This document will review how you, as a Power User, can unenroll users from Courses and Learning Plans.

**Note: This feature is only to be utilized if you enrolled a user in a course or Learning Plan in err. As Power Users, it is important to be aware that users could be in courses that you may not have enrolled them in. There are a number of courses that users can enroll themselves in, users may also be apart of another organization or agency that requires them to be trained to a certain degree.
If you believe a user to be in Courses or Learning Plans in err that you did not enroll them in, you may contact OCHN LMS Admin, Danielle Watson, at watsond@oaklandchn.org.

To unenroll users from Courses:

1. Log in to Docebo and open the Admin Menu (click the gear icon at the top right corner of your Docebo homepage).
From this menu, select Course Management.
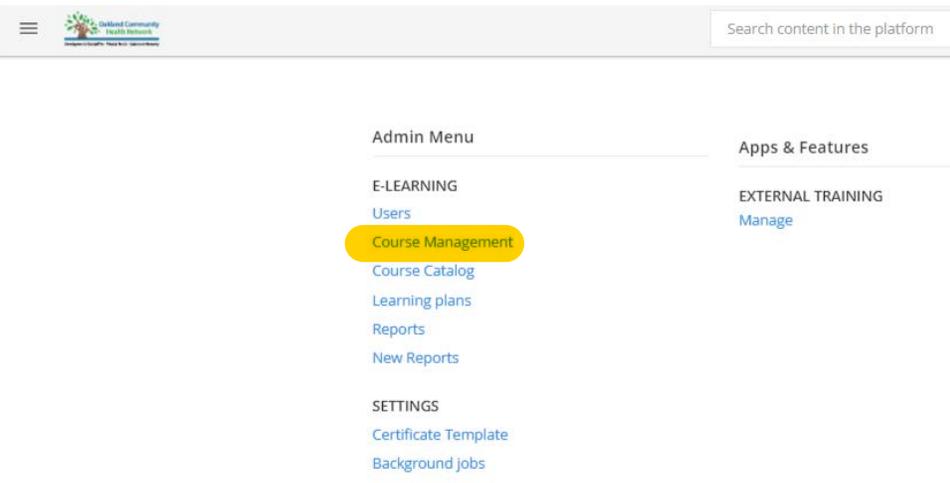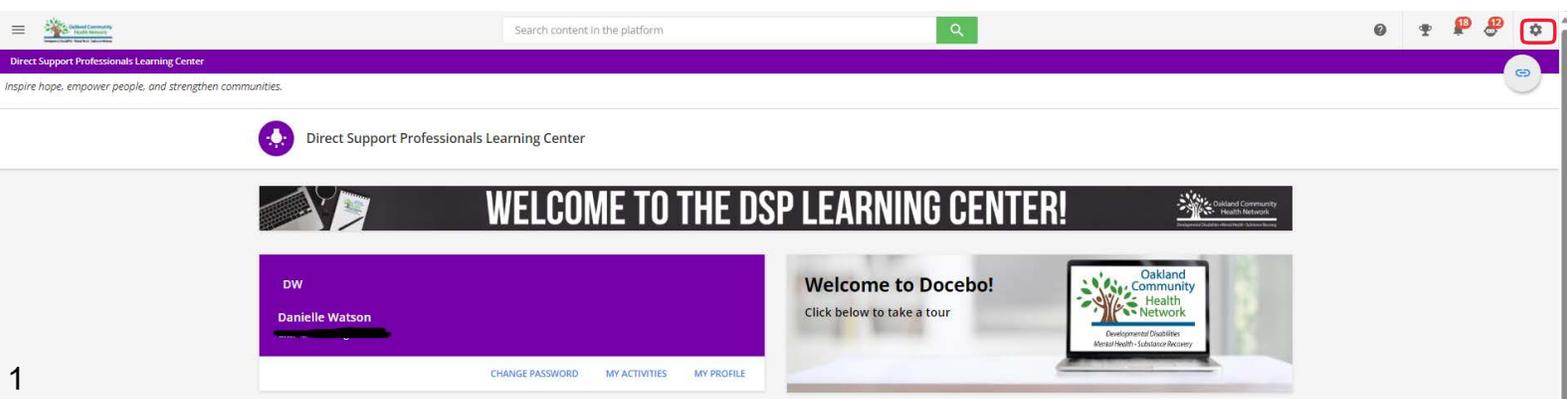
This will redirect you to a list of courses in the DSP curriculum.
To select the course that you would like to unenroll your user(s) from, click on the COURSE TITLE.
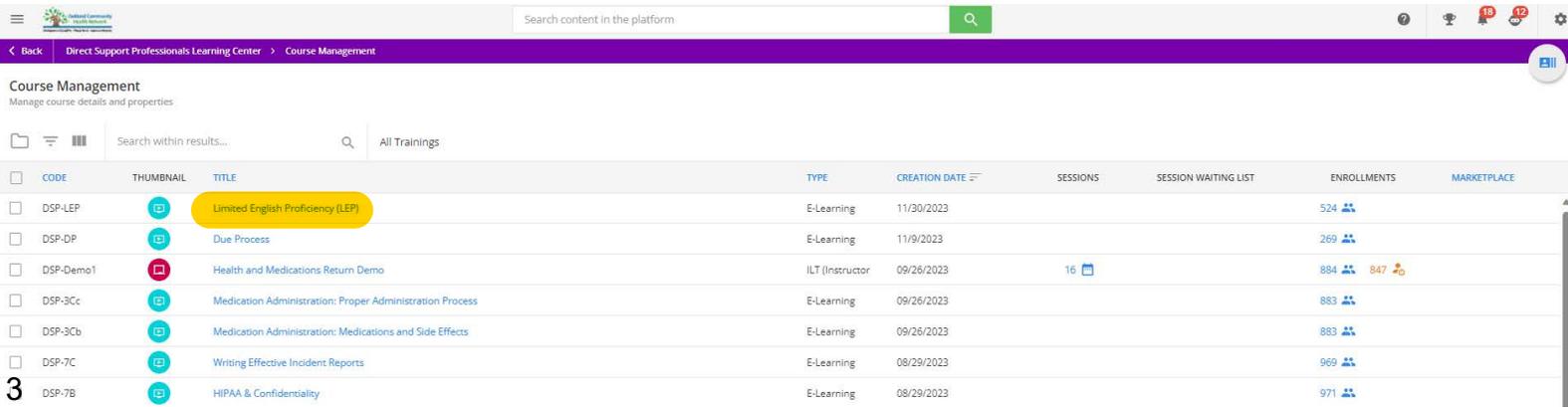
Once you select a course, it will redirect to a list of ALL users in the DSP Network who are enrolled in that course.

