

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 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 for '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. The first row shows a participant named 'Dajana Demo' with a minus sign icon to the left, '3 months ago' for the last seen time, and 'In progress' for the status. To the right of the status is a progress bar and an 'Actions' dropdown menu.

Below the table, there is a 'Progress' section for the selected participant. It shows 'Overview | Show details' and '3 of 33 completed'. Under the heading 'INTRODUCTION', there is a table of activity/quiz completion:

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