



Decline a Student

Step 1: Navigate to <https://eLearning.Heart.org/trainingcentral> and select **Sign In**

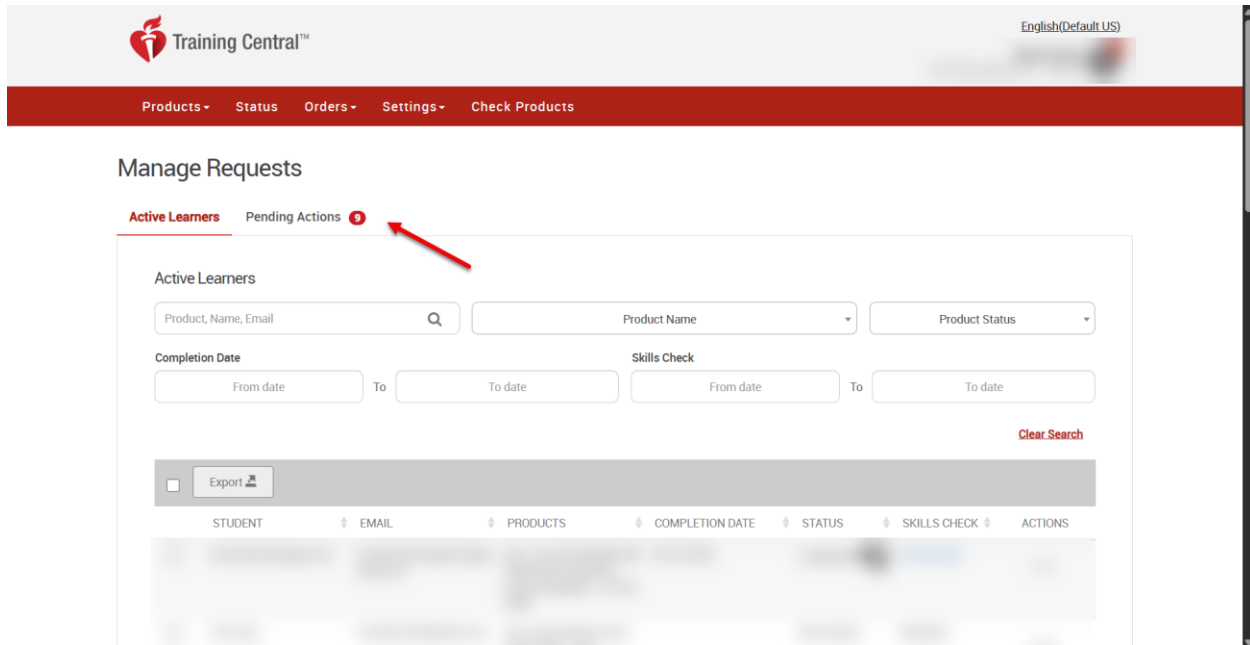
The screenshot shows the eLearning Training Central homepage. At the top left, there is a navigation bar with the eLearning logo and a 'Sign In' button. A red arrow points to this button. Below the navigation bar, the page displays a welcome message: 'Welcome to Training Central™' and 'Your new home for managing and assigning AHA eLearning and eBooks!'. It also lists features 'Designed for You:' such as easy-to-navigate views, straightforward assignment processes, customizable email templates, flexible student management, and centralized reporting.

Step 2: Navigate to **Settings** and select **Manage Requests**

The screenshot shows the 'Products - Courses' page in Training Central. The 'Settings' dropdown menu is open, and a red arrow points to the 'Manage Requests' option. The main content area displays a table of courses with columns for COURSE, INVENTORY, ASSIGNED, IN PROGRESS, COMPLETE, and FAILED. Two courses are listed: 'HeartCode® BLS Online for India, Nepal, and Bangladesh' and 'HeartCode® BLS Online for MENA (Office)'. Each course has an 'Assign' button and a progress bar.

