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

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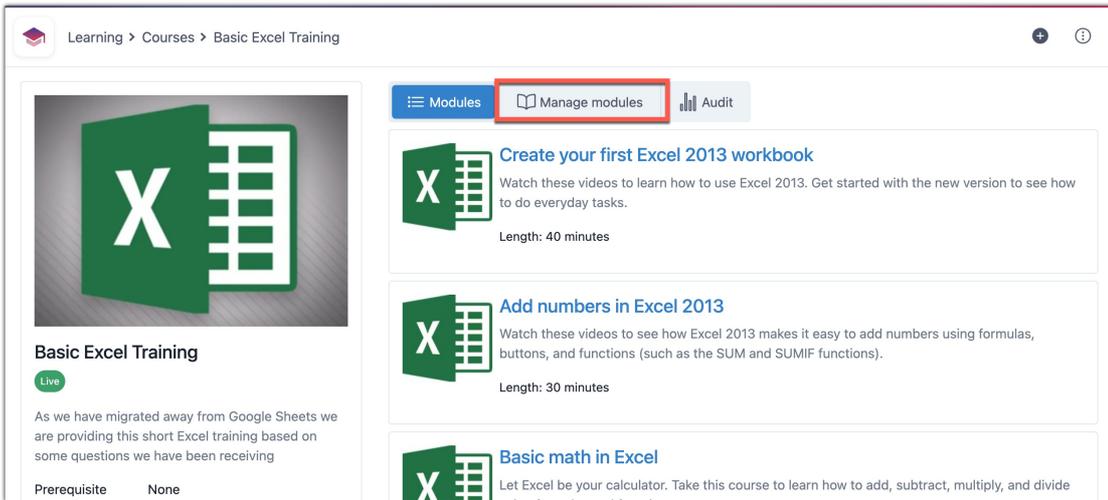
We recommend only giving administrators this ability.

How it works

Test the option now appears on the front end of the content for users who have been given the ability.
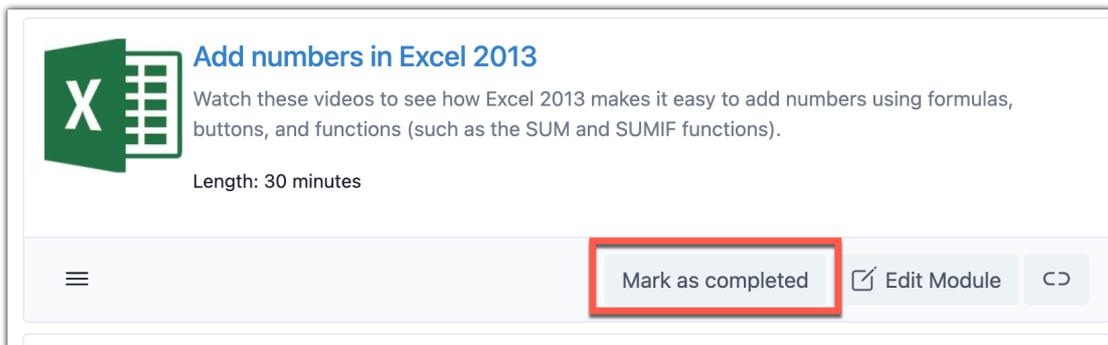
Step 1

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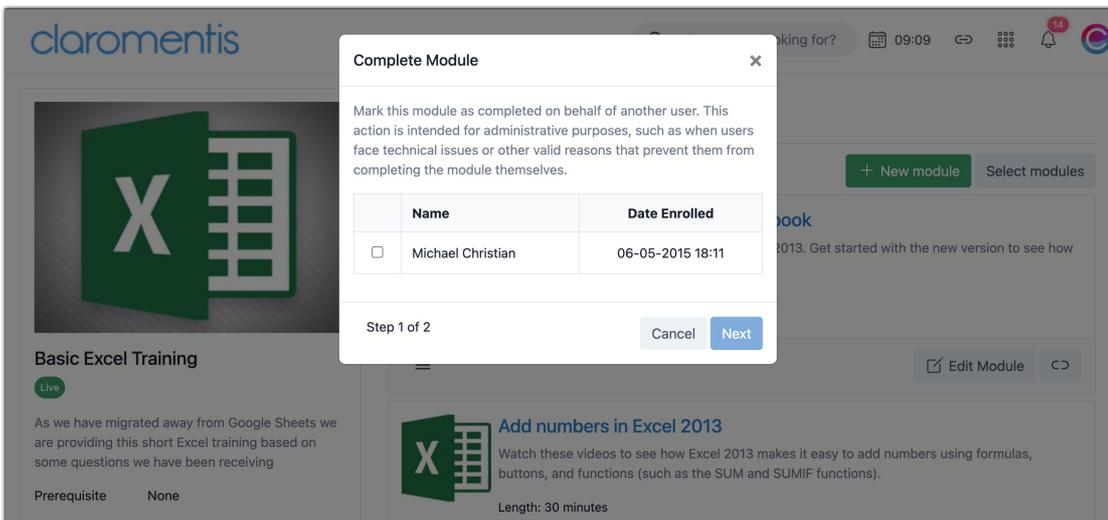
Users need to have attempted the content before a user with the ability can mark it as completed on their behalf.

Step 3

Click on the 'Mark as completed' button in a module where this appears.
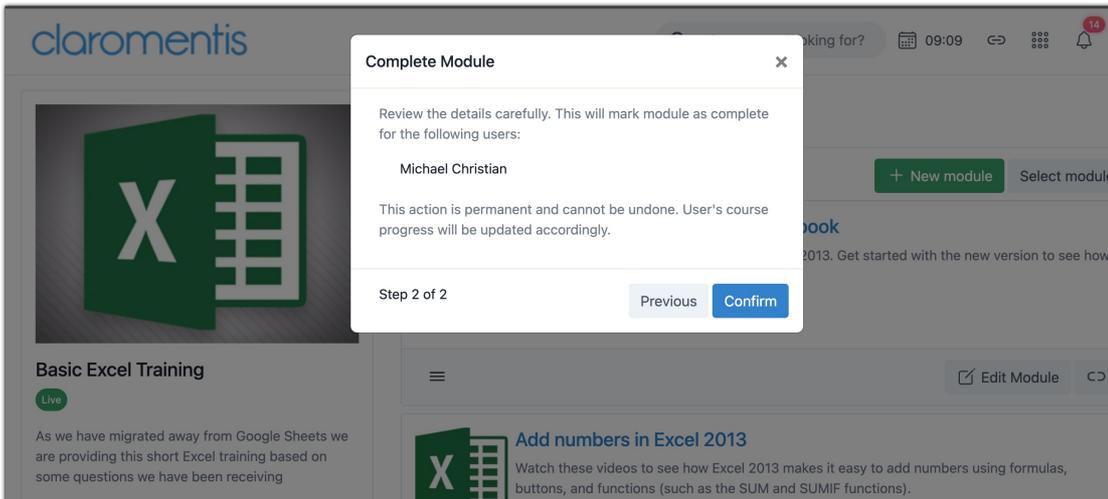
A list of all users currently 'in progress' for that module will be given in a pop-up.

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.

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:

Audit log

Actions by users with the ability will be recorded in the audit log so they can be easily tracked.

☑ From 📅 02-10-2025 00:00 ☐ To 📅 02-10-2025 09:50

User name: [   ]

Category: [Courses ▼] [Module marked as completed ▼]

CSV delimiter: ● Comma (,) ○ Semicolon (;) [Get CSV file]

[View]

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)

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Tags: module, complete, admin