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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 shows the Learnifier web application. At the top is a navigation bar with the Learnifier logo and various menu items: Dashboard, Projects, Users, Library, Reports, Automations, and Settings. Below this is a sub-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 new participant, with fields for First Name, Last Name, and Email, and an 'Add participant' button. The bottom section displays a list of participants. The first participant, 'Dajana Demo', is highlighted. Below the participant list, there is a detailed view of the participant's progress. This view includes a 'Progress' section with a 'Show details' link and a table showing the completion status of various activities. The table has columns for the activity name, the completion date, and the completion status. The activities listed are 'Welcome!', 'Tip from Erika', and 'Portals and roles'. The 'Welcome!' activity is marked as 'In progress', while the other two are marked as 'Completed'.

Activity/Quiz Completion	Completion Date	Completion Status
Welcome!	29 maj 2023 10:18:43	In progress
Tip from Erika	29 maj 2023 10:18:43	Completed
Portals and roles	29 maj 2023 10:18:43	Completed