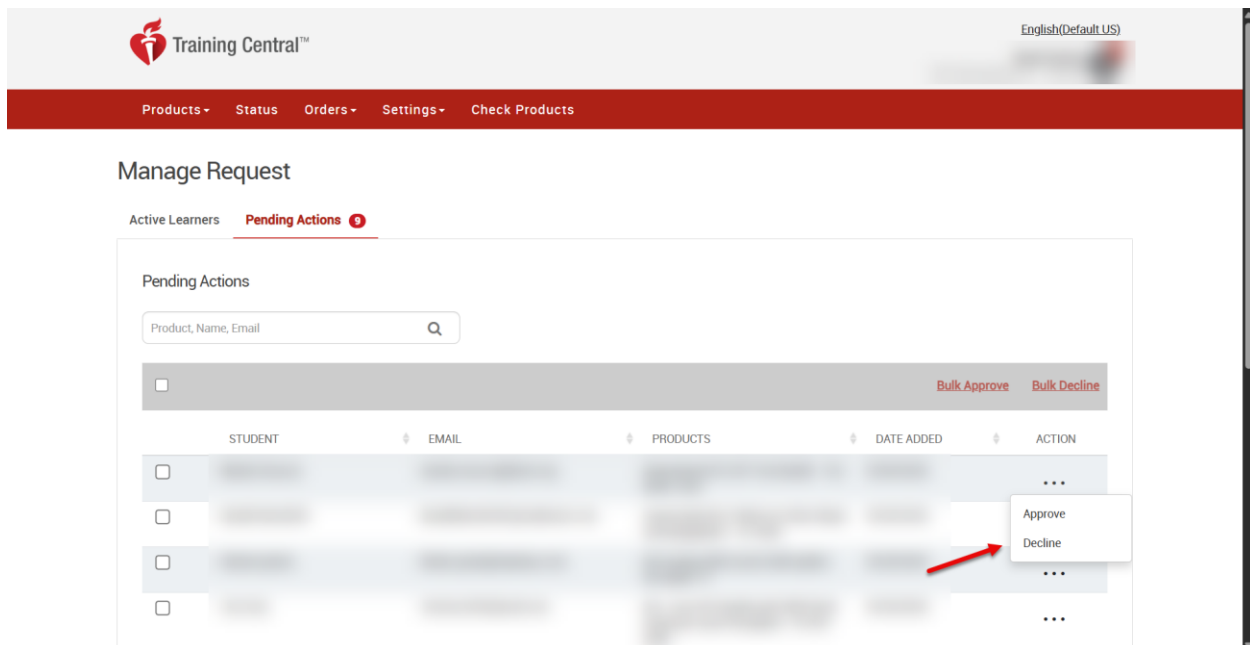
COURSE	INVENTORY	ASSIGNED	IN PROGRESS	COMPLETE	FAILED
HeartCode® BLS Online for India, Nepal, and Bangladesh 25-2928	4	0	1	0	0
HeartCode® BLS Online for MENA (Office) 25-2929-custom	5	0	0	0	0

Step 3: Navigate to the **Pending Requests** tab



The screenshot shows the 'Manage Requests' page in Training Central. At the top, there is a navigation bar with 'Products', 'Status', 'Orders', 'Settings', and 'Check Products'. Below this, the page title 'Manage Requests' is displayed. There are two tabs: 'Active Learners' and 'Pending Actions', with a red circle and the number '9' next to 'Pending Actions'. A red arrow points to this tab. Below the tabs, there are search filters for 'Product, Name, Email', 'Product Name', and 'Product Status'. There are also date range filters for 'Completion Date' and 'Skills Check'. An 'Export' button is visible. Below the filters is a table with columns: STUDENT, EMAIL, PRODUCTS, COMPLETION DATE, STATUS, SKILLS CHECK, and ACTIONS.

