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.

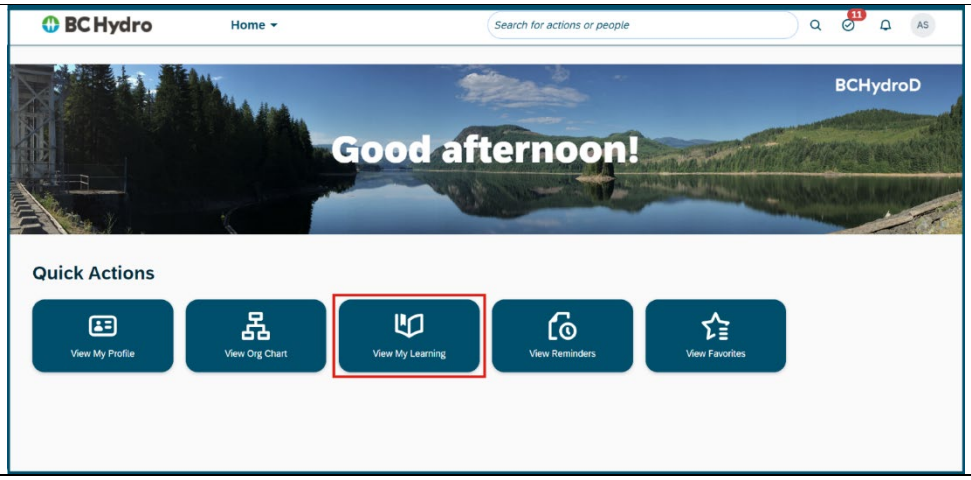
Tips

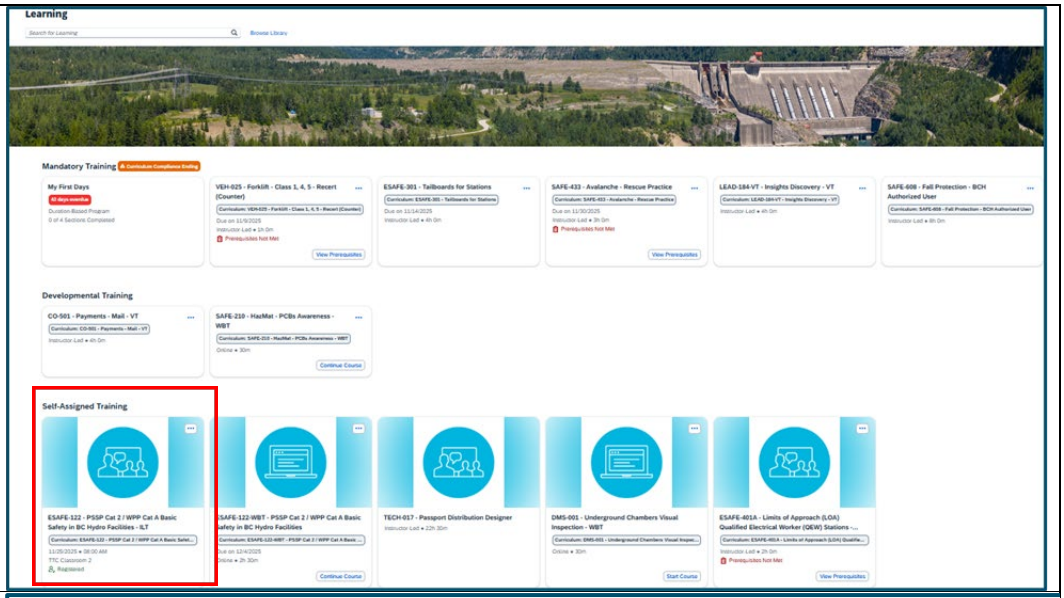
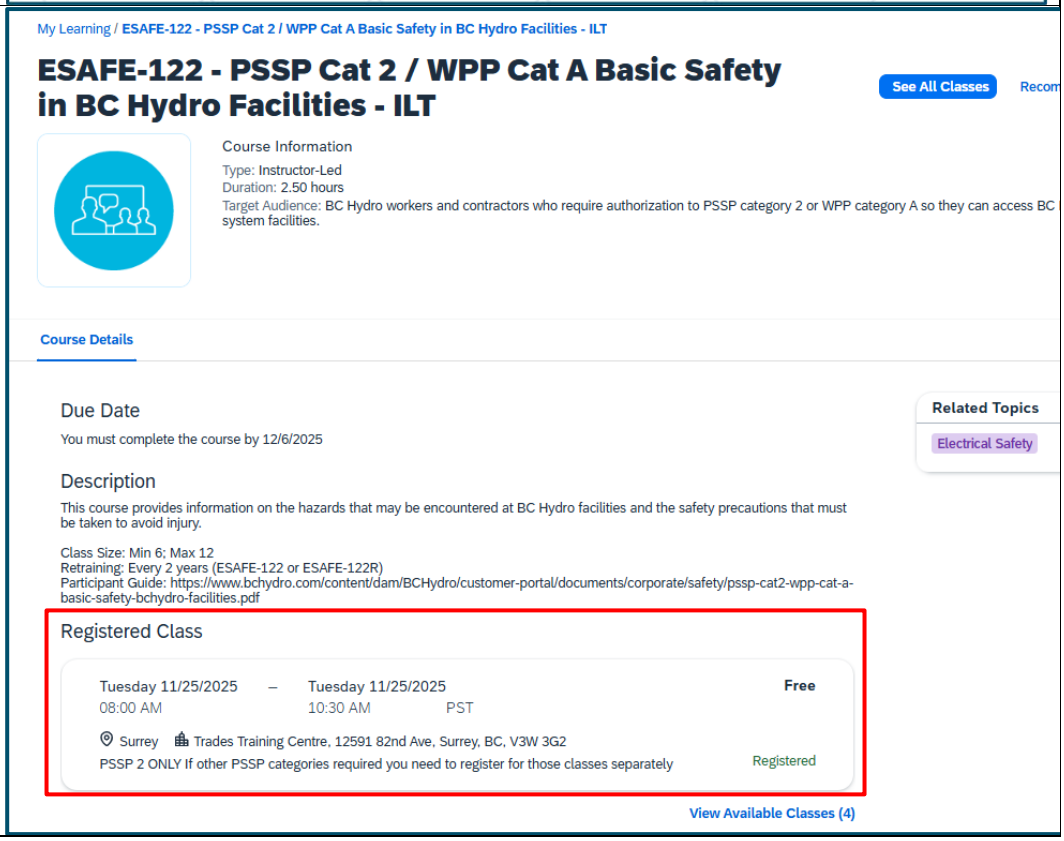
- Use this process guide as a Contractor to access SuccessFactors Learning via a browser. Suggested browser for desktop is Microsoft Edge. If you are using your mobile to access SuccessFactors Learning, we recommend using Safari browser instead of the SuccessFactors Mobile Application to access all the 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.

