



Remove a Registration - Make a Participant Inactive

By making a participant registration inactive, the following will occur:

- The participant will be removed from the group of participants for this event.
- The participant will be removed from the list of pending autoresponders for this event.
- The participant will not be displayed in search results when donors, people who want to join their team, and other site visitors perform searches.
- The participant cannot log into the Participant Center and access their Personal Page.

Login to the EMC and select the event you would like to manage.

- Click on the **Customer Service** tab.
- Click **Manage Participant**, under the Related Actions menu.
- **Scroll** or **Search** for the Participant Name
- Click **Manage Participant**.
- Click **Make Inactive**, under the Related Actions menu.
- On the next screen, click **Make Inactive** to complete.

The screenshot shows the EMC interface for a participant named Ms. Amanda Oldershaw. The breadcrumb trail is "Customer Service > Manage Participants > Manage Participant". The "Related Actions" menu on the left has "Make Inactive" highlighted with a red circle and a green arrow pointing to it. The participant details on the right show: Name: Ms. Amanda Oldershaw, Email: aoldershaw@bc.cancer.ca, Username: amandaoldershaw, Participation Type: Adult, Registration Type: Offline, Fundraising Goal: \$0.00, Registration Status: Active, Personal Page: Public.

Once a participant has been made **Inactive** the option on the left side changes to **Make Active** and the Registration Status changes to **Inactive**.

The screenshot shows the EMC interface for the same participant, Ms. Amanda Oldershaw. The breadcrumb trail is "Customer Service > Manage Participants > Manage Participant". The "Related Actions" menu on the left has "Make Active" highlighted with a red circle and a green arrow pointing to it. The participant details on the right show: Name: Ms. Amanda Oldershaw, Email: aoldershaw@bc.cancer.ca, Username: amandaoldershaw, Participation Type: Adult, Registration Type: Offline, Fundraising Goal: \$0.00, Registration Status: Inactive, Personal Page: Public.

To make a Participant Active again, click **Make Active**.

To **Delete a Registration** entirely or **Issue a Refund** please email digital@cancer.ca