

Why is my participant not marked as completed?

Ester Andersson - 2023-08-14 - Troubleshooting

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 for the 'Participants' tab. At the top, there is a navigation bar with the following items: Dashboard, Projects, Users, Library, Reports, Automations, Settings, and a user profile icon labeled 'Demo'. Below the navigation bar, there are several 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 new 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 'Search participants' and a dropdown 'Select members in group'. Below these are several action buttons: '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 is listed: 'Dajana Demo', with '3 months ago' for 'LAST SEEN' and 'In progress' for 'STATUS'. Below the table, there is a 'Progress' section. It shows 'Overview | Show details' and '3 of 33 completed'. Under the 'INTRODUCTION' section, there is a table of activities. The activities are: 'Welcome!' (29 maj 2023 10:18:43, In progress), 'Tip from Erika' (29 maj 2023 10:18:43, Completed), and 'Portals and roles' (29 maj 2023 10:18:43, Completed). The 'Activity/Quiz Completion' column shows 'In progress' with a red progress bar, and 'Completed' with a green checkmark.