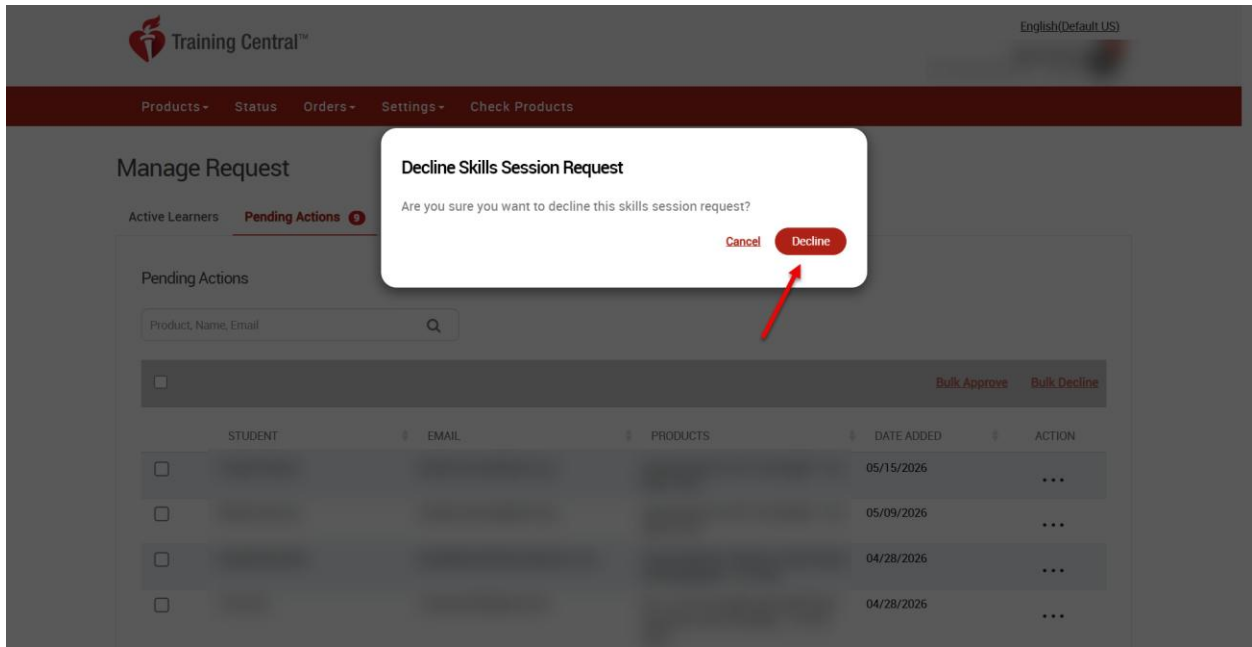
Step 4: Find the student you need to decline, select the ellipsis (...), and choose **Decline**. To bulk decline, skip to step 6.



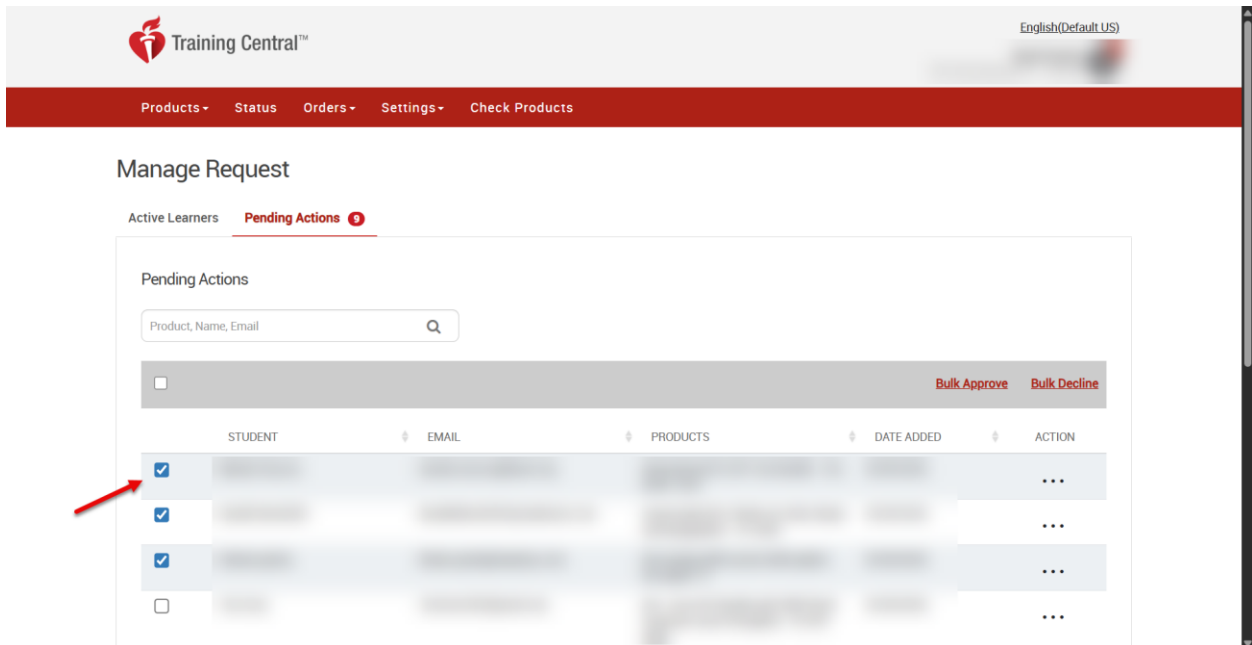
The screenshot shows the 'Manage Request' page in Training Central. At the top, there is a navigation bar with 'Products', 'Status', 'Orders', 'Settings', and 'Check Products'. Below this, the page title 'Manage Request' is displayed. There are two tabs: 'Active Learners' and 'Pending Actions', with a red circle and the number '9' next to 'Pending Actions'. Below the tabs, there is a search filter for 'Product, Name, Email'. There are also 'Bulk Approve' and 'Bulk Decline' buttons. Below the buttons is a table with columns: STUDENT, EMAIL, PRODUCTS, DATE ADDED, and ACTION. A red arrow points to the ellipsis (...) in the ACTION column of one of the rows, which has opened a dropdown menu with 'Approve' and 'Decline' options.

