

## CityLearner: Cancel a Course

If you are unable to attend a class you signed up for, you will need to cancel the course. The steps below explain how to cancel a booking for a course, as well as the cancellation policies.

**IMPORTANT NOTE:** If you cancel a course with a fee within 7 days of the start date, your bureau will still be charged the full price of the course.

### Quick Steps

#### Step 1:

Log into the **CityLink** page:  
[www.portlandoregon.gov/ess](http://www.portlandoregon.gov/ess)

Click **SAP CityLink**

On the Employee Self-Service tab, click on the **CityLearner** link.

Welcome LSOEMP2TEST | portlandonline • my account

Employee Self-Service

Overview | Personal Information | Time | Compensation | CityLearner | Help

Overview

Employee Self-Service applications provide you with easy access to information and services for employees. This page gives you an overview of the entire offering.

**CityLearner**  
Manage your training activities, view training history, and search the training catalog.

#### Step 2:

On the Training Home page, under the **My Training Activities** section, click on the course you want to cancel.

My Training Activities

All ( 3 ) | Classroom Training ( 1 ) | Course Programs ( 1 ) | Web-Based Training ( 1 )

Your current training activities in summarized format.

Course	Delivery ...	Schedule	Location	Learn...	Start
<a href="#">HR 2.02 Workplace Harassment</a>	Classroom	Start 04/15/2013 At 09:00			
<a href="#">Cultural Competency for Managers</a>	Course Progr				
<a href="#">MM Requisition Approval eLearning 2</a>	WBT				cesses 0

Refresh | Print

#### Step 3:

Scroll to the bottom of the page and click the **Cancel booking for this course** button.

Portland Building

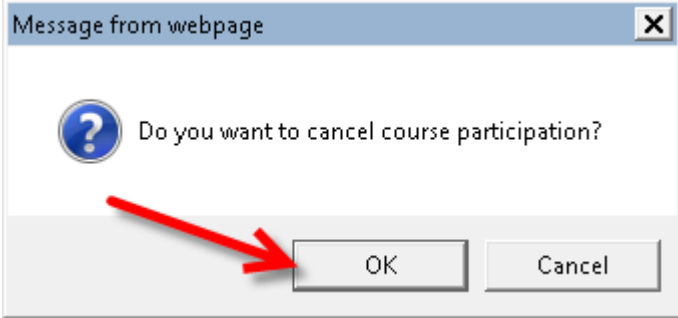
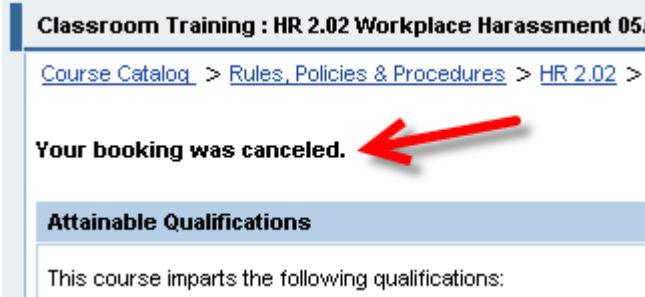
Training Provider

OMF-Bureau of Human Resources

Cancel

Cancel booking for this course.

Refresh

<p><b>Step 4:</b></p> <p>When the popup opens, select <b>OK</b> to confirm your cancellation.</p>	
<p><b>Step 5:</b></p> <p>You will receive a message at the top of the screen confirming your booking was cancelled.</p>	
<p><b>Step 6:</b></p> <p>The course will no longer appear on your training activities on the home page.</p>	<p><b>(No Graphic for this step.)</b></p>