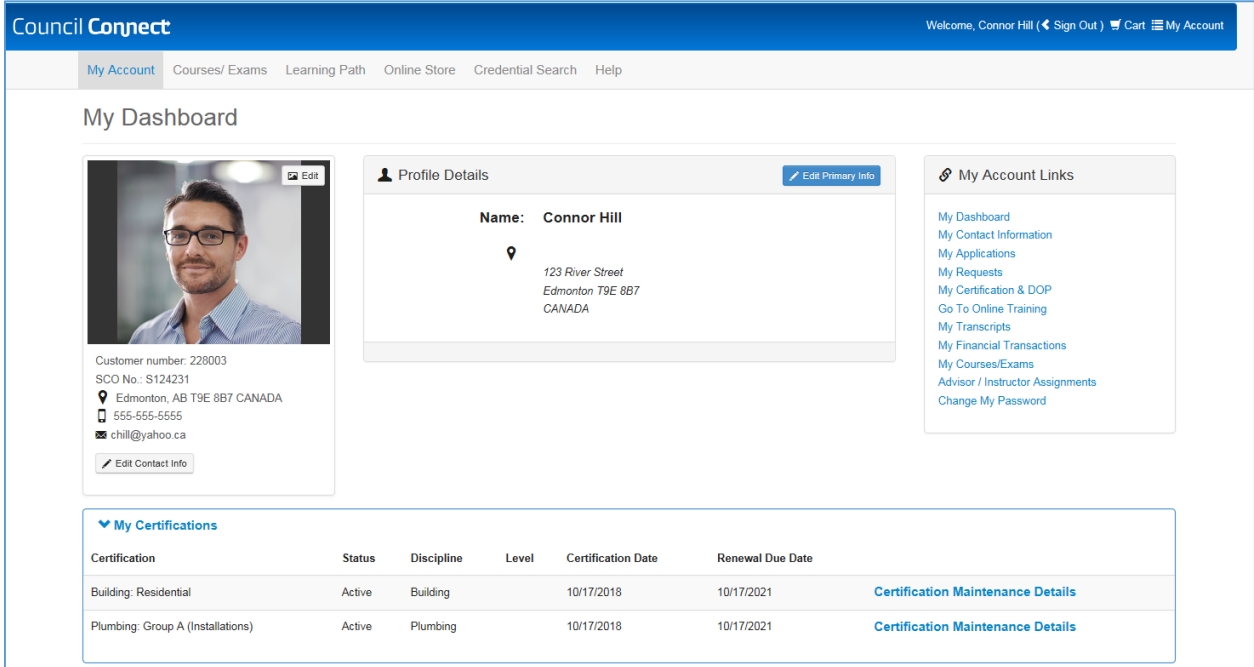


Voluntary Cancel SCO Certification

This tutorial walks you through the steps to voluntarily cancel an SCO certification.

Note: Once you have requested a certification cancellation for any disciplines, this will automatically cancel any existing Designation of Powers you currently have in that discipline(s).



The screenshot shows the 'My Dashboard' page in the Council Connect system. The page includes a navigation bar with 'My Account', 'Courses/ Exams', 'Learning Path', 'Online Store', 'Credential Search', and 'Help'. The main content area is divided into several sections:

- Profile Details:** Shows the user's name as Connor Hill and their address: 123 River Street, Edmonton T9E 8B7 CANADA. There is an 'Edit Primary Info' button.
- My Account Links:** A list of links including My Dashboard, My Contact Information, My Applications, My Requests, My Certification & DOP, Go To Online Training, My Transcripts, My Financial Transactions, My Courses/Exams, Advisor / Instructor Assignments, and Change My Password.
- My Certifications:** A table listing active certifications.

Certification	Status	Discipline	Level	Certification Date	Renewal Due Date	
Building: Residential	Active	Building		10/17/2018	10/17/2021	Certification Maintenance Details
Plumbing: Group A (Installations)	Active	Plumbing		10/17/2018	10/17/2021	Certification Maintenance Details

1. From the **My Dashboard** page:
 - a. Hover your cursor over the **Help** tab
 - b. Click **Contact Us**

Council Connect Welcome, Connor Hill (Sign Out) Cart My Account

[My Account](#) [Courses/ Exams](#) [Learning Path](#) [Online Store](#) [Credential Search](#) [Help](#)

Individual Information Request | Your Information

Name: Connor Hill
Customer Number: 228003

Explain Your Request

Activity: Please select
Accreditation Enquiries
Certification Enquiries
Designation of Powers
Training Enquiries describes your inquiry.

Reason: Then choose the type of information you are requesting.

Summary:
Required: Include brief summary of request

Detail:
Feel free to add more specific details in the "Comments" area.

Upload File:
Only if required (Accepted formats PDF,DOCX,DOC,XSL,XSLX,PNG)

Email confirmation?

2. From the Individual Information Request page:
 - a. Click the **arrow** beside **Activity**
 - b. Select **Certification Enquiries**

Council Connect Welcome, Connor Hill (Sign Out) Cart My Account

[My Account](#) [Courses/ Exams](#) [Learning Path](#) [Online Store](#) [Credential Search](#) [Help](#)

Individual Information Request | Your Information

Name: Connor Hill

Customer Number: 228003

Explain Your Request

Activity: Continuing Education
Accounting Enquiry
Certification Maintenance Enquiry
Certification Error
Renewal Enquiry
Other Enquiry
Application Enquiry describes your inquiry.

Reason: Other Enquiry

Summary:

Required: Include brief summary of request

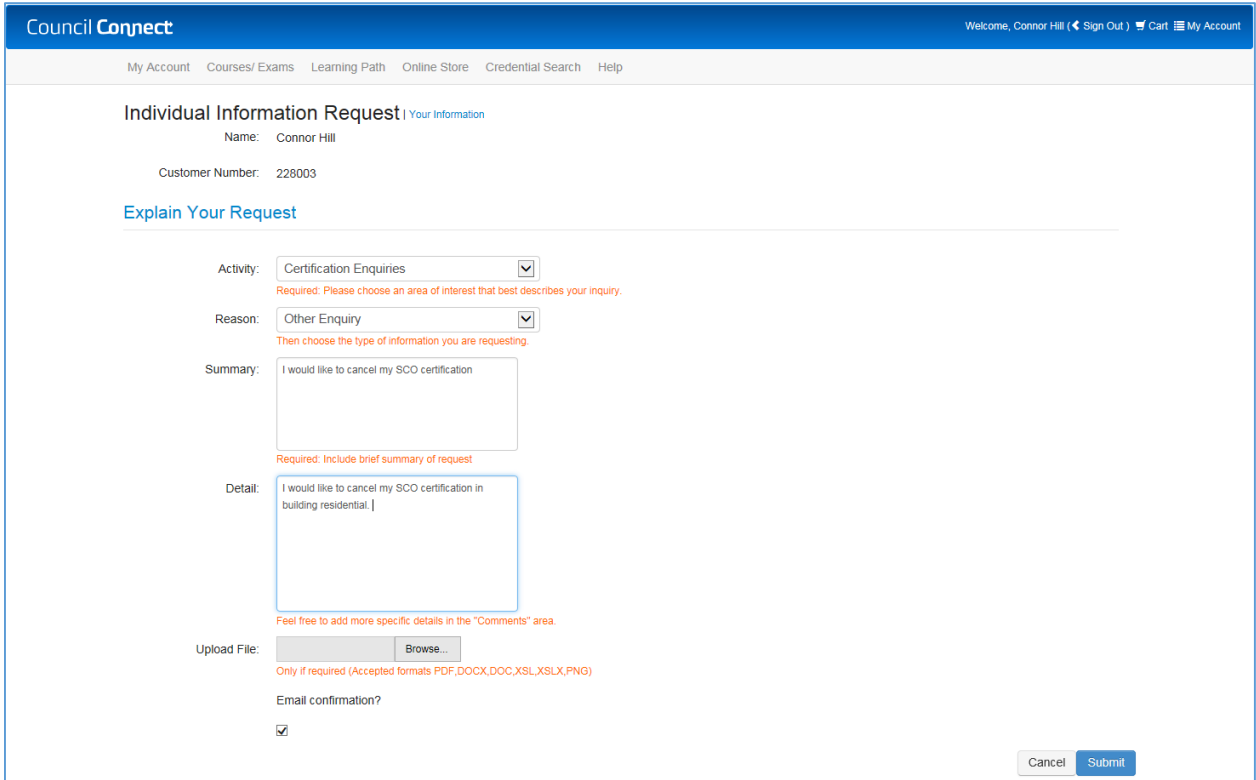
Detail:

Feel free to add more specific details in the "Comments" area.

Upload File: Only if required (Accepted formats PDF,DOCX,DOC,XSL,XSLX,PNG)

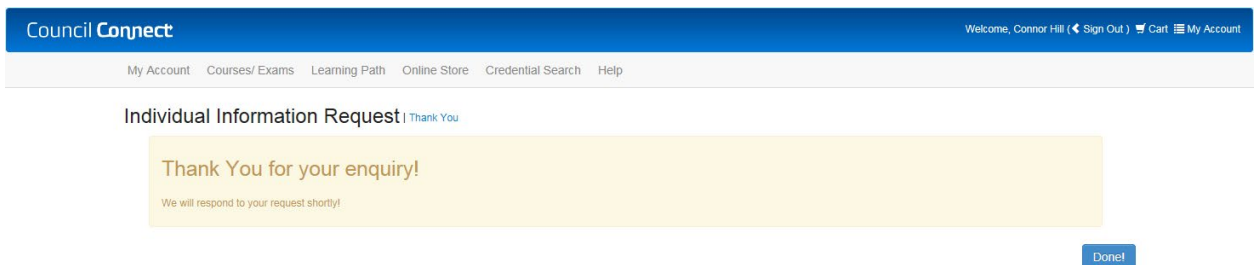
Email confirmation?

3. From the Individual Information Request page:
 - a. Click the **arrow** beside **Reason**
 - b. Select **Other Enquiries**



4. From the **Individual Information Request** page:
 - a. Under **Summary**, enter a brief summary of your request
 - b. Under **Details**, enter as much information as possible regarding the certification(s) you wish to cancel including the discipline(s) and level(s)
 - c. Click the **Browse** button if you have anything to upload with your request
 - d. Click the **Email confirmation** checkbox if you want to receive the confirmation email for your submission.
 - e. Click the **Submit** button

Note: Remember this will also close out any existing DOPs you currently have for the certification you are cancelling.



The request is complete.