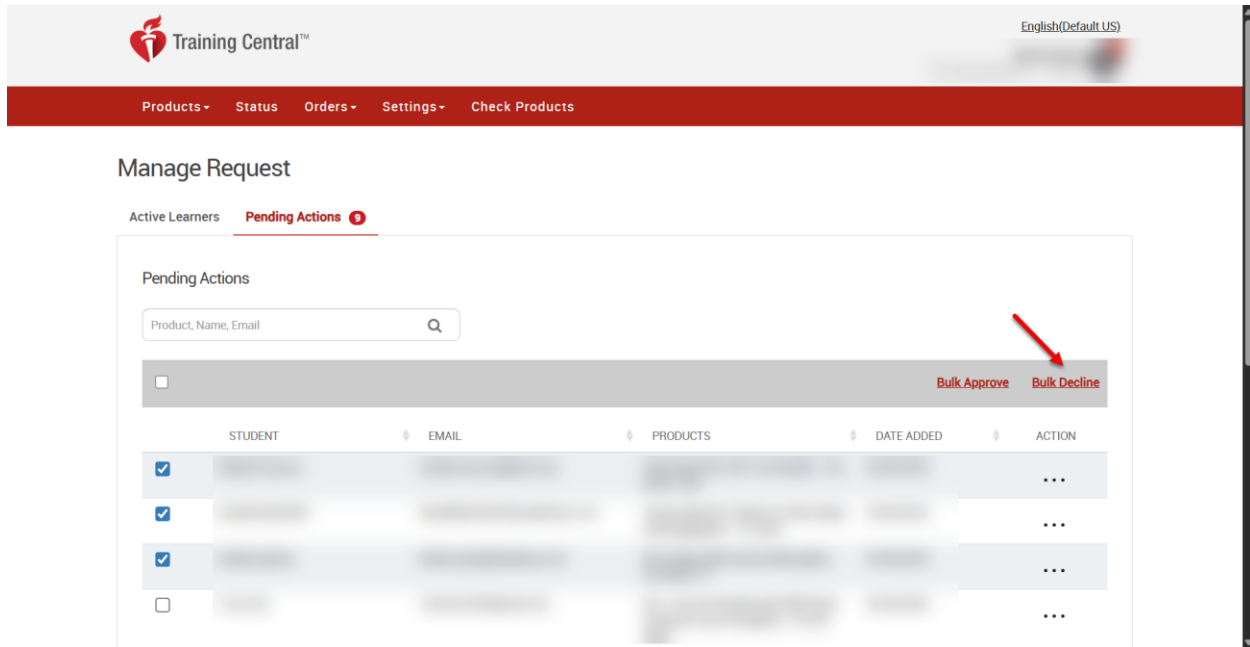


Step 5: When the pop-up message appears, select **Decline**.



