How to Remove a Learner From a Training Session

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Overview

This guide explains how to remove a learner from a training session using the PSHSA Portal.

Before You Begin

- You must have a PSHSA Portal account.
- You must be the person who registered/booked the course or be assigned to manage the training session.

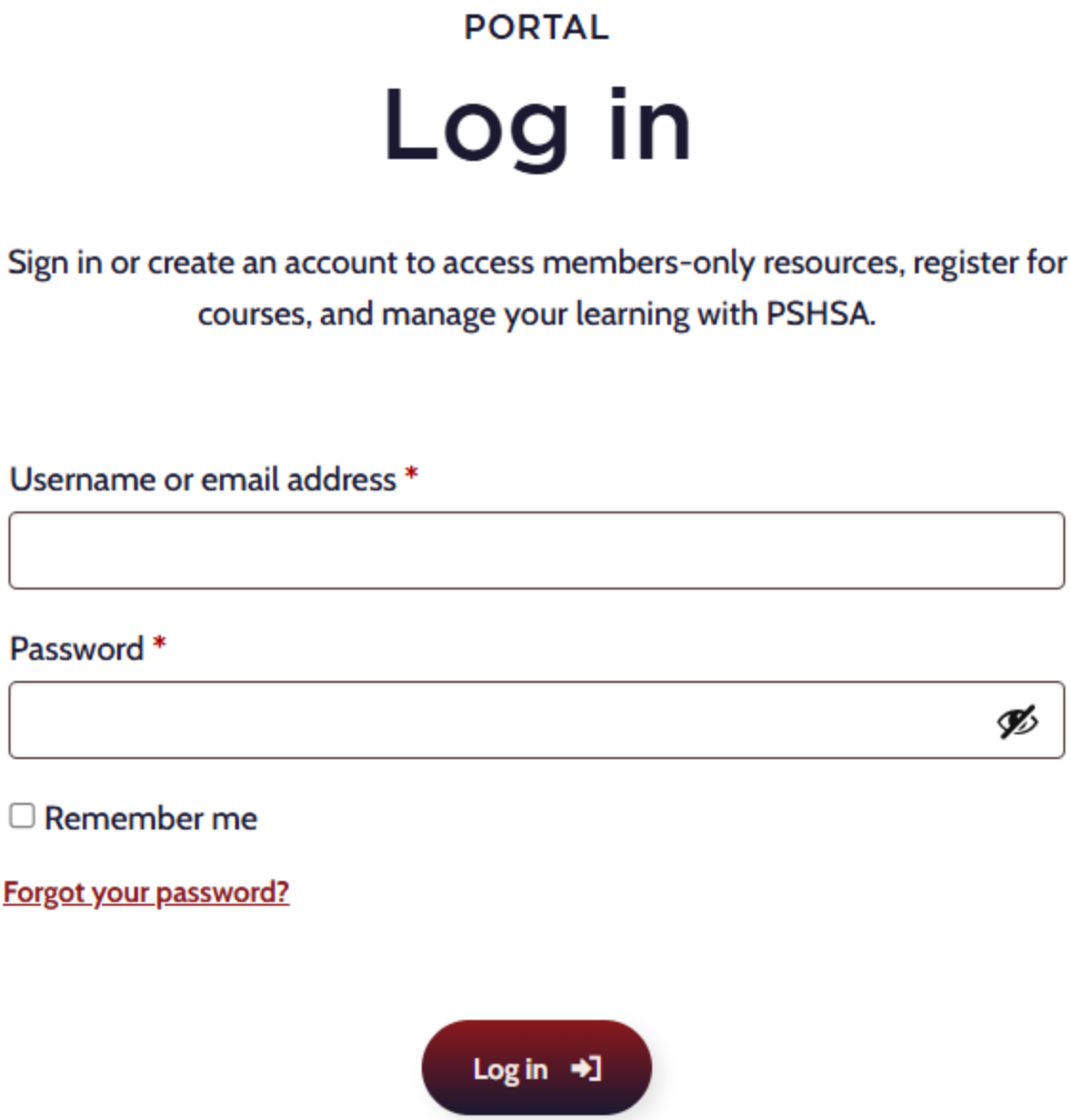
Video Walkthrough

Prefer a visual walkthrough? Watch the video below for a step-by-step demonstration of how to remove a learner from a training session using the PSHSA Portal.

