Online Cancellation Instructions

Online cancellation is only available for facility registrations. To cancel your online facility registration, follow these instructions.

Website Instructions

**Step 1:** Visit connect.recserv.uiowa.edu

**Step 2:** Select ‘Log In’

**Step 3:** Log in using your Account Information.

- If you are a student, faculty, and staff, you will use your HawkID and password to sign into our online registration page.
- If you are a community member, email rec-services@uiowa.edu and we will set up an account for you.
Step 4: Select your username in the upper righthand corner.
Step 5: Select ‘Profile’ on the drop down menu.

Step 6: Select Programs on the left column.
Step 7: Identify which facility registration you would like to cancel and select ‘Cancel’. Please note, individuals can only cancel their facility registrations up to 1 minute prior to the time slot. After the time slot has started, individuals will not be able to cancel their registration. In addition, individuals who have registered for a program (for