

Handling ILT No-Shows

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If a user registers for an ILT session and does not show, they are considered to have failed the course and are unable to select an alternative date to take the course. To get around this, anyone with a Not Passed status must have their progress reset.


1. As an Administrator, to the **Reports > Learning Activities**
2. View all courses with the Type 'ILT' and look at the 'Not Passed' column. If it is not zero, you will need to reset users for the course.

Learning activities reports

Search

Learning activity ^	Type	Course name	Course code	Completed	In progress	Not passed	Not attempted
Admin Functions Review	Test	I: Admin Functions	AA1	8	0	0	115
Agile in Practice	SCORM	Agile in Practice	PMM01	0	1	0	0
Check Your Understanding	Test	Creating an Internal Co...		0	0	0	2
Scrum in Practice	SCORM	Scrum in Practice	PMM03	0	0	0	0
Select a Date to Participate	ILT	PM 100: PoliteMail for A...	IL01	2	0	0	3
Select a Date to Participate	ILT	PM 101: PoliteMail Basics	IL02	0	10	0	11
Select a Date to Participate	ILT	PM 201: PoliteMail Buil...	IL03	0	3	0	3
Select a Date to Participate	ILT	PM 202: PoliteMail Buil...	IL04	2	3	0	6
Select a Date to Participate	ILT	PM 203: Using Beefree ...	IL05	0	2	0	6
Select a Date to Participate	ILT	PM 301: Metrics	IL06	0	0	0	3

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3. Click on the Course to open the Learning Activity report for that course. In this case, the Learning Activity is the ILT unit, called 'Select a Date to Participate'.
4. Click the Users tab to view all users who have registered for an ILT session.
 1. If there are only a few, you can click the reset button  on the row that corresponds to the attendee to reset them.
 2. If there are multiple users to reset, you can select each one by clicking the checkbox next to each, and then select 'Reset' under the 'Mass Actions' button.

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