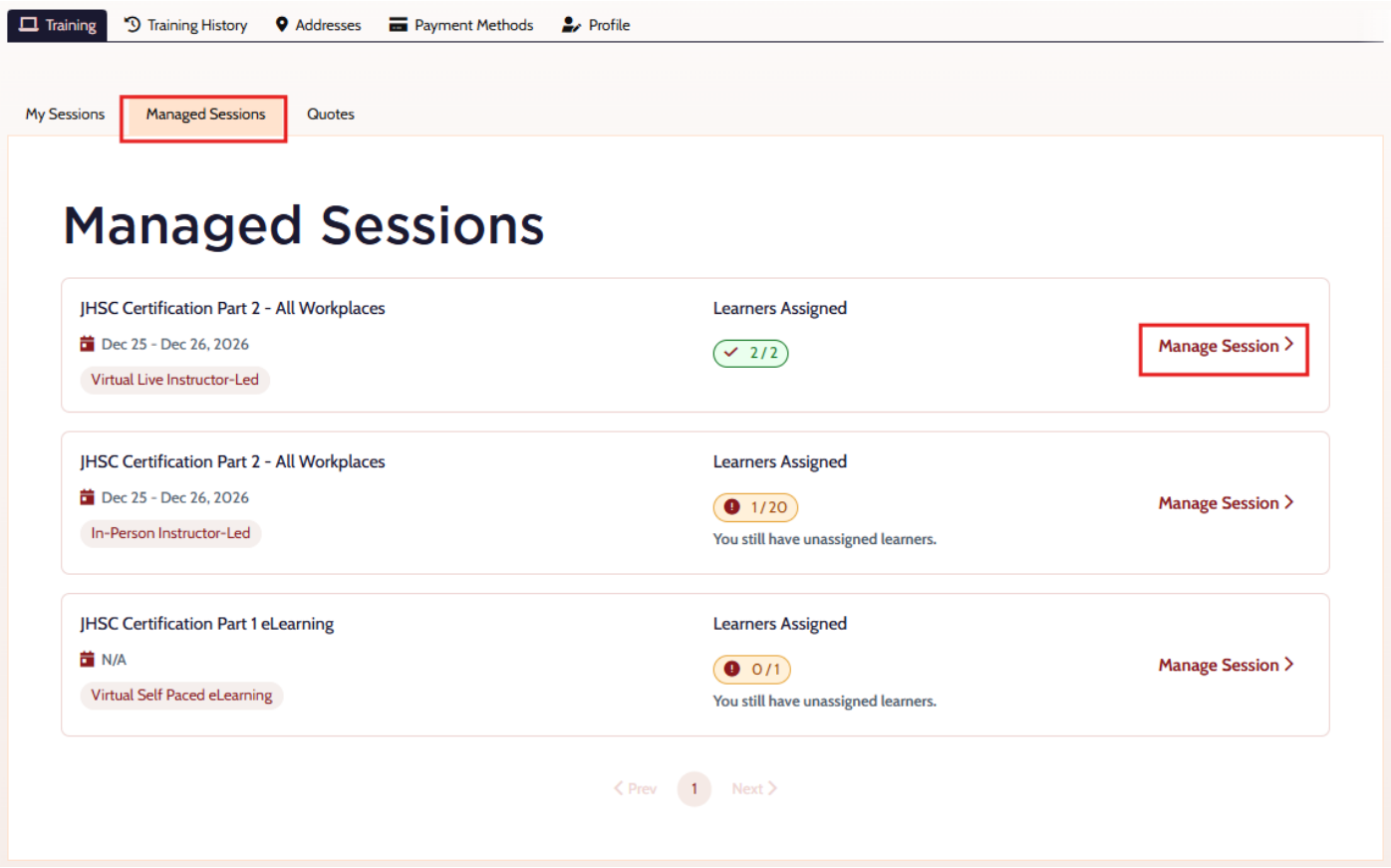
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Steps

