

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 displays 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, and a user profile section with 'Gå till', search, notifications, and a 'Demo' user. Below this is a sub-navigation bar with 'OVERVIEW', 'PARTICIPANTS', 'WAITLIST', 'COURSE PAGE', 'EVENTS', 'ASSIGNMENTS', 'DETAILS', 'COMMUNICATIONS', 'REPORTS', and 'SETTINGS'. The 'PARTICIPANTS' tab is active.

Below the navigation, there is a form to add a participant with fields for 'First Name', 'Last Name', and 'Email', and an 'Add participant' button. Below the form is a search bar for participants and a dropdown to 'Select members in group'. There are several action buttons: 'Send Email...', 'Send Text...', 'Change Expiration', 'Activate', 'Add to group', 'Move', 'Re-enroll', and 'Remove'.

A table lists participants with columns: NAME, INVITED, LAST EMAIL, LAST SEEN, STATUS, AWARDS, and CERT EXP. One participant is visible: Dajana Demo, invited 3 months ago, with a status of 'In progress'. To the right of the name is a progress bar and an 'Actions' dropdown.

Below the table, the 'Progress' section is shown for Dajana Demo. It includes an 'Overview | Show details' link and a summary: '3 of 33 completed'. Under the 'INTRODUCTION' section, there is a table of activity/quiz completion:

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