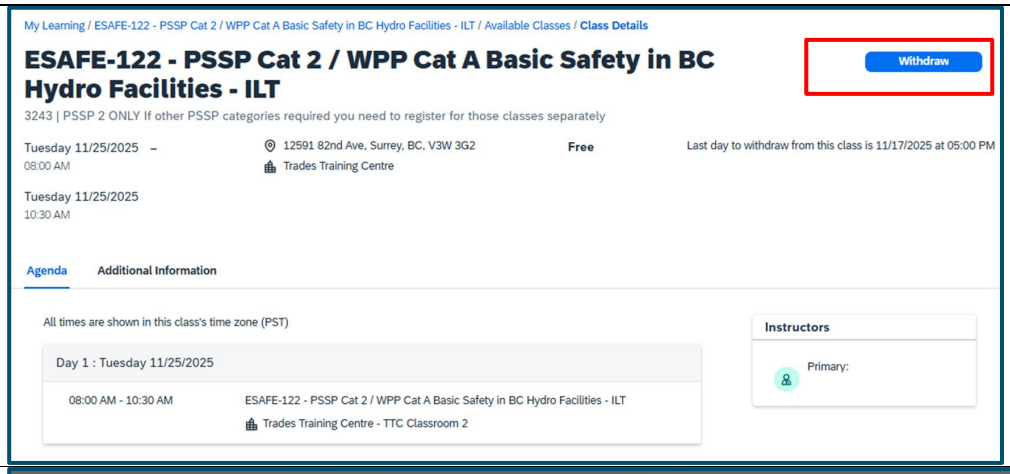
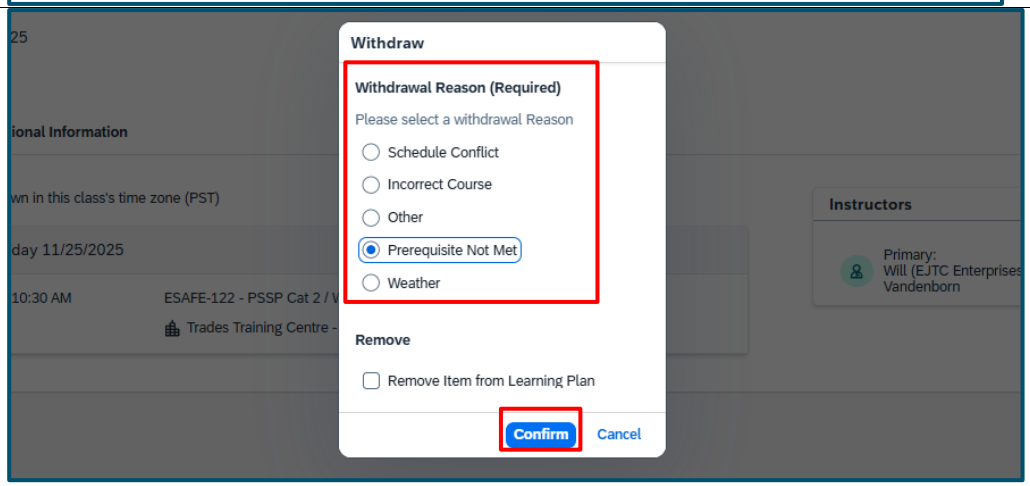
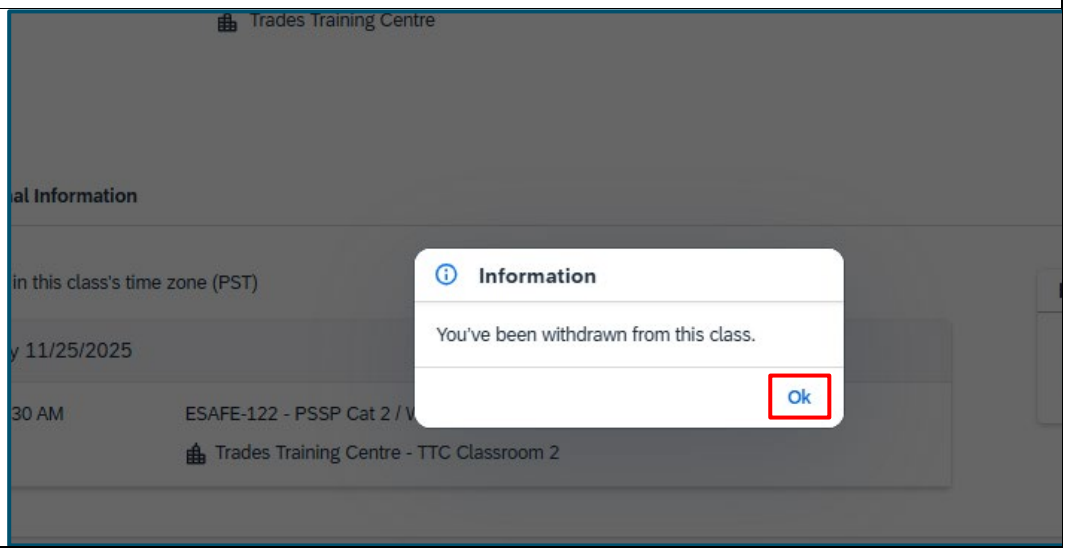
How to Withdraw from a Class

If you have registered for a class but can go 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 → Withdraw

1. Access SuccessFactors Learning through the following link:	https://hcm17.sapsf.com/login?company=bchydro
2. Select the View My Learning tile from the Homepage to access the learning activities.	

3. In SuccessFactors Learning, from the Learning page, look for the course where you have enrolled in a class and would like to withdraw from. Click on the course to view your registration.	
4. On the course page, click the Registered Class.	

5. Click Withdraw	
6. In the Withdraw popup, select the appropriate withdrawal reason, and click Confirm. **Note**: If the class was self-assigned, you can choose to remove the course from your Learning Plan by checking the Remove box. If you would still like to take the course but would like to register for a different class, leave the box unchecked.	
7. A confirmation message appears. Select Ok	

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

Questions?

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