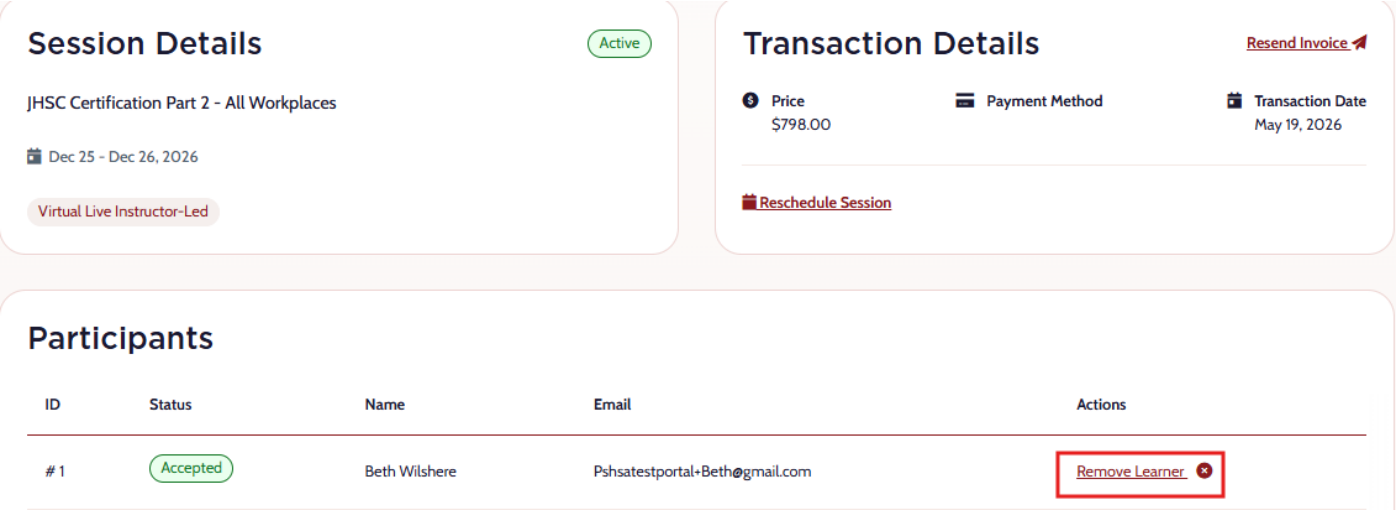
1. Go to pshsa.ca/portal.
2. Log in using your email address and password.



