
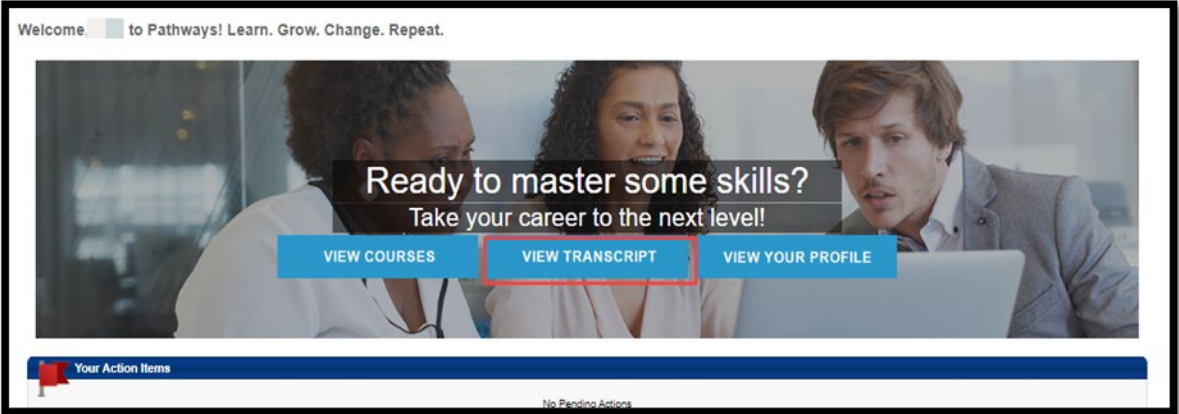


External Users - Request to Withdraw from a Course

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/client/learning-dgs/orim.aspx</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 on the right. Below the filters, it says 'Search Results (1)'. A single result is shown: 'Basic Safety Training (Starts 1/23/2024)' with details 'Due : No Due Date', 'Status : Registered', and 'Training Type : Session'. To the right of this result is a dropdown menu labeled 'View Training D...'. The dropdown menu is open, showing three options: 'Withdraw' (highlighted with a red box), 'View Training Details', and 'Request Exemption'.

- 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 Below that, a message reads: 'If you withdraw your registration for this session, you will immediately be withdrawn from the roster.' The page is divided into two main sections. The first is 'Session Details', which has a blue header and contains three fields: 'Event Name:', 'Date / Time:', and 'Location:'. The second section is 'SESSION WITHDRAWAL OPTIONS', which has a grey header and contains a dropdown menu labeled 'Please select a reason' and a text area labeled 'Comments'. At the bottom of the page, there 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5 The status of this course will now reflect as *Withdrawn*.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 »'. Below the header, a message states: 'Here you can manage all of your Not Started, In Progress, or Completed learning. 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 'Active' filter dropdown. The filter section includes 'Filter by Training Status' (Active), 'Sort by' (Date Added), and 'Filter by Training Type' (All Types). A search bar is labeled 'Search by Keyword'. Under 'Search Results (1)', a course card is shown: 'Lunch & Learn (How to Thrive this Holiday Season) (Starts 11/15/2023 12:00 PM)'. Below the title, it lists 'Due : No Due Date', 'Status : Withdrawn', and 'Training Type : Session'. A red arrow points to the 'Status : Withdrawn' text. A 'Select Session' button is located to the right of the course card.