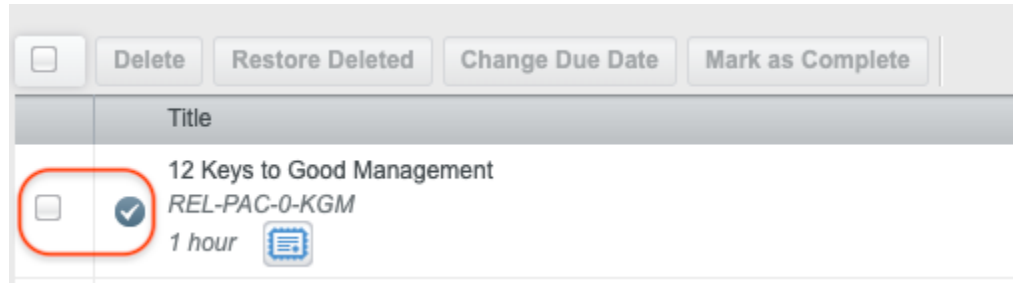


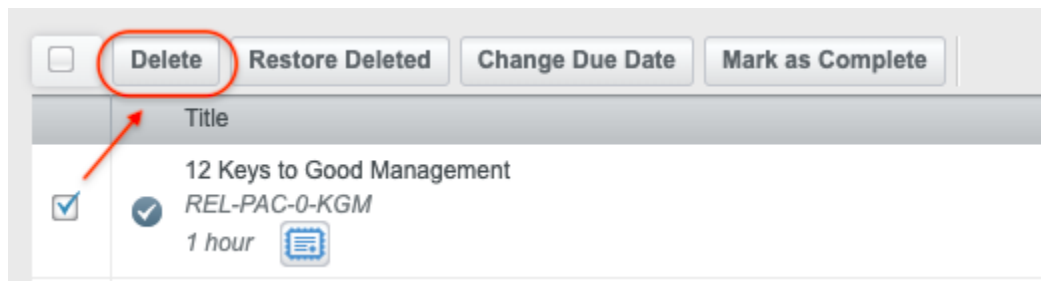
Removing an Incorrect Completion

Accidentally marked a completion incorrectly in a user's transcript? You can delete the marked completion following these steps.

Step one: Select the Check box next to the course that has been marked complete. A course marked complete by an administrator or supervisor will have a gray checkmark.



Step 2: Click Delete on the menu above the user's transcript.



Step 3: Fill in the required box to explain why you are deleting the completion and select Delete.

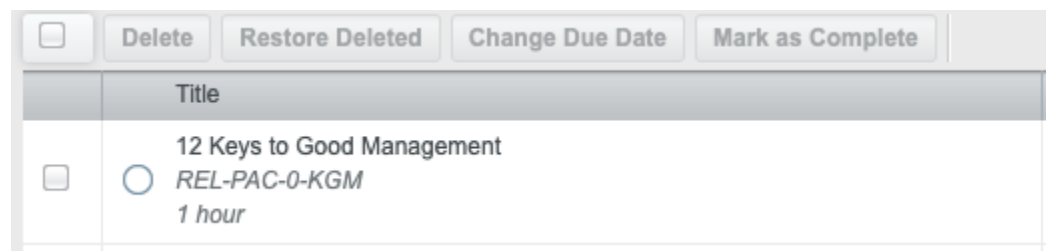
DELETE Delete

Only trainings that are set to 'Allow Override Status = Yes' in Course and Event Management are eligible for completion data modification. Completions that are associated to a Training Plan that don't have an active enrollment will have their completion information removed instead of marking the completion as deleted.

Reason *

Marked Date Incorrectly

Step 4: Double check. The gray check mark should no longer appear next to the module title.



If you follow these steps and encounter any errors or issues please reach out to eacademy@providers.org for assistance.