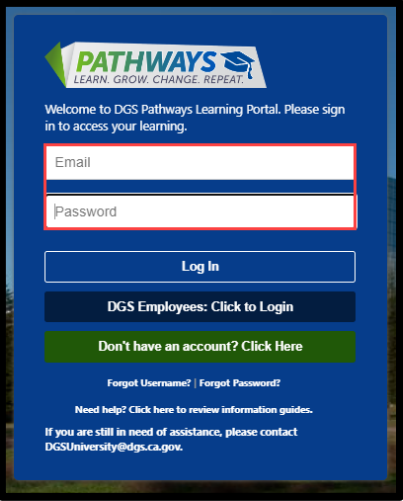
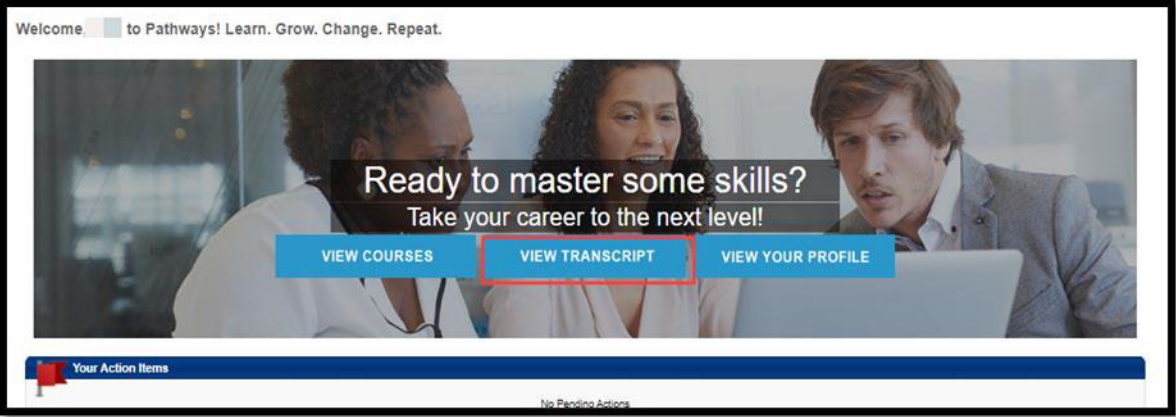


External Users - Request to Withdraw from a Course

Objective

To provide a detailed procedure for external users on how to withdraw from a course.

Step	Action
1	<p>Click the link to visit the DGS Pathways website. https://learning-dgs.csod.com/login/render.aspx?id=orim</p>
2	<p>Log into Pathways using your username and password.</p> 
2	<p>On the homepage select <i>View Transcript</i>.</p> 

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- 3** Within your transcript, select the drop-down menu next to the course you would like to withdraw from and select *Withdraw*.

The screenshot shows a user interface for managing training. At the top, there are filters for 'Filter by Training Status' (set to 'Active'), 'Sort by' (set to 'Date Added'), and 'Filter by Training Type' (set to 'All Types'). A search bar labeled 'Search by Keyword' is also present. Below the filters, it says 'Search Results (1)'. A single training entry is displayed: 'Basic Safety Training (Starts 1/23/2024)' with details 'Due: No Due Date', 'Status: Registered', and 'Training Type: Session'. To the right of this entry is a dropdown menu labeled 'View Training D...'. The dropdown menu is open, showing three options: 'Withdraw', 'View Training Details', and 'Request Exemption'. The 'Withdraw' option is highlighted with a red border.

- 4** This will open the Withdraw Registration page. Please enter the reason for your withdrawal, then click *submit*.

The screenshot shows the 'Withdraw Registration' page. At the top, it says 'Withdraw Registration'. Below that is a warning: 'If you withdraw your registration for this session, you will immediately be withdrawn from the roster.' There is a section titled 'Session Details' with the following information: 'Event Name: [blurred]', 'Date / Time: [blurred]', and 'Location: [blurred]'. Below this is a section titled 'SESSION WITHDRAWAL OPTIONS'. It contains a dropdown menu with the text 'Please select a reason' and a downward arrow. Below the dropdown is a text area labeled 'Comments'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

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5 The status of this course will now reflect as *Withdrawn*.

The screenshot displays the 'Welcome to your Transcript' interface. At the top right, there is a link 'Return to Home page »'. The main heading is 'Welcome to your Transcript' in blue, with a sub-heading 'Here you can manage all of your Not Started, In Progress, or Completed learning.' Below this, a note states: 'Change **Active** to **Completed** to view your Completed learning, and change **Completed** to **Active** to view your In Progress learning.' A blue arrow points to the 'Filter by Training Status' dropdown menu, which is currently set to 'Active'. Other filters include 'Sort by' (set to 'Date Added') and 'Filter by Training Type' (set to 'All Types'). A search bar labeled 'Search by Keyword' is also present. Under 'Search Results (1)', a single course is listed: 'Lunch & Learn (How to Thrive this Holiday Season) (Starts 11/15/2023 12:00 PM)'. Below the course title, the details are: 'Due : No Due Date', 'Status : Withdrawn', and 'Training Type : Session'. A red arrow points to the 'Status : Withdrawn' text. To the right of the course entry is a 'Select Session' button with a dropdown arrow.