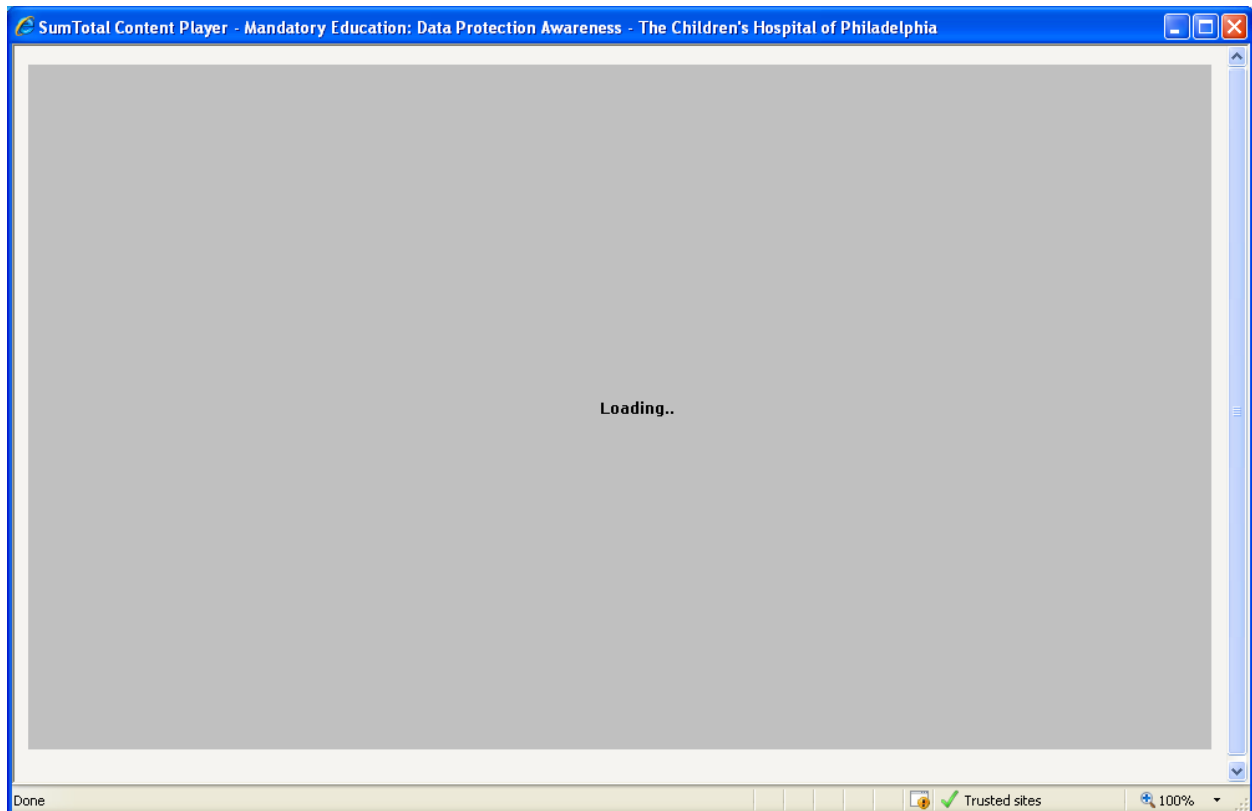


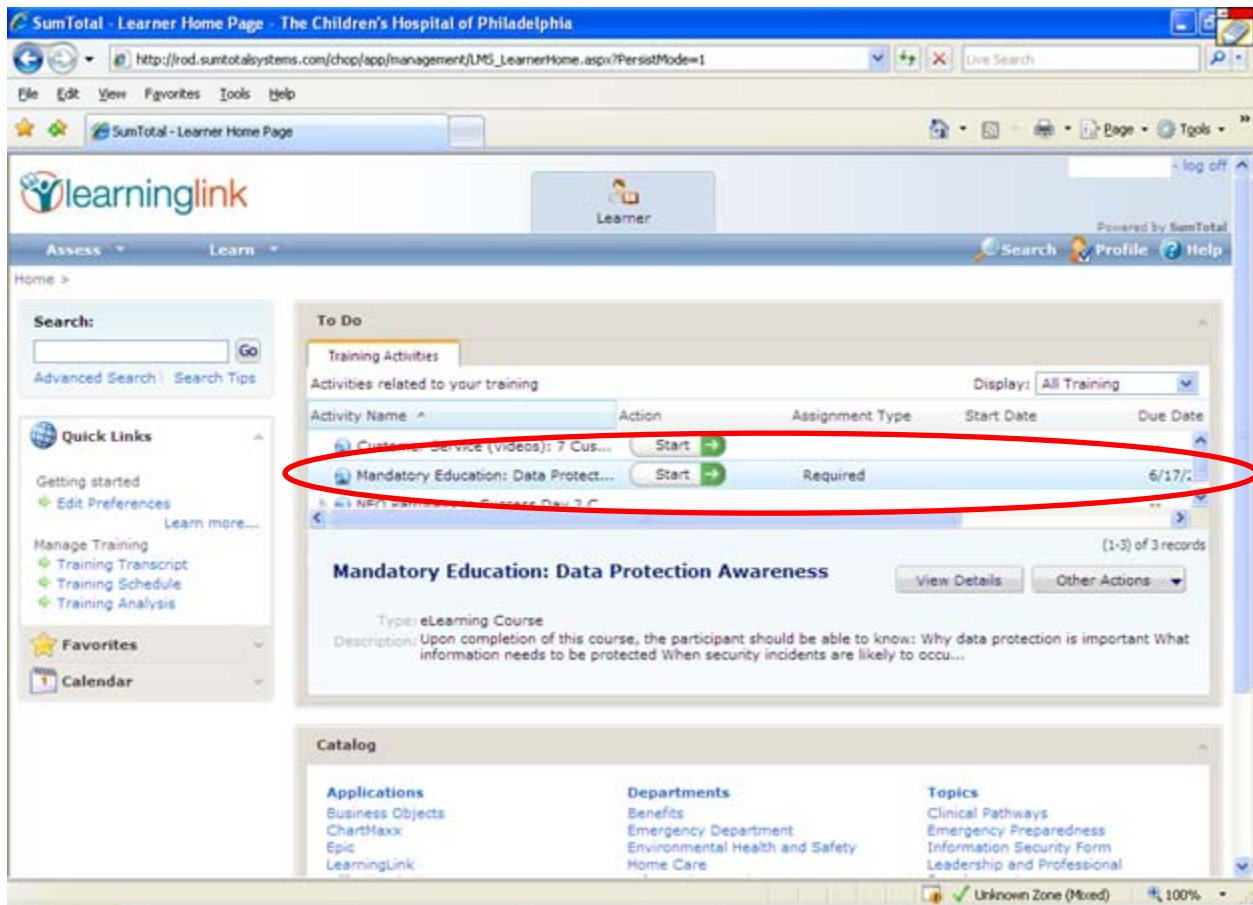
## Canceling LearningLink Mandatory Education Registration

Some users have experienced problems accessing Mandatory Education modules. When trying to access the module, the screen “hangs” as shown below and the course never loads.

