

# SuccessFactors Learning – How to withdraw from class (Learner)

## Purpose:

- Use this process guide as a Learner to withdraw from a class in SuccessFactors Learning.
- If you want to remove the course/curriculum from your Learning Assignments after withdrawing from a class, refer to the **How to Remove Self-Assigned Learning guide** for steps on how to remove a self-assigned curriculum.

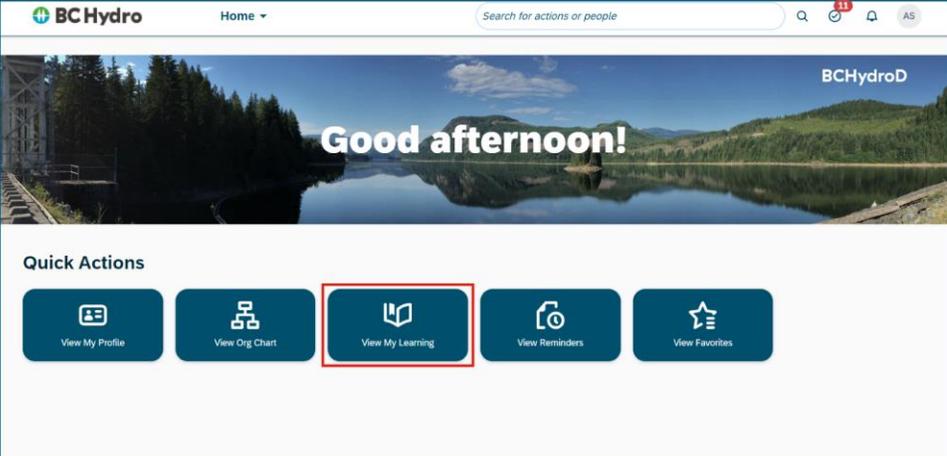
## Tips

- Use this process guide as a Contractor to access SuccessFactors Learning via a browser. Suggested browser for desktop is Microsoft Edge. If you are using your mobile to access SuccessFactors Learning, we recommend using Safari browser instead of the SuccessFactors Mobile Application to access all the functionalities.
- When your computer enters sleep mode, it will lose internet connection. If you lose internet connection, your progress in a WBT will not be saved. If you're leaving your computer inactive for more than 30 minutes, **close the training to save your progress** and you can relaunch the course when you have time to complete it.

## How to Withdraw from a Class

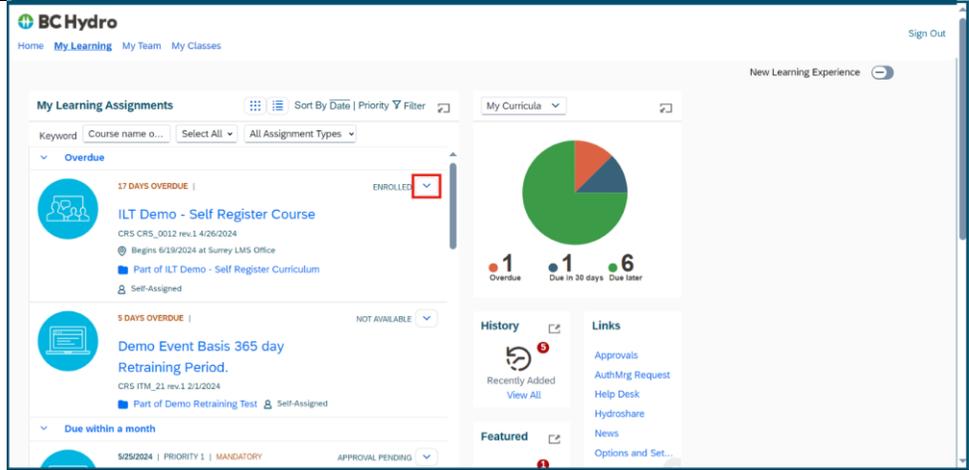
If you have registered for a class but can no longer attend, you can withdraw from the class before the withdrawal deadline. You will follow the SuccessFactors Learning Menu path to begin this procedure:

- [SuccessFactors](#) → [View My Learning](#) → [My Learning](#) → [My Learning Assignments](#) → [Withdraw](#)

