



Courses: Mark a module as complete on behalf of a user

Sometimes, SCORM packages or Claromentis Quizzes used as modules may fail to register completion.

This can be caused by [various factors](#), including the exit trigger not being early enough in the content, firewall or network issues, which are often beyond Claromentis' control.

If these issues cannot be rectified, there is a permission that will allow administrators to mark modules as completed on behalf of users, rather than them needing to complete this again if this was not registered due to an issue.

How to enable this feature

Only [application administrators](#) of the Courses application can access the admin side of the application and update the necessary permissions.

Head to Admin > Courses > Admin permissions

A screenshot of the 'Admin Permissions' page in the Claromentis system. The page title is 'Admin > Courses (e-learning) > Admin Permissions'. On the left is a sidebar with navigation options: Admin Permissions, Course Permissions, Module Permissions, Manage Categories, and Preferences. The main content area is titled 'Admin Permissions' and contains a search bar with 'Start typing to add...', 'Browse', and 'Remove' buttons. Below the search bar is a dropdown menu showing 'Role: Administrators'. A list of permissions follows, with 'Manage Module completions' checked and highlighted by a red box. Other permissions include 'Add Course', 'Add Module', 'View Reports from own group(s)', 'View all reports', 'View Archive', 'Delete Course', and 'Delete Module'. At the bottom, there are links for 'View effective permissions...' and an 'Apply permissions' button.

Enter the user/roles/group you want to have the ability, or give this to those already entered as appropriate.

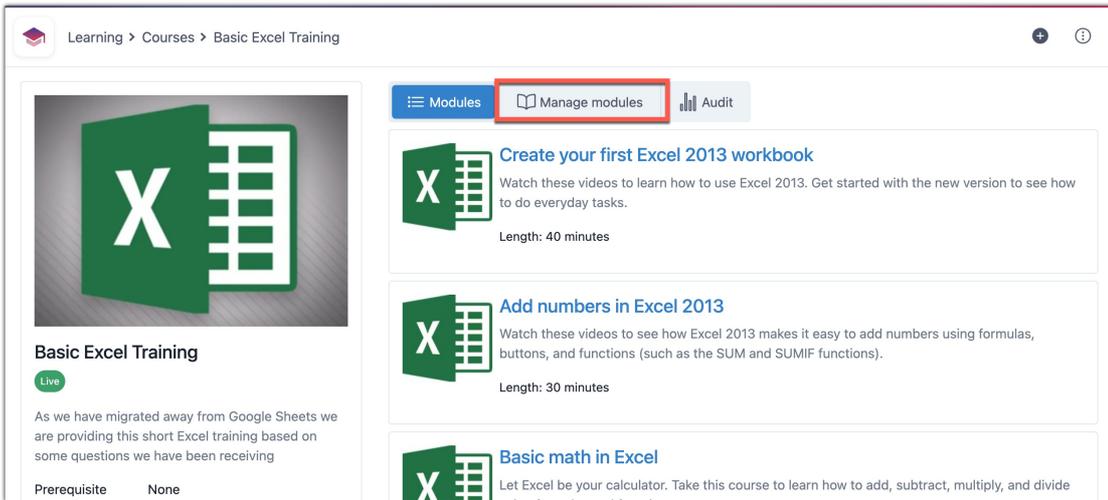
We recommend only giving administrators this ability.

How it works

Test the option now appears on the front end of the content for users who have been given the ability.

Step 1

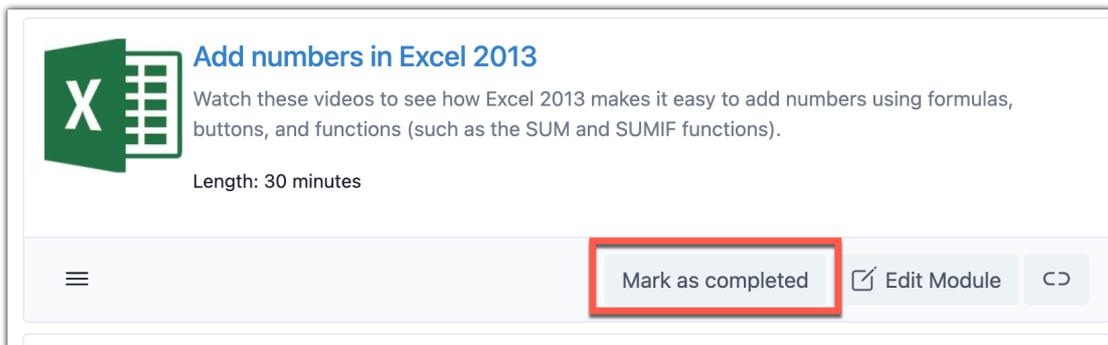
Open a Course from Applications > Courses and click 'Manage modules':



Step 2

In modules, a button titled 'Mark as completed' will appear if there are users 'in progress' for the content.