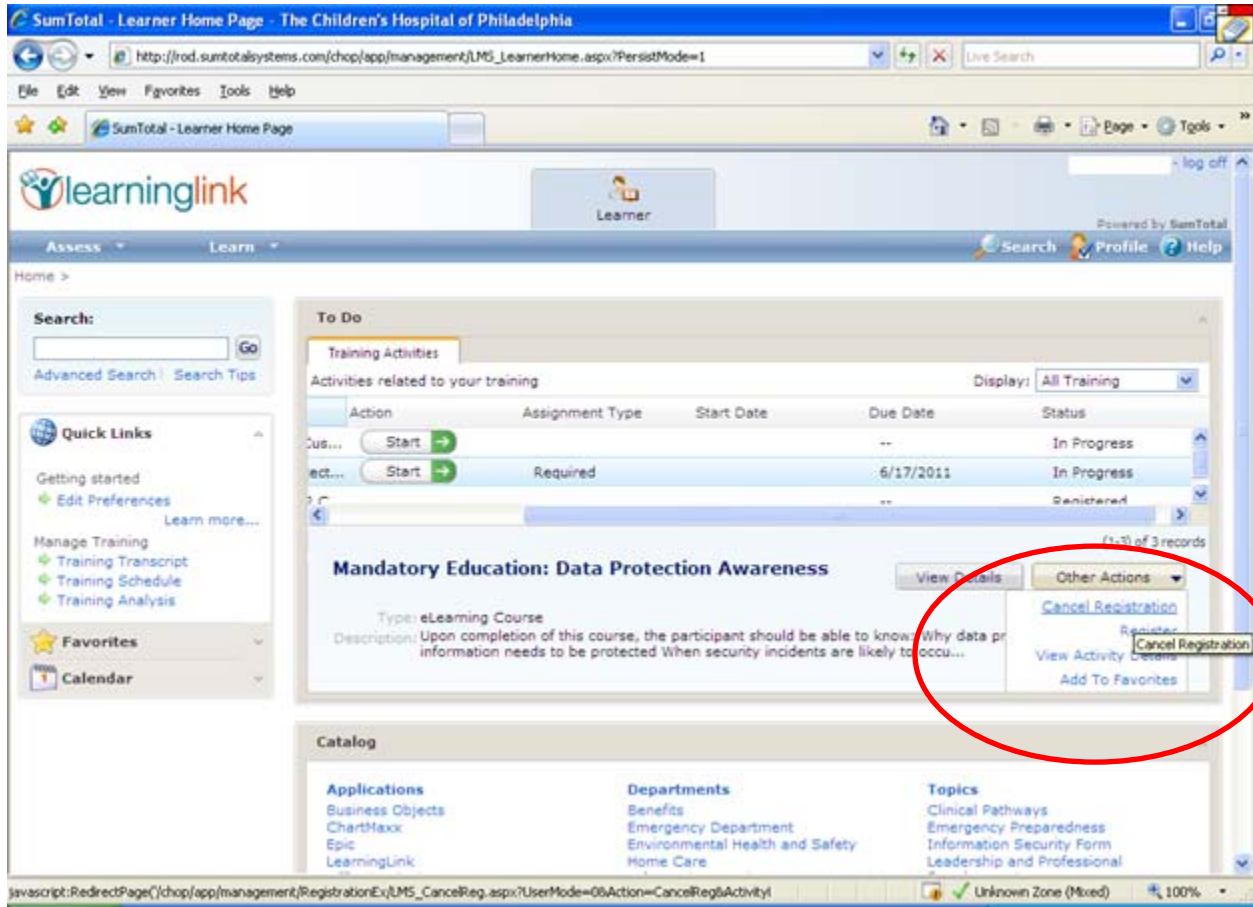


If that occurs, follow these steps to cancel the course so you will be able to start over:

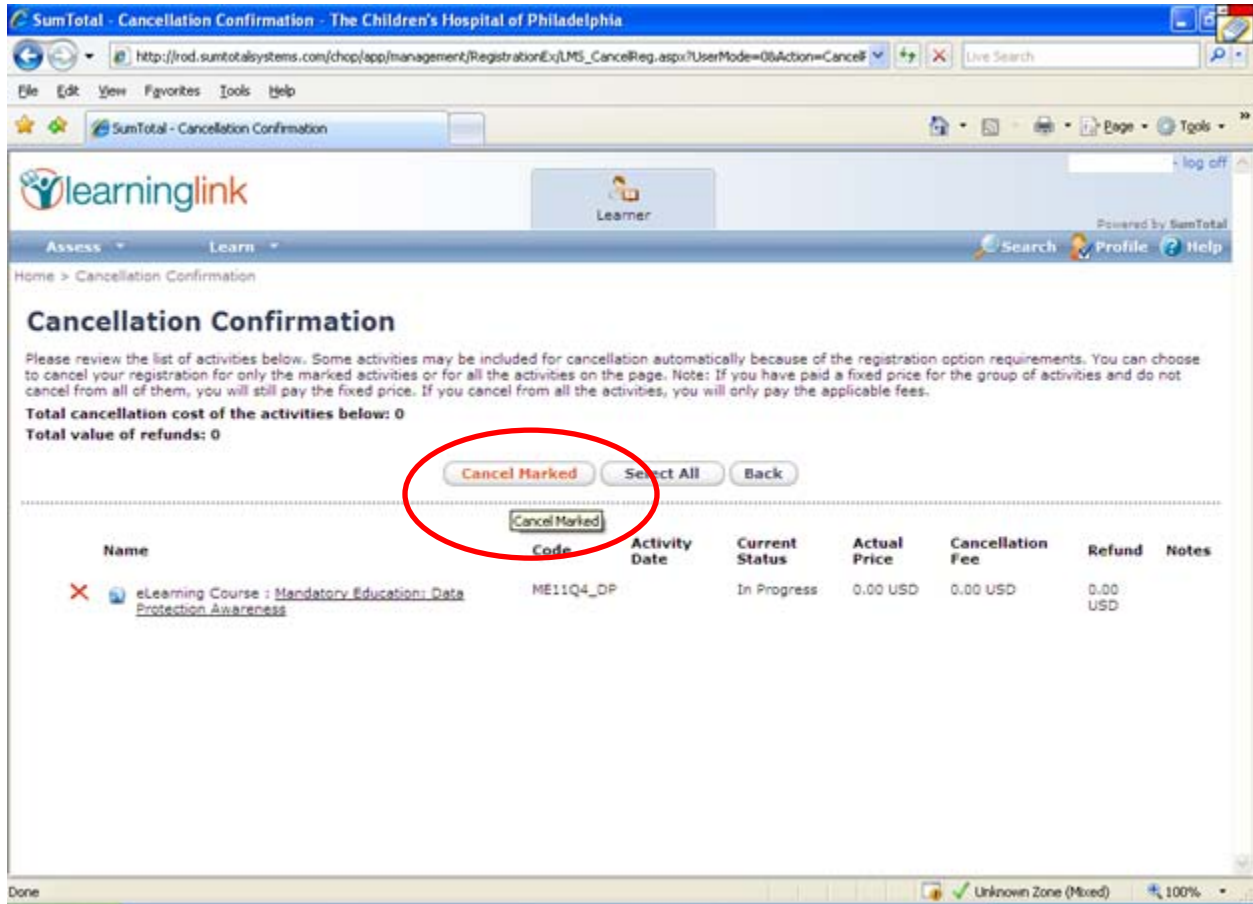
1. Close all browser windows and log back into LearningLink. Go to your LearningLink home page.
2. Highlight the course you are trying to take by clicking anywhere on its name **except the start button**, so you can see the light blue highlight bar around the course name.



3. Select "Other Actions" and click "Cancel Registration."



4. On the next page, click "Cancel Marked."



SumTotal - Cancellation Confirmation - The Children's Hospital of Philadelphia

http://rod.sumtotalsystems.com/chop/app/management/RegistrationEx/LMS\_CancelReg.aspx?UserMode=0&Action=Cancel#