This will include users who are not employed by your organization and are managed by other Power Users. It is important to be aware of the actions you take for each user as to not mistakenly unenroll other organizations users from courses.
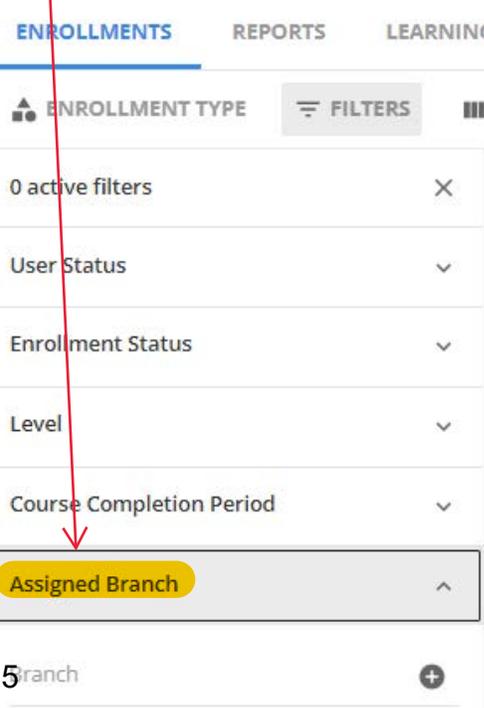
Follow the instructions below to learn how to filter onyl users that are a part of your organization.

Once you select a course title, you will be redirected to a list of ALL users enrolled in that course.
To view only your users, select

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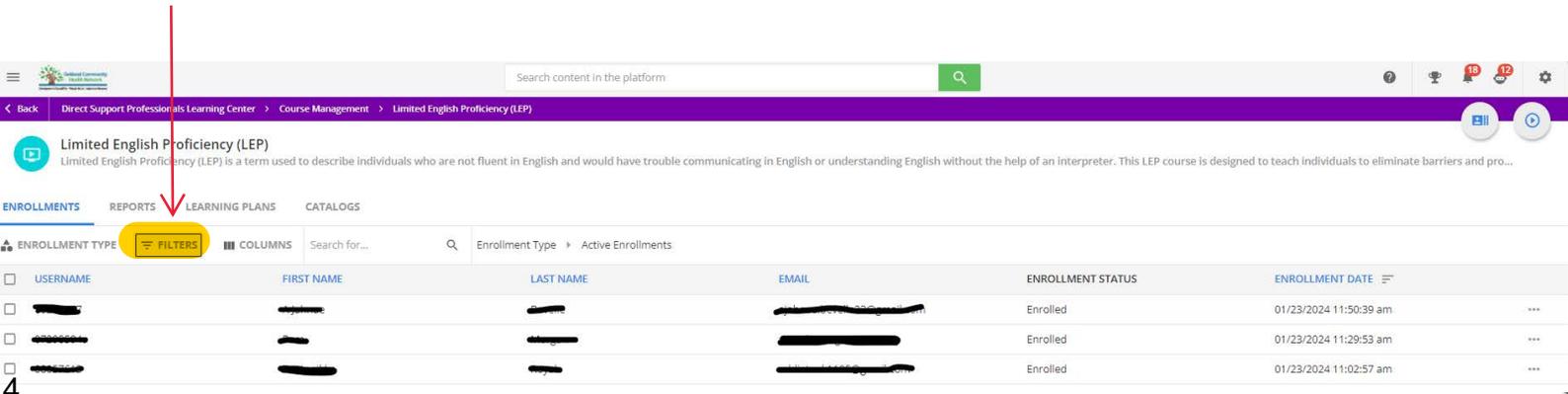
This will open a list of possible filters that you can apply to your search.

You will want to select the 'Assigned Branch' filter.

Once you select 'Assigned Branch', a box will appear on the right side of your screen.

Once you select the small arrow next to the Direct Support Professional, a list of organizations/ agencies that you are the assigned Power User for will appear.

Select the organization/agency that you are trying to manage.

**Note: you can ensure that you have selected the agency by checking that the small folder icon next to the agencies name appears 'open' as seen in the screen shot to the right.
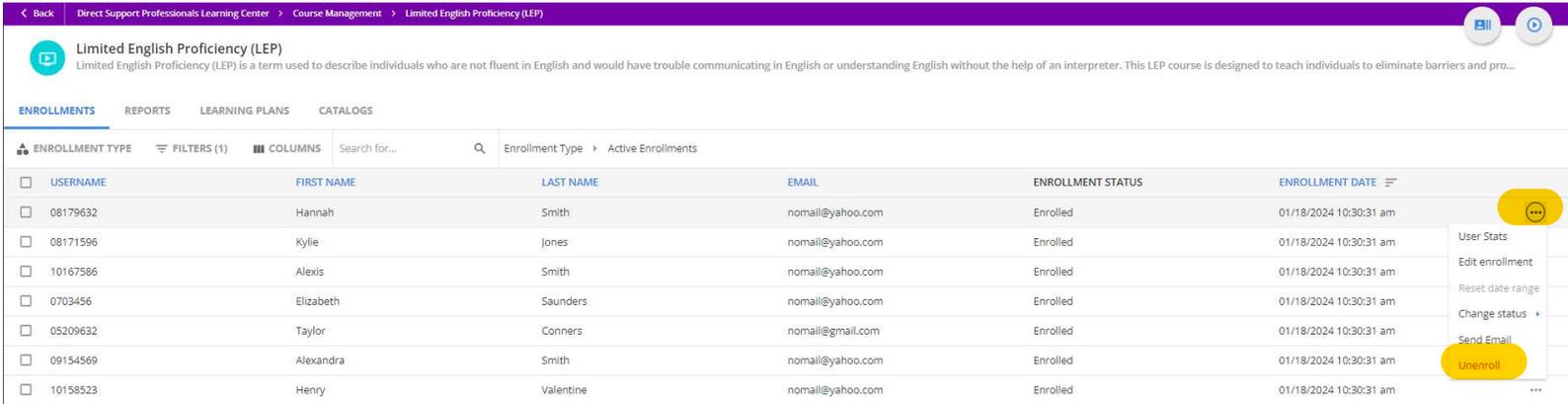
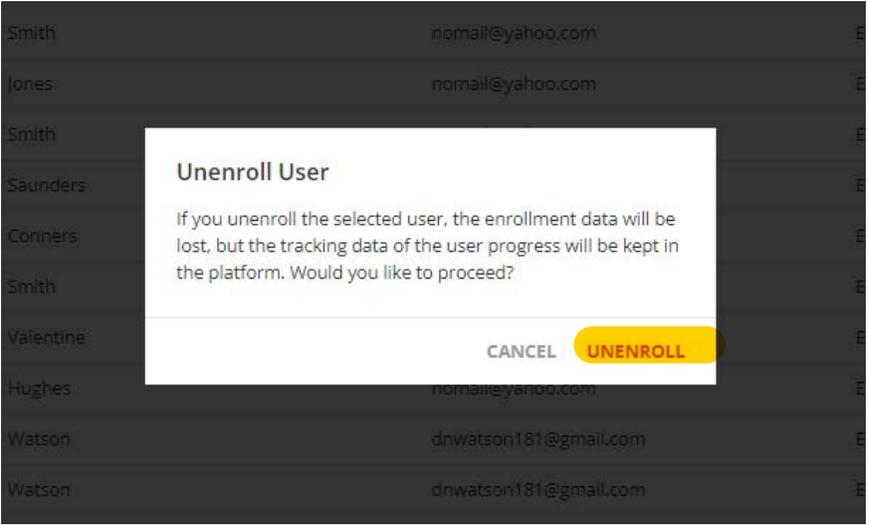Be sure, at the end, to select 'Confirm' to save this filter.

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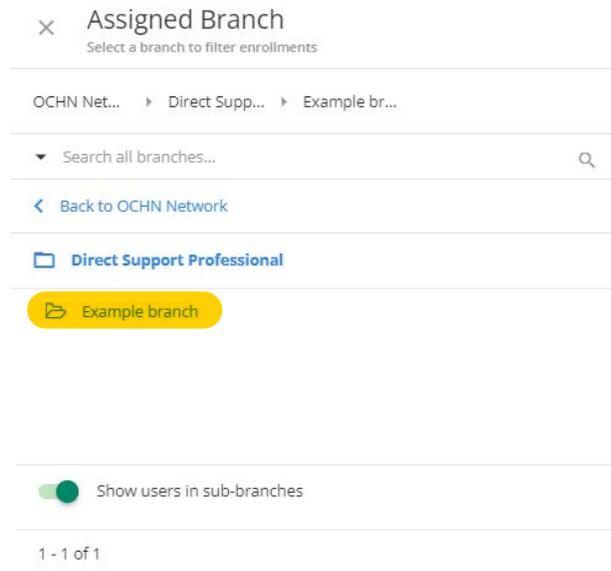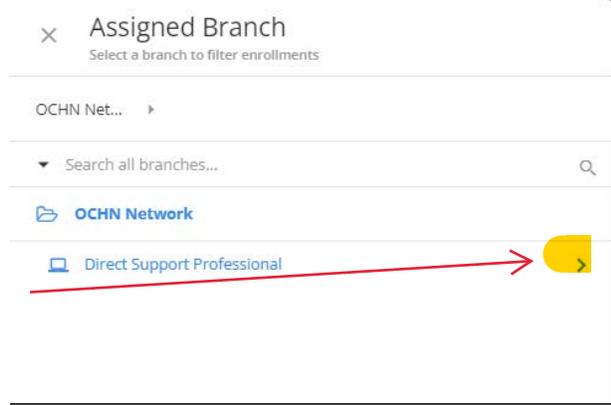
With this filter applied, you should be able to more easily manage your users unenrollment.

2. To unenroll users, select the Actions Ion (appears as 3 dots) the the right of the users name. This will open a user management menu. Select 'Unenroll'. A pop up will appear to confirm the unenrollment of the user. Be sure to select 'Unenroll' on this pop up as well to ensure the users unenrollment.
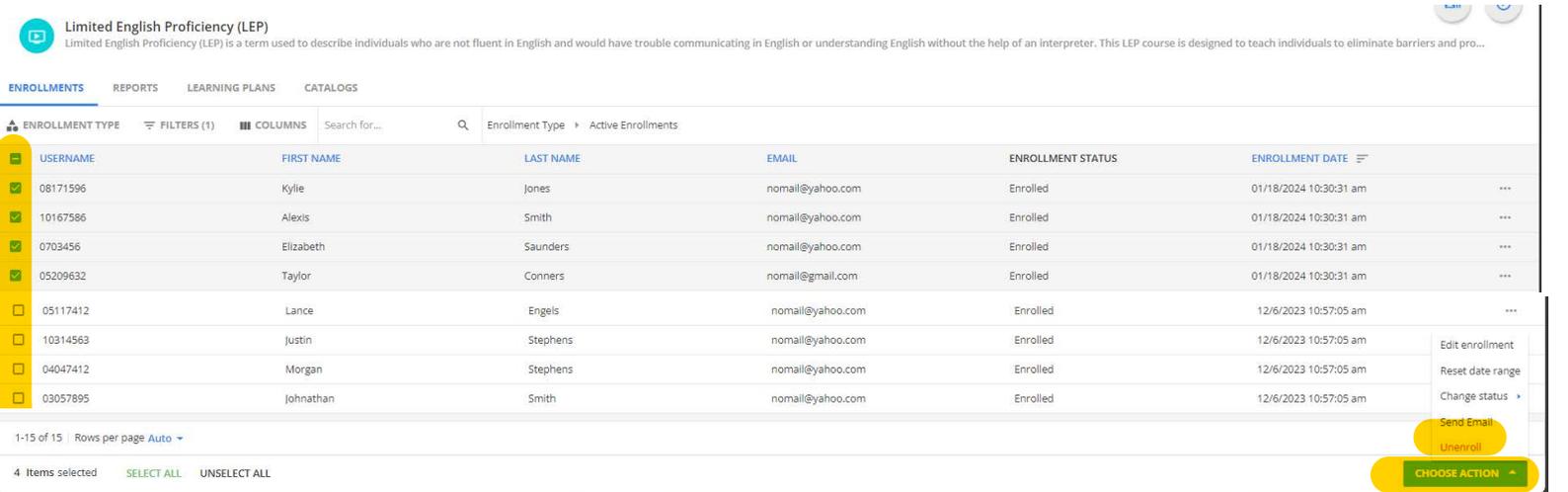

3. To unenroll more than one user at a time, select the check box to the left of all of the users names that you would like to unenroll. Once more than one user is selected, a green Actions box will appear at the bottom right of your screen that reads 'Choose Action'. Click the green icon and select 'Unenroll' from the menu to unenroll all of the users that you have selected.

How to unenroll users from a Learning Plan:

Log in to Docebo and open the Admin Menu (click on the gear icon at the top right of your Docebo homepage).
From this menu, select Learning Plans. This will redirect you to a list of the Learning Plans that are a part of the DSP curriculum.
Select the User icon next to the Learning Plan that you are trying to unenroll your user from.

Learning Plan

CODE	THUMBNAIL	NAME	DESCRIPTION		
LP-LRS		Licensed Residential Settings (24/7)	This Learning Plan is for Direct Support Professionals (DSPs) who work any number of hours in a LICENSED residential setting, including specialized residential settings. These settings operate 24 hours a day, 7 days per week.	28 ☰	767 👥
LP-URS		Unlicensed Residential 24/7	This Learning Plan is for Direct Support Professionals (DSPs) who work any number of hours in an UNLICENSED residential setting, including specialized residential settings. These settings operate 24 hours a day, 7 days per week. Services may include community living services (CLS), Adult Foster Care (AFC), and agency provided services within Self-Determination.	28 ☰	91 👥
LP-ORS		Unlicensed Residential	This Learning Plan is for Direct Support Professionals (DSPs) who work in an unlicensed setting, including personal/private homes. Typically, community living services (CLS) are provided for a designated number of hours on designated days, but not 24/7.	14 ☰	35 👥
LP-SBV		Skill Building Vocational	This Learning Plan is for Direct Support Professionals (DSPs) who provide vocational/ employment related skill building services generally within the community. Includes Job Coaches and related staff.	10 ☰	52 👥
LP-SBN		Skill Building Non-vocational	This Learning Plan is for Direct Support Professionals (DSPs) who provide IPOS specified skill building services generally within a personal/private home or in the community.	10 ☰	8 👥
LP-SDO		Self-Determination & Other	This Learning Plan is for Direct Support Professionals (DSPs) who work with individuals who are getting community living (CLS) or other services under Self-Determination where the individual (or designee) is the employer of record. The Learning Plan must be supplemented with training outlined within the IPOS and Crisis Plan.	7 ☰	6 👥

This will open a list of ALL users in the DSP Network that are enrolled in that Learning Plan.
**NOTE: Management of users Learning PLans should be done on an individual basis as the unenrollment from a Learning Plan effects the record of many courses. Please do not try to batch enroll or unenroll users from courses. This is how mistakes are made and could negatively effect the users record of courses completion.

Search the user, by username, that you are trying to unenroll from the Learning Plan. Once the user appears, select the small 'x' next to the users name.

Sort by	Select		08310678	🔍

You have selected 0 items. Select page | Select all   On Selected Choose an action ⌄

Assigned users: Licensed Residential Settings (24/7)

☐ Danielle Watson (08310678)   ☰ ✕

Total: 1

This will generate a pop up window asking you to confirm the unenrollment of this user from this Learning Plan.
**Note: selecting the first box will unenroll the users from the entire Learning Plan, which also unenrolls them from each course in the Learning Plan.
If you would like the courses that the user has already completed in the Learning plan to appear complete, check the second box.
Select 'Confirm' to save your changes.

Unassign ✕

Unassign: Danielle Watson

Are you sure you want to unassign the selected users from this learning plan?

☑ Unenroll the selected users also from the courses assigned to the learning plan. Users will not be unenrolled from the courses where they have a valid enrollment in other learning plans.
☐ Do not unenroll users from courses they have completed
☐ Do not unenroll users from courses they have in progress

CONFIRM   CANCEL