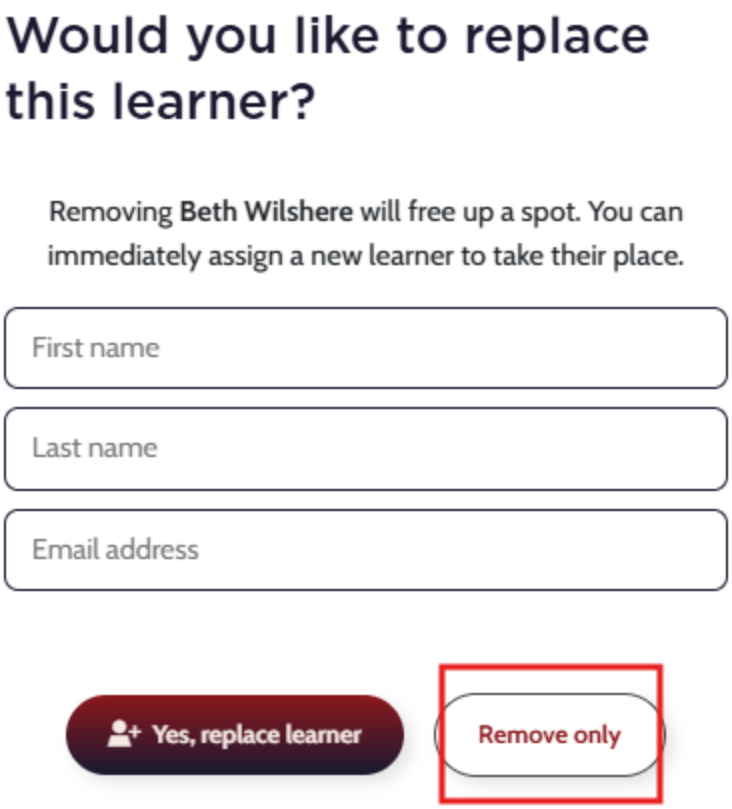
3. Select the **Managed Sessions** tab.
4. Locate the training session and select **Manage Session**.



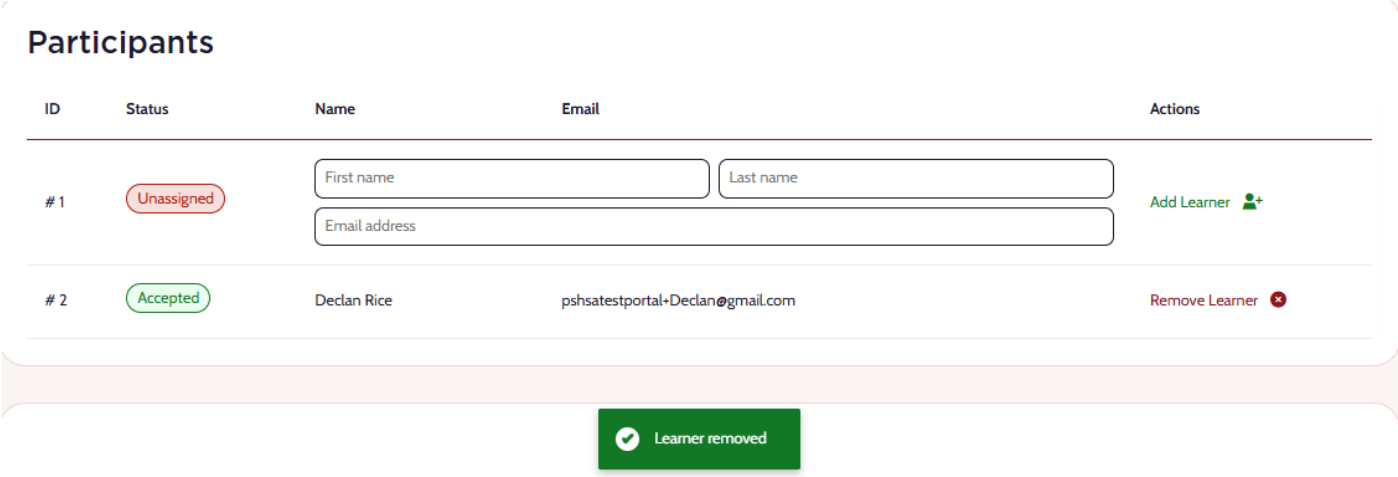
5. Locate the learner you want to remove and select **Remove Learner**.



6. A prompt will appear asking if you would like to replace or remove the learner. Select **Remove Only**.



7. The learner will be removed from the course and will receive an email confirming they have been successfully removed from the course.



8. **Please ensure a replacement learner is added before the training session start date.**

Need Help?

If you need assistance removing learners or accessing the portal, contact the Client Experience Team:

- Email: clientexperience@pshsa.ca
- Click the Live Chat button at the bottom right corner of the page.