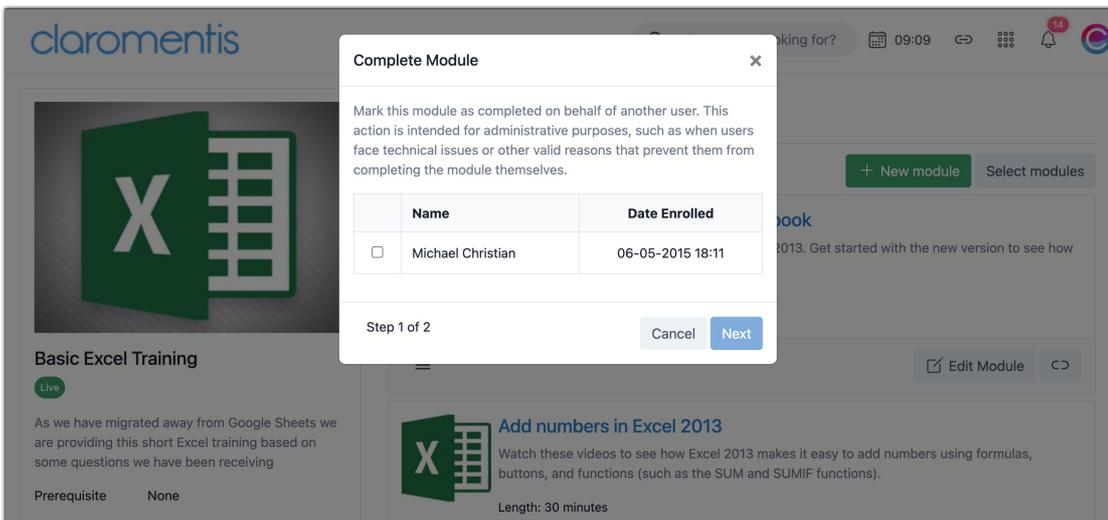
Users need to have attempted the content before a user with the ability can mark it as completed on their behalf.



Step 3

Click on the 'Mark as completed' button in a module where this appears.

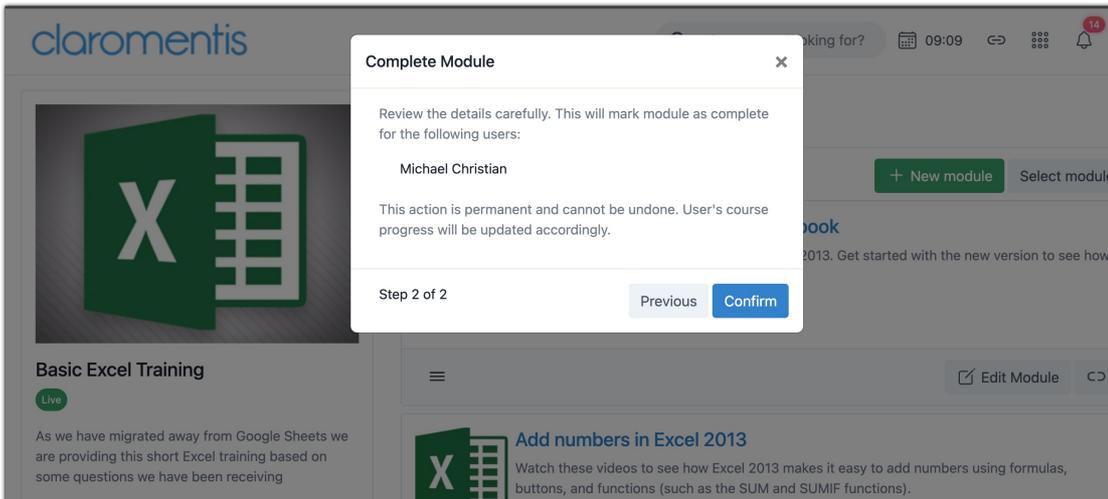
A list of all users currently 'in progress' for that module will be given in a pop-up.



Check the box next to the users you wish to mark as completed for this module, then click 'Next'.

Step 5

On the next screen, read the message and click 'continue' when ready.