Step 6: Select the check box next to each student you need to decline. After all required students are selected, choose **Bulk Decline**.





Training Central™ English(Default US)

Products ▾ Status Orders ▾ Settings ▾ Check Products

Manage Request

Active Learners **Pending Actions** 9

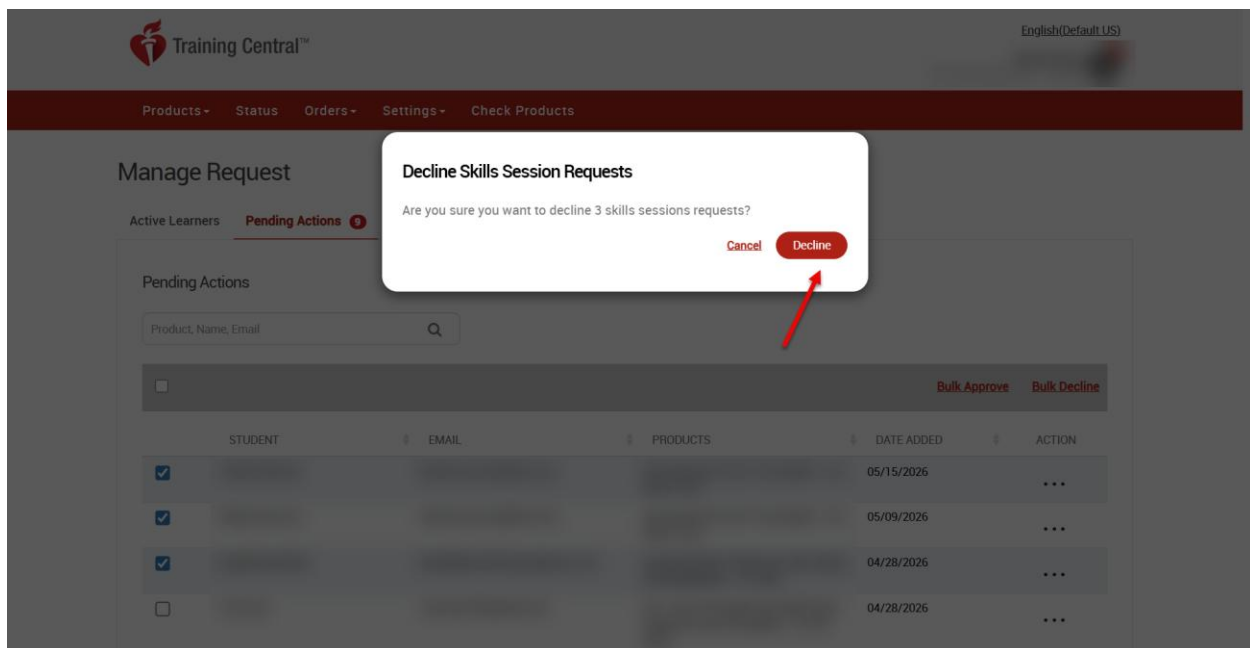
Pending Actions

Product, Name, Email

Bulk Approve **Bulk Decline**

	STUDENT	EMAIL	PRODUCTS	DATE ADDED	ACTION
<input checked="" type="checkbox"/>					...
<input checked="" type="checkbox"/>					...
<input checked="" type="checkbox"/>					...
<input type="checkbox"/>					...

Step 7: When the pop-up message appears, select **Decline**.



Training Central™ English(Default US)

Products ▾ Status Orders ▾ Settings ▾ Check Products

Manage Request

Active Learners **Pending Actions** 9

Pending Actions

Product, Name, Email

Bulk Approve **Bulk Decline**

	STUDENT	EMAIL	PRODUCTS	DATE ADDED	ACTION
<input checked="" type="checkbox"/>				05/15/2026	...
<input checked="" type="checkbox"/>				05/09/2026	...
<input checked="" type="checkbox"/>				04/28/2026	...
<input type="checkbox"/>				04/28/2026	...

Decline Skills Session Requests

Are you sure you want to decline 3 skills sessions requests?