shooting

This indicator shows the number of participants who don’t have access to the course because of an error.

These kinds of errors are rare.

If the counter is higher than zero, several participants will be marked in red and have a warning icon. Clicking on the icon will give you a technical explanation of the issue.

One common scenario happens when reactivating “Removed Users”. A removed user will still show as a participant in the list but cannot be activated, hence the error. This error should be just ignored, as removed users cannot possibly access the course but often should be kept in the list as useful data points.

If the error happens on a real user, write to support@learnifier.com, and we will happily help you.