

## CANCEL A REGISTRATION FOR A LEARNER

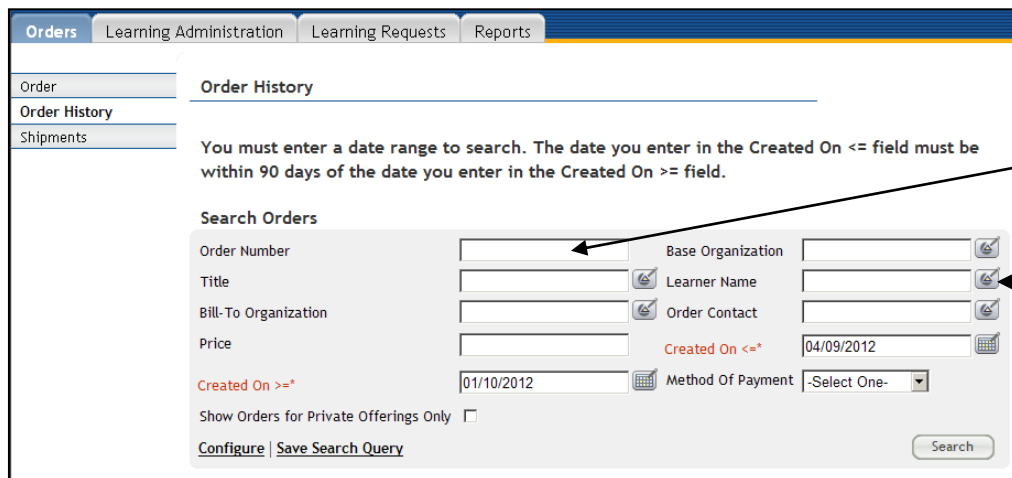
This Tip Sheet will guide Local Learning Administrators and Learning Administrators through the task of cancelling a registration for a learner by cancelling an Order.

The Orders functionality is accessed differently, depending on which administrator role you have:

- Local Learning Administrators: Use your Registrar’s Desk drop-down role; Orders tab; Order History menu item.
- LEARNING Administrators: Use your Learning Administrator drop-down role; Learning Administration tab; Order History menu item.

### To Cancel an Order

1. Navigate to the **Order History** menu in accordance with the administrator role you have above.
2. Use the search fields to find the order you previously created. You may search on the **Order Number, Learner Name, Date Range**, or other options in the search area.



Order Number

Learner Name

Figure 1: Order History Search screen

3. Click the **Order Number** link of the order for which you are reviewing.

Order Number

Order Number	Order Contact	Bill-To Organization	Price	Status	Title	Learner Name	Offering Type	Created On	Version
<a href="#">00340716</a>	Brian HUGHES	HNAM6	150.00 USD	Confirmed	NIH-LMS LLA Training	Brian HUGHES	Public	09/03/2009	1.0

Figure 2: Order Search Results

- From the *Order Details* screen, you may **Change Learner** to substitute another person, **Reschedule** for another offering, or **Drop** the registration.

Order Details: Order Number 00340716

Order Contact: Brian HUGHES  
 Created On: 09/03/2009  
 Order Status:  
 Billed To: HNAM6

Order Notes [Add Note](#)  
 No items found

Order Items [Modify Table](#)

Title	Learner	Delivery Type	Status	Actions	Price
<a href="#">NIH-LMS LLA Training</a>	<a href="#">Brian HUGHES</a>	Computer Laboratory	Confirmed	<a href="#">Change Learner</a> <a href="#">Reschedule</a> <a href="#">Notes</a> <a href="#">Drop</a>	150.00 USD
<b>Total</b>					<b>150.00 USD</b>

[Cancel](#)

Order Details Options

Figure 3: Order Details screen

- Select the **Drop** link.
- When you will receive a pop-up window confirmation that you want to drop the registration, click **OK**.
- On the Cancellation Confirmation screen click **Drop** to complete the cancellation.

Order Cancellation: Order Number 00340716

Total Cancellation Fee: 0.00 USD

Are you sure you want to go ahead and drop?

[Drop](#) [Do not Drop](#)

Figure 4: Order Cancellation screen

8. The Order Details screen will now show a status of *Cancelled*.

Order Details: Order Number 00340716

Order Contact: Brian HUGHES  
Created On: 09/03/2009  
Order Status:  
Billed To: HNAM6

Order Notes [Add Note](#)  
No items found

Order Items [Modify Table](#)

Title	Learner	Delivery Type	Status	Actions	Price
<a href="#">NIH-LMS LLA Training</a>	<a href="#">Brian HUGHES</a>	Computer Laboratory	Cancelled	<a href="#">Notes</a>	0.00 USD
Total					0.00 USD

[Cancel](#)

Figure 5: Order Details screen

**If you experience trouble with this process, please contact the NIH helpdesk for support at [LMSSupport@mail.nih.gov](mailto:LMSSupport@mail.nih.gov).**