

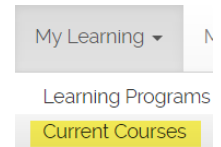
## Avaya Learning Center – May Enhancements

The [Avaya Learning Center](#) continues to enhance the student learning experience with a new feature that will allow students to ‘self-cancel’ from Instructor Led Classroom and Virtual Instructor Led Session offers prior to the start of the training. Prior to the release of this new feature, students wishing to cancel from either of these delivery formats had to call the Avaya Learning Helpdesk and request an agent’s assistance with cancelling a booking.

For full details on how to use this new feature, please see the information below.

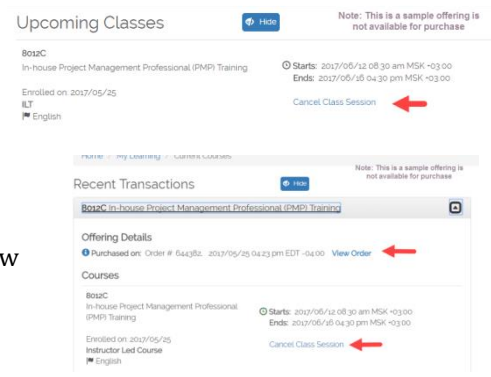
### Step One:

Once you are logged into the Avaya Learning Center ([www.avaya-learning.com](http://www.avaya-learning.com)), click on My Learning>>Current Courses from the main menu.



### Step Two:

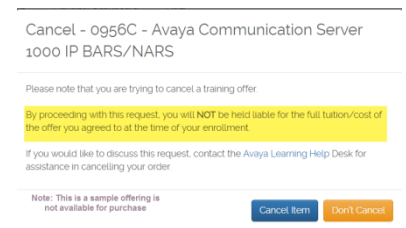
Select the offer you wish to cancel from under the Recent Transaction (includes your last 5 transactions) or the *Upcoming Classes* section. You should see the option to ‘cancel class session’ from either view.



In the *Recent Transaction View*, you may also view your order history by clicking ‘view order’ to the right of the purchase date. If you click cancel ‘class session’, a pop-up window will appear.

### Step Three:

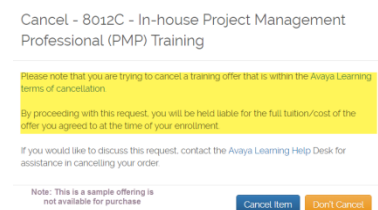
If you wish to cancel a training session [that meets the Avaya Learning Cancellation Policy criteria](#), you will see this pop-up window.



If you click, ‘cancel item’, your training will be cancelled. If you click ‘don’t cancel’, your training will not be cancelled.

### Step Four:

If you wish to cancel a training session [that does not meet the Avaya Learning Cancellation Policy criteria](#), you will receive this pop-up window.



If you click, ‘cancel item’, your training will be cancelled; however, you will be held liable for the full tuition/cost of the offer you agreed to at the time of your enrollment.

If you click ‘don’t cancel’, your training will not be cancelled. You may reach out to the Avaya Learning Help Desk for assistance in cancelling the order.

### Step Five:

Once you have cancelled your training, you will be taken to a *summary screen* for the original order and you will be able to confirm that the cancellation was successful because the ‘cancel’ option has been greyed out.

Order #	Invoice #	Item Status	Offering	Student	Session	List Price	Discount	Extended Price
6443ft	139524	ENROLLED	8012C - In-house Project Management Professional (PMP) Training Instructor Led Course	JAMES, Tom	1025 2017/05/12	9,000 USD	0%	9,000 USD
	139525	CANCELLED	10956C - Avaya Communication Server 1000 IP BARS/NARS Instructor Led Course	JAMES, Tom	1027 2017/05/14	3,500 USD	100%	0.00 USD
		TOTAL				9,000		9,000 USD

For assistance, please contact the Avaya Learning Help Desk:  
 North America: +1 866-Avaya-54 (+1 866-282-9254) Outside North America: [Regional Local Number Listing](#)