learninglink

Learner

Assess Learn


Home > Cancellation Confirmation

### Cancellation Confirmation

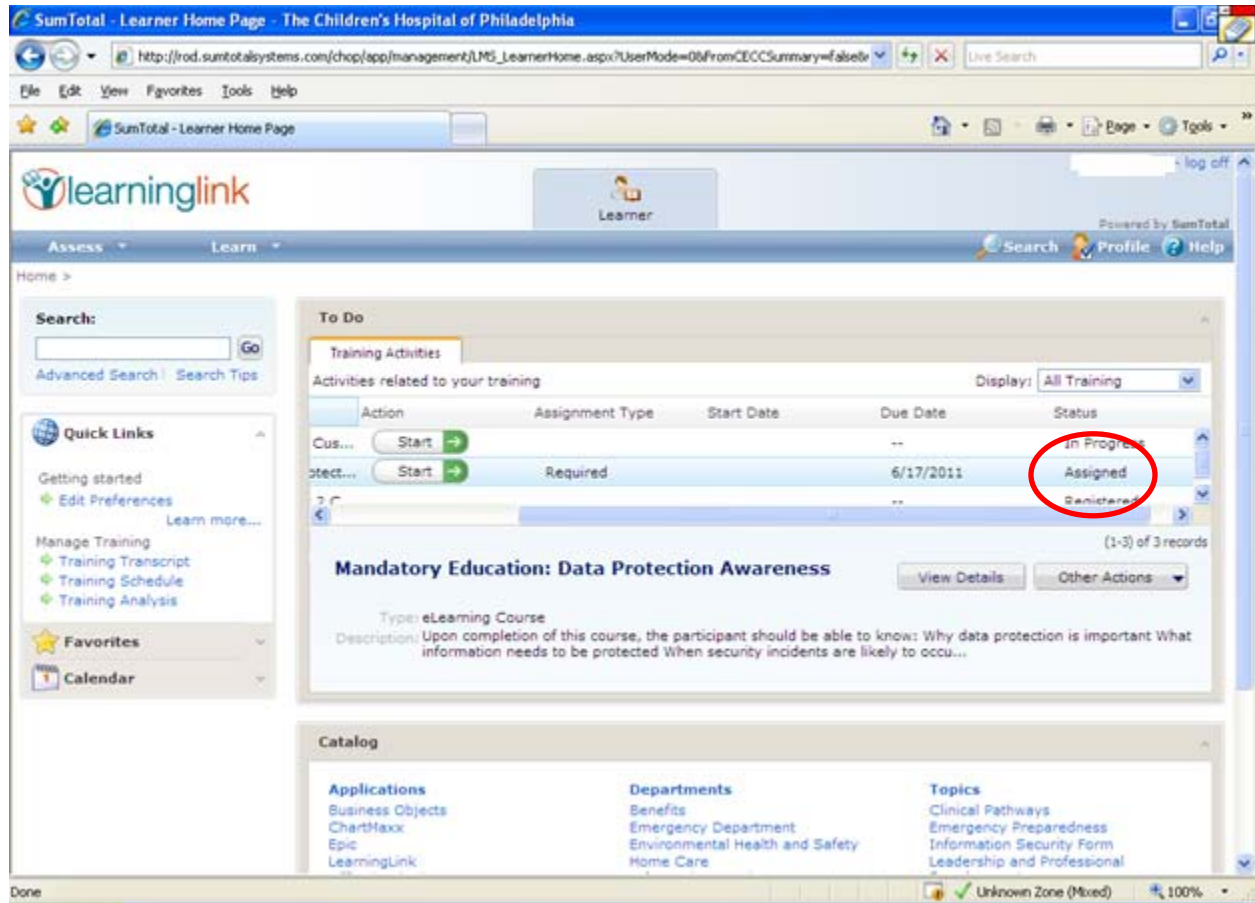
Please review the list of activities below. Some activities may be included for cancellation automatically because of the registration option requirements. You can choose to cancel your registration for only the marked activities or for all the activities on the page. Note: If you have paid a fixed price for the group of activities and do not cancel from all of them, you will still pay the fixed price. If you cancel from all the activities, you will only pay the applicable fees.

**Total cancellation cost of the activities below: 0**  
**Total value of refunds: 0**

[Cancel Marked](#) [Select All](#) [Back](#)

Name	Code	Activity Date	Current Status	Actual Price	Cancellation Fee	Refund	Notes
 eLearning Course : Mandatory Education: Data Protection Awareness	ME11Q4_DP		In Progress	0.00 USD	0.00 USD	0.00 USD	

5. This will bring you back to your Learning Link home page and you will see the course in "Assigned" status. You will now be able to launch the course.



If you are unable to complete the course and need to cancel out for any reason, you will likely encounter the same issue when trying to resume. You will need to repeat these steps.