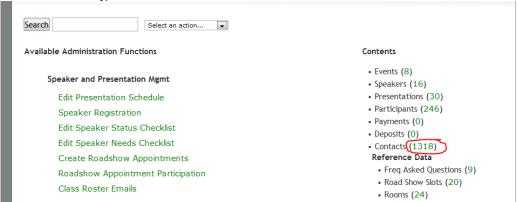# How to cancel someone's registration for this year, but keep their contact info for next year (May need to be updated given we are using Monkey Chimp)

1. Login in using your admin username and password

Transferring Contact info from the new Participants list

2. Click on the green number next to "Contacts"

3. You will see this page, it looks like the participants page, but it has "Contacts" in the upper left corner.

4. Click on the "Select an action…" drop down list and select "Populate from Participants". This will copy all the information about the new participants and add it to the Contacts list. We can do this as often as needed as it de-dupes (as best as it can) the entries in the Contacts table.

5. Now you can go back to the participants list and delete the participant that asked to cancel their registration.

Cancel a Participant's Registration

Click on "Home" at the top right of the page to return to the Admin page.

Go to the Participants list by clicking on the green number next to "Participants"

3. You will see the list of participants. Find the participant you want to cancel. Unless the person is on the first page, the best way to do this is to use the "Search" function. Click on "Search"
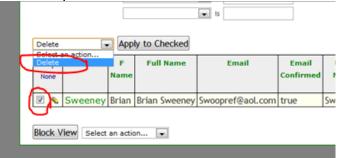
Your page will change to look like this, select "L Name" for "Lastname" and type in the last name of the person whose registration you want to cancel and click on the grey search button.
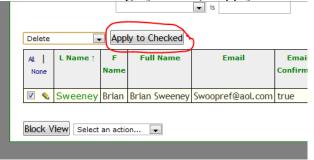

Your page will now look like this.

Click on the check box to the right of the participant's name and choose "Delete" from the "Select an action…" drop down list.

6. Then click on the grey button, "Apply to Checked".

A message box will appear confirming that you want to delete the participant. Click the "OK" button and your participant will be removed, i.e., cancelled. The Participant information is deleted including their class, roadshow, lunch and syllabus selections. They will no longer be counted in any of the counts for the conference. As you can see there are several points in this process to change your mind about deleting the participant, this is how the system ensures you are sure. If the participant changes their mind and wants to register after all, just tell them to go back to the website and start over.