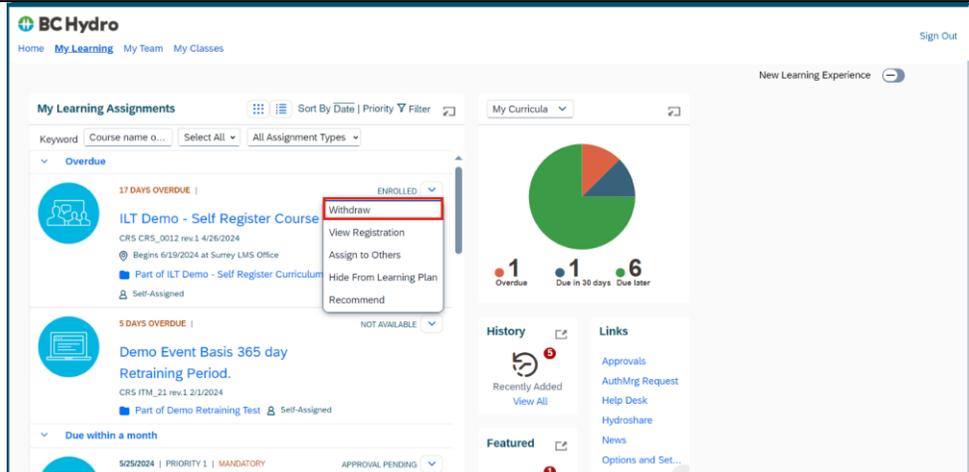
1. Access SuccessFactors Learning through the following link:	<a href="https://hcm17.sapsf.com/login?company=bchydro">https://hcm17.sapsf.com/login?company=bchydro</a>
2. Select the View My Learning tile from the Homepage to access the learning activities.	 A screenshot of the BC Hydro homepage. The page features a navigation bar with the BC Hydro logo, a search bar, and user profile information. Below the navigation bar is a large banner image of a lake with the text "Good afternoon!". Underneath the banner is a "Quick Actions" section with five buttons: "View My Profile", "View Org Chart", "View My Learning" (highlighted with a red box), "View Reminders", and "View Favorites".

3. In SuccessFactors Learning, from the My Learning page, look for the course where you have enrolled in a class and would like to withdraw from.

Select  to the right of Enrolled.

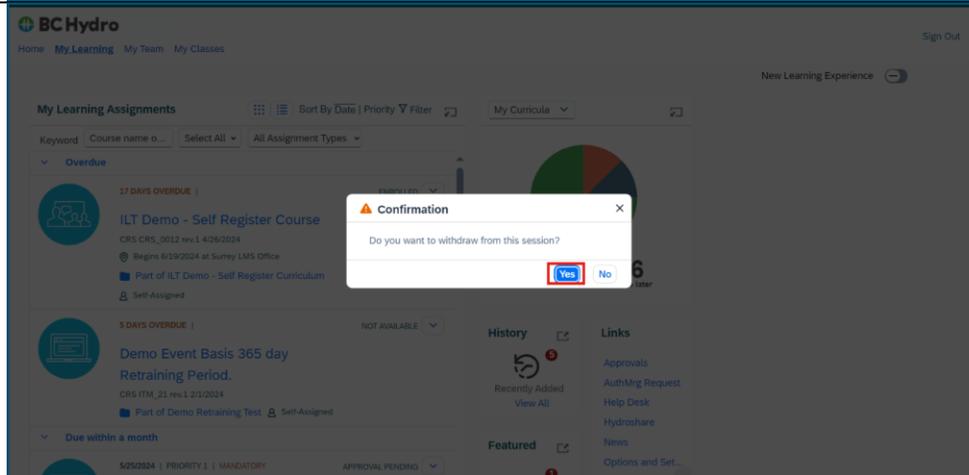


4. From the drop-down options, select Withdraw.



5. A confirmation message appears.

Select .

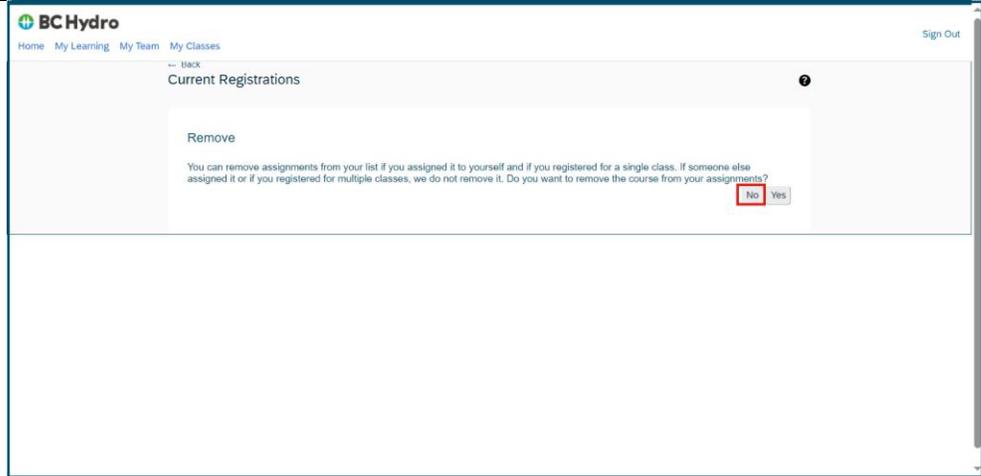


6. The Current Registrations page will appear.

If the class was self-assigned, you can choose to remove the course from your Learning Assignments by selecting Yes, if you do not want to take the course anymore.

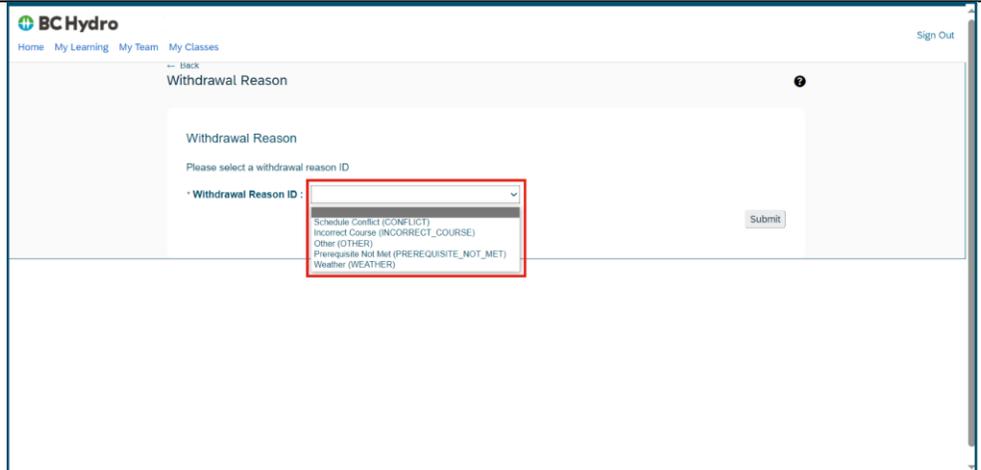
If you would still like to take the course but would like to register for a different class, select No.

In this example, we'll select No.

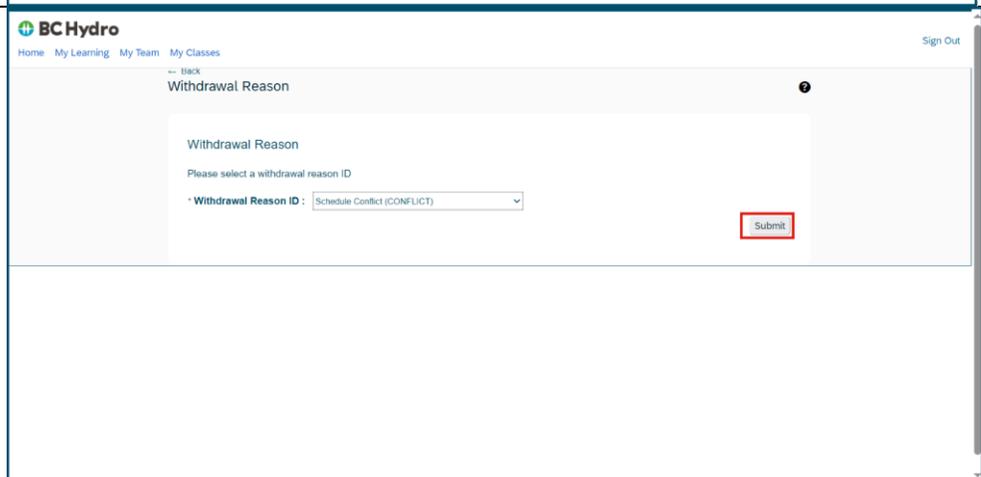


7. The Withdrawal Reason page will appear.

From the Withdrawal Reason ID drop-down field, select the reason for withdrawing.



8. Select Submit



9. Returning to My Learning Assignments, the course will be updated to Register Now and you can select a new class to register for.

The screenshot displays the 'My Learning Assignments' page in the SuccessFactors Learning system. The page header includes 'BC Hydro' and navigation links for 'Home', 'My Learning', 'My Team', and 'My Classes'. A 'Sign Out' link is in the top right. The main content area is titled 'My Learning Assignments' and includes a search bar with 'Keyword' and 'Course name o...' fields, and a filter for 'All Assignment Types'. A 'Sort By Date | Priority' filter is also present. The assignments are categorized into 'Overdue' and 'Due within a month'. The 'Overdue' section shows two items: 'ILT Demo - Self Register Course' (17 DAYS OVERDUE) and 'Demo Event Basis 365 day Retraining Period.' (5 DAYS OVERDUE). The 'ILT Demo - Self Register Course' has a 'Register Now' button highlighted with a red box. The 'Demo Event Basis 365 day Retraining Period.' is marked as 'NOT AVAILABLE'. The 'Due within a month' section shows 'AV - ILT TEST COURSE' (5/25/2024 | PRIORITY 1 | MANDATORY) with an 'APPROVAL PENDING' status. On the right side, there is a 'My Curricula' dropdown, a pie chart showing 1 Overdue, 1 Due in 30 days, and 6 Due later, and sections for 'History' (Recently Added, View All) and 'Links' (Approvals, Auth/Mng Request, Help Desk, Hydroshare, News, Options and Set...).

### Questions?

- If you have questions about training topics, email [training@bchydro.com](mailto:training@bchydro.com)
- If you have technical issues with SuccessFactors Learning, please contact **SuccessFactors Learning Help Desk:** [SAPSuccessFactorsSupport@bchydro.com](mailto:SAPSuccessFactorsSupport@bchydro.com) or 604-528-1444 (71444), then press 2, then press 5 to speak with an agent.