

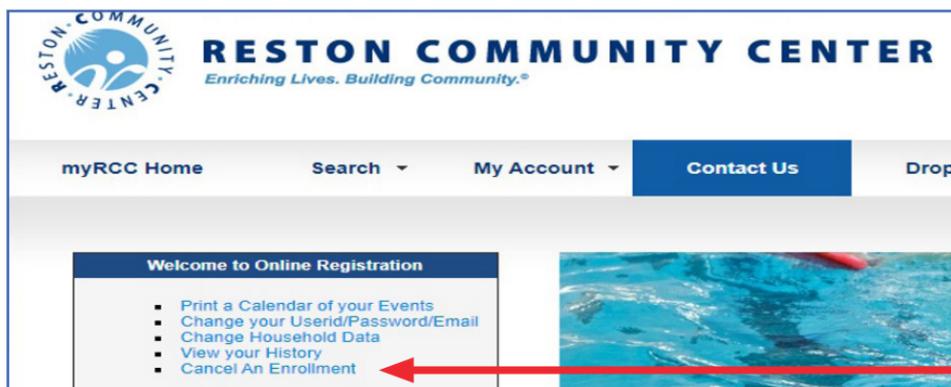
How to Cancel a Free Program Offering or Reservation

RCC patrons may now cancel reservations made for drop-in programs and programs that are free of charge through myRCC. Patrons are still required to submit a cancellation request form for any class/program that has a fee associated with it.

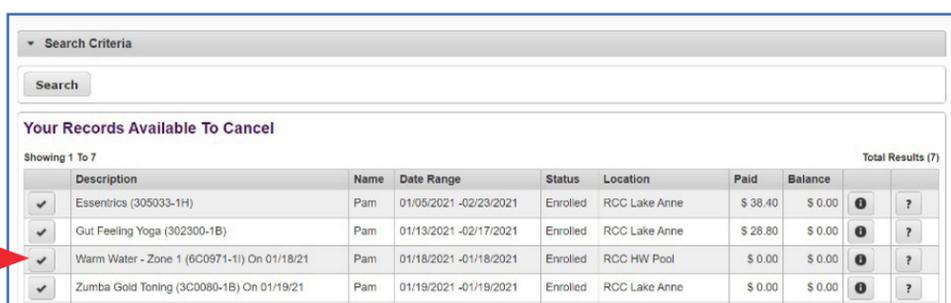
We encourage patrons to use this new feature to cancel their swimming, studio or woodshop reservation or their enrollment in a free program. Doing so will immediately open a space that can be used by a patron who is on a wait list for some of the most popular reservation time slots or free offerings. We greatly appreciate your consideration.

1. Log into your myRCC account.

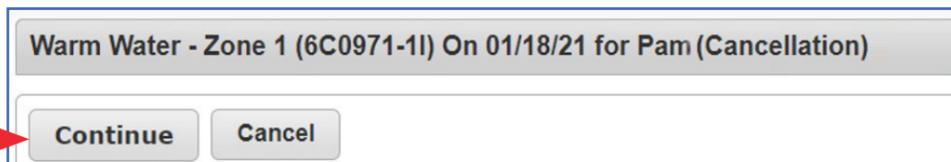
2. In the "Welcome to Online Registration" box, click on "Cancel an Enrollment."



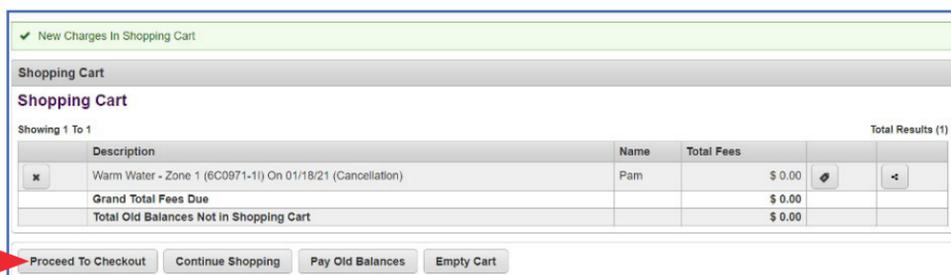
3. The next screen will display "Your Records Available to Cancel." Click on the check mark next to the reservation or free class you want to cancel. When you hover over the check mark, "Cancel This Item" will appear.



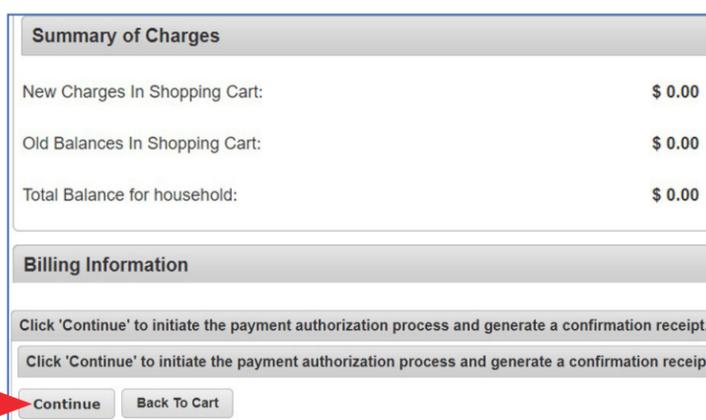
4. Once you click on the check mark, the next screen will display your selection. Click "Continue" if that selection is correct, or "Cancel" if not. If you select "Cancel," you will be taken back to the "Your Records Available to Cancel" screen.



5. Your cancellation selection will next appear in the shopping cart and display the description of the reservation/class being canceled (with zero fees associated.) If there are no other cancellations, then click "Proceed to Checkout" to finalize the cancellation.



6. The next screen will show a "Summary of Charges" and "Billing Information." Click "Continue" at the bottom of the screen. (No billing information will be required as the original enrollment was free.)



7. The last screen will state that "Your Online Transaction is Complete." A confirmation receipt will automatically be sent to the email on record for the household. If you would like the receipt sent to another email, you will have an opportunity on this page to manage that.

8. Click "Logout" or "Continue Shopping."