Complete Module

Review the details carefully. This will mark module as complete for the following users:

Michael Christian

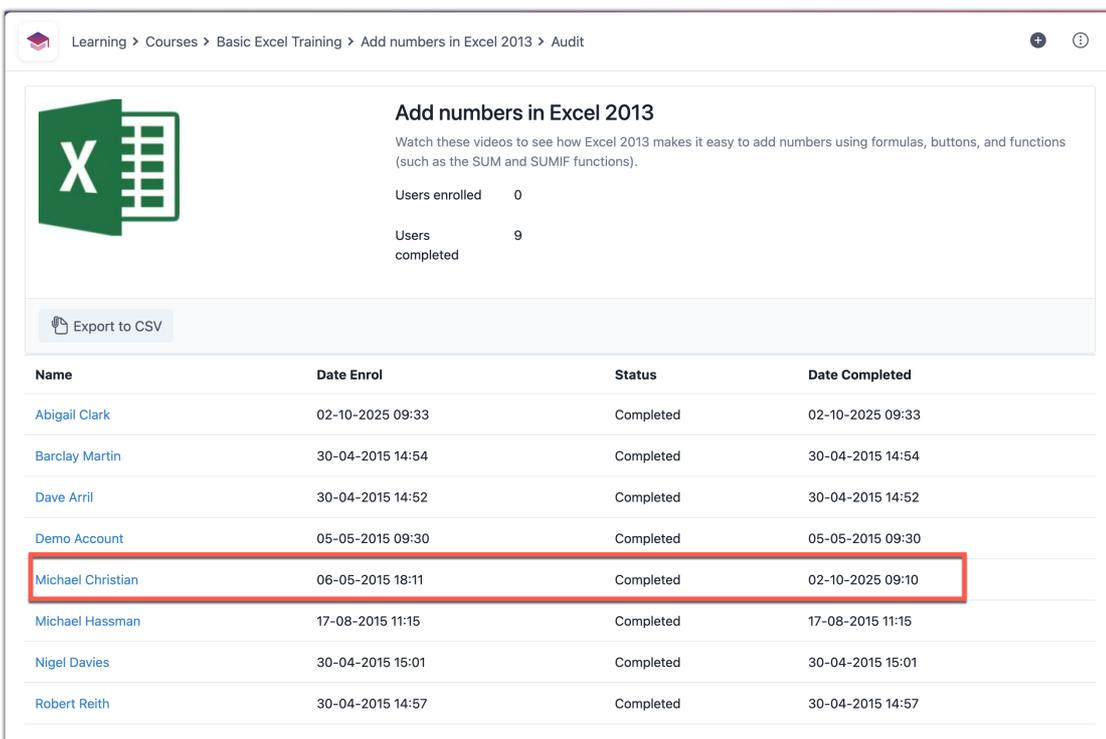
This action is permanent and cannot be undone. User's course progress will be updated accordingly.

Step 2 of 2

Previous Confirm

Step 6

Check the user's completion status has updated by asking them, or if your profile has permissions to view it in the 'Audit' tab of the module, it is logged there:



Learning > Courses > Basic Excel Training > Add numbers in Excel 2013 > Audit

Add numbers in Excel 2013

Watch these videos to see how Excel 2013 makes it easy to add numbers using formulas, buttons, and functions (such as the SUM and SUMIF functions).

Users enrolled 0

Users completed 9

Export to CSV

Name	Date Enrol	Status	Date Completed
Abigail Clark	02-10-2025 09:33	Completed	02-10-2025 09:33
Barclay Martin	30-04-2015 14:54	Completed	30-04-2015 14:54
Dave Arril	30-04-2015 14:52	Completed	30-04-2015 14:52
Demo Account	05-05-2015 09:30	Completed	05-05-2015 09:30
Michael Christian	06-05-2015 18:11	Completed	02-10-2025 09:10
Michael Hassman	17-08-2015 11:15	Completed	17-08-2015 11:15
Nigel Davies	30-04-2015 15:01	Completed	30-04-2015 15:01
Robert Reith	30-04-2015 14:57	Completed	30-04-2015 14:57
Samuel Lewis	30-04-2015 14:58	Completed	30-04-2015 14:58

Audit log

Actions by users with the ability will be recorded in the [audit log](#) so they can be easily tracked.

Admin > Audit > View logs

From
 To

User name

Category

CSV delimiter Comma (,) Semicolon (;)

Date/Time	User name	Impersonated user	IP address / Proxy IP	Type	Category	Subcategory	Object	Details
02-10-2025 09:10	Claromentis Administrator		161.35.160.204	SUCCESS	Courses	Module marked as completed	'Add numbers in Excel 2013' (Object ID: 1)	User 'Claromentis Administrator (ID: '1')' marked module 'Add numbers in Excel 2013' (ID: 1) as completed for the user: 'Michael Christian' (ID: 205)