## **AVAYA**Learning

## Avaya Learning Center – May Enhancements

The <u>Avaya Learning Center</u> 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:		My Learning 👻 N					
Once you are logged into the Avaya Learning Center ( <u>www.avaya-learning.com</u> ), click on My Learning>>Current Courses from the main menu.							
Step Two:	Upcon	ning Classes	🔹 Hide	ote: This is a sample offering is not available for purchase			
Select the offer you wish to cancel from under the Recent Transaction (includes your last 5 transactions) or the <i>Upcoming Classes</i> section. You should see the option to <i>'cancel class session'</i> from either view.	8012C In-house Pr Enrolled on ILT I <sup>®</sup> English	roject Management Professional (PMP) Trainin 1 2017/05/25	Starts: 2017/0 Ends: 2017/0 Cancel Class	Starts: 2017/08/12:08 30 am MSK +03:00 Ends: 2017/08/15:04 30 am MSK +03:00 Cancel Class Session			
In the <i>Recent Transaction View</i> , you may also view your order history by clicking 'view order' to the right of the purchase date. If you click cancel ' <i>class session</i> ', a pop-up window will appear.	N	Profile - Inglocating - Contract Contract Recent Transactions  Ret2C In house Project Management Pro Offering Details  Processes  Provide - Processes Provide - Processes Provide - Processes Provide - Processes Provide	6 Incr dessional (PMP) Training 5 0423 pm EUT-04.00 Min Districts 2007/05/12 00 Ender 2007/05/16 04 Cancer Class Session	Note: This is a sample offering is not evaluate for purchase			
Step Three:         If you wish to cancel a training session that meets the Avaya Learning Cancellation Polic         criteria, you will see this pop-up window.	<u>y</u>	Cancel - 0956C - 1000 IP BARS/NA Please note that you are trying	Avaya Commu IRS 1 to cancel a training offe	nication Server			
If you click, <i>'cancel item'</i> , your training will be cancelled. If you click <i>'don't cancel'</i> , your training will not be cancelled.				Sceeding with this request, you will NOT be held liable for the full tutton/cost of fer you argend to the them for your enrolment. would like to discuss this request, contact the Avaya Learning Help Desk for ance in cancelling your order.			
Step Four:         If you wish to cancel a training session that does not meet the Avaya Learning Cancellati         criteria, you will receive this pop-up window.	<u>on Po</u>	Cancel - 8012C Professional (Pi	- In-house Pro MP) Training	ject Management			
If you click, ' <i>cancel item</i> ', your training will be cancelled; however, you will be held liable full tuition/cost of the offer you agreed to at the time of your enrollment.	for th	terms of cancellation By proceeding with this re offer you agreed to at the If you would like to discus assistance in cancelling y	quest, you will be held life time of your enrollment is this request, contact the our order.	ble for the full tuition/cost of the Avaya Learning Help Desk for			
If you click ' <i>don't cancel</i> ', your training will not be cancelled. You may reach out to the A Learning Help Desk for assistance in cancelling the order.	vaya	Note: This is a sample of not available for purc	Yering is hase	Cancel Item Don't Cance			
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 #	- 644381	44381 Date - 2017/05/25		Status - EN				
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Action	Invoice #	ltern Status	Offering	Student	Session	List Price	Discount	Extended Price
Cancel	1319574	ENROLLED	80s2C - In-house Project Management Professional (PMP) Training Instructor Led Coursel	Johns, Tom	11585 2017/07/17	0.00 USD	0%	0.00 USD
	1319575	CANCELED	ogg6C - Avaya Communication Server 1000 IP BARS/NARS (Instructor Led Course)	Johns, Tom	11587 2017/07/24	3.500.00 USD	100 %	0.00 USD
				TOTAL Taxes / VAT not included		0.00		

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