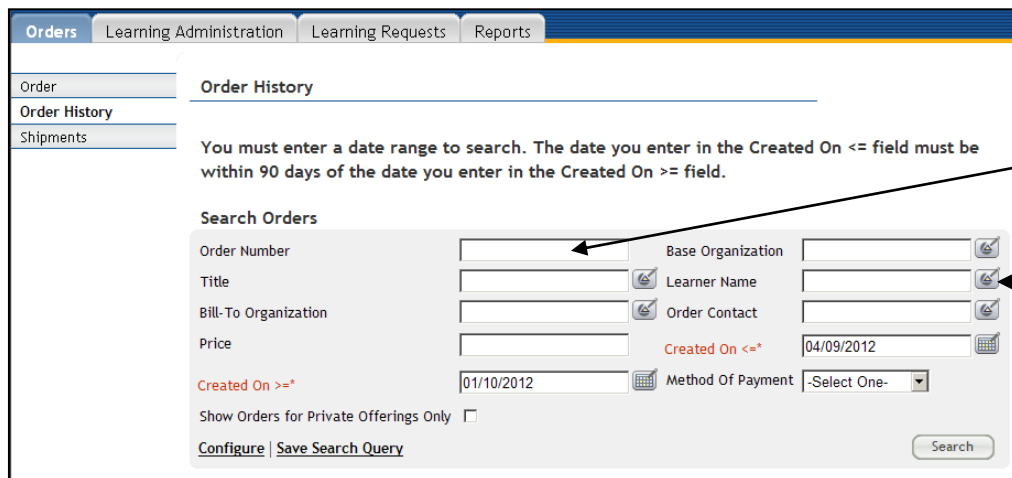# CANCEL A REGISTRATION FOR A LEARNER

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.

Figure 1: Order History Search screen

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

Figure 2: Order Search Results

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

Figure 3: Order Details screen

5. Select the **Drop** link.

6. When you will receive a pop-up window confirmation that you want to drop the registration, click **OK**.

7. On the Cancellation Confirmation screen click **Drop** to complete the cancellation.

Figure 4: Order Cancellation screen

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

Figure 5: Order Details screen

If you experience trouble with this process, please contact the NIH helpdesk for support at LMSSupport@mail.nih.gov.