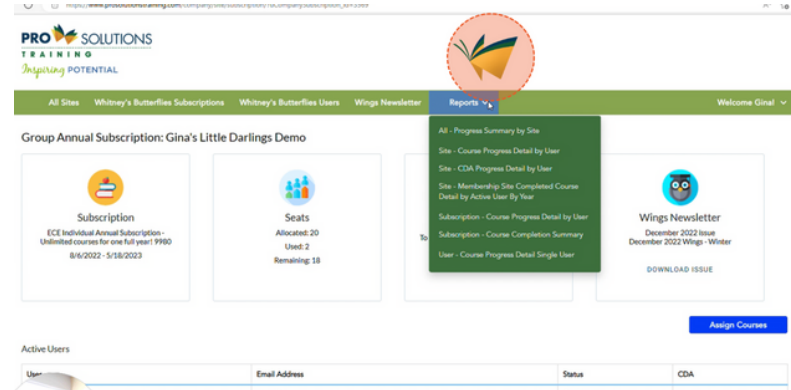# Tracking and Reports

1 Once you've logged in to your account, hover your mouse on "Reports" on the top green menu. It will drop down all of the subscription report options that are available to automatically generate.

2 The main report you will likely use is the "Subscription - Course Progress Detail by User" PDF report. It will generate a report of every user and all of the progress they have made. Some examples of things you can find out from this report:

- Courses started but not finished
- Passed/failed quiz or test
- Completed and earned certificate
- Score earned on the end-of-course test
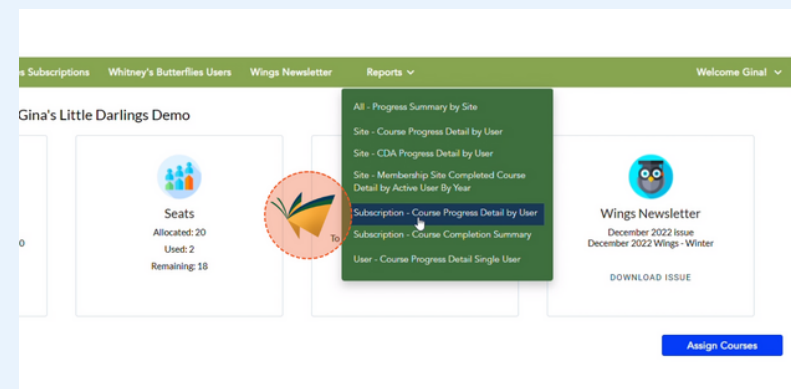
3 Another helpful report is the "Subscription - Course Completion Summary" Excel report. It lists all of the subscription courses on the left-hand side and a row of all your users' names across the top. An "x" indicates which courses a user has completed. It's a great report to view to make sure everyone has completed a certain course.

4 If you have staff members enrolled in their CDA Training through us, you can download the PDF report "Site - CDA Progress Detail by User" to monitor their progress in that program as well.
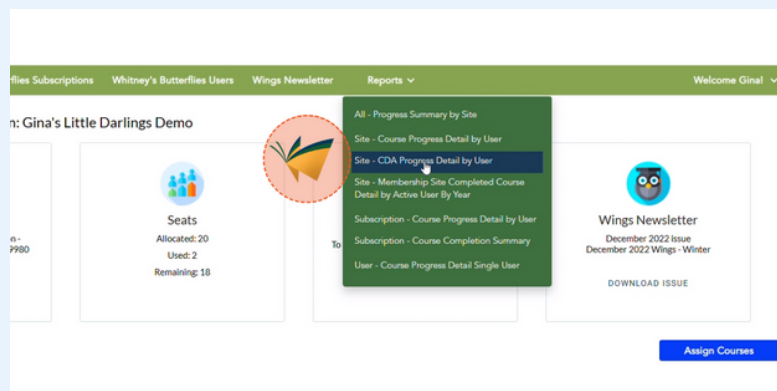

5 To view a user individually, you can click on the user's email address on the "Active Users" list. If they have added to their account but haven't started a course, the status will be "Start Course." If they've started a course, it will be "Resume Course." And if they've completed a course, there will be a "Print Certificate" link there that will allow you to download and print a copy of their course certificate for their file.
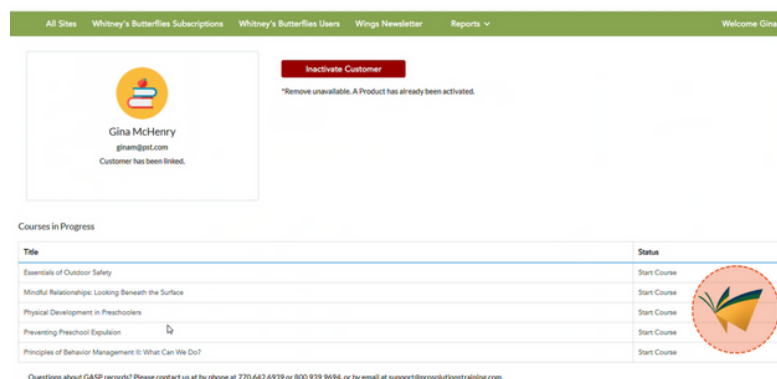
6 For more detailed information on an individual user, check out the "User - Course Progress Detail Single User" PDF report.
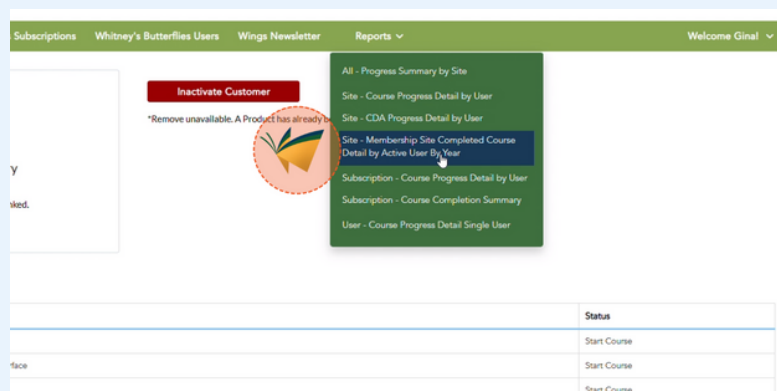
7 Another report that can be useful if you renew year after year is the "Site - Membership Site Completed Course Detail by Active User By Year" PDF report. It breaks down user progress by each year so you can compare performance during the current year to years past.