Cancelling LearningLink Mandatory Education Registration

Some users have experienced problems accessing Mandatory Education modules. When trying to access the module, the screen “hangs” as shown below and the course never loads.

If that occurs, follow these steps to cancel the course so you will be able to start over:
1. Close all browser windows and log back into LearningLink. Go to your LearningLink home page.
2. Highlight the course you are trying to take by clicking anywhere on its name except the start button, so you can see the light blue highlight bar around the course name.
3. Select “Other Actions” and click “Cancel Registration.”
4. On the next page, click “Cancel Marked.”
5. This will bring you back to your Learning Link home page and you will see the course in “Assigned” status. You will now be able to launch the course.

If you are unable to complete the course and need to cancel out for any reason, you will likely encounter the same issue when trying to resume. You will need to repeat these steps.