

QUICK GUIDE FOR ACCOUNT CLOSURE REQUEST

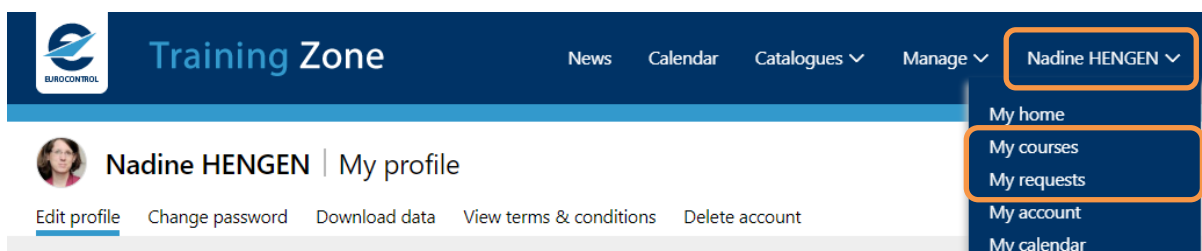
You have decided you no longer want to share your data with us, and therefore would like to close your account. The following guidelines help you do this in the smoothest possible way. If you are staff of an organisation with a focal point, it is helpful if you inform them of your intentions.

Step 1: Login

Open Training Zone (<http://trainingzone.eurocontrol.int>) + log in with your account:



Step 2: Cancel ongoing courses



Requests

- Open “My requests” in your personal menu
- Cancel any requests for future courses. Some cancellations may require FoP approval, or lead to course fee refunds.

Courses

- Open “My courses” in your personal menu (highlighted above).
- Finish or cancel ongoing courses, so that in the “Current” tab, none are listed. Some cancellations may require admin input, those courses will remain listed, that is not a problem: support will cancel them once you request account closure.

Detailed instructions on cancelling requests and courses are available at <https://trainingzone.eurocontrol.int/cancellation.htm>

Step 3: Download course certificates and personal data

ELPAC Certificate of Competence


If applicable, in your personal menu, open “ELPAC Competency”, and download your ELPAC Certificate of Competency.


Course certificates

Back in “My courses”,


- On each tab, use the button highlighted below to download a record of the courses listed.

Current Requested Recommended **Completed** Cancelled

34 Results 




"Using E-Learning : Pedagogic Aspects" workshop [WKS-EL-PEDA]
9 Oct 2007 13:00 to 11 Oct 2007 16:00


Workshop Passed 

- In the “completed” tab, also download all the course certificates. The button highlighted above will only be available for courses that grant a certificate.

Personal Data

Open “My account” in your personal menu:

 **Training Zone** News Calendar Catalogues Manage **Nadine HENGEN**


 **Nadine HENGEN** | My profile


Edit profile Change password Download data View terms & conditions Delete account

- My home
- My courses
- My requests
- My account**
- My calendar

Check your email address is correct. If not, correct it, and press ‘Save’ at the bottom of the page.

Switch to the “Download data” tab, and press the “Request Personal Data” button at the bottom:

 **Training Zone** News Calendar Catalogues Manage Nadine HENGEN

 **Nadine HENGEN** | My profile

Edit profile Change password **Download data** View terms & conditions **Delete account**

A green popup confirms your request.

You should receive an email, please follow the instructions in the email to unzip your personal data. If you have not received the mail in an hour, please contact trainingzone.support@eurocontrol.int.

Step 4: Request account closure

Still in “My account”, switch to the “Delete account” tab (last tab, see screenshot above).

- Read the disclaimer
- Press the “Delete account” button at the bottom of the page
- Confirm you want to delete your account (your password is required).

Your account will be deleted in a month. This period is in case you change your mind, and for our staff to cancel any ongoing courses, and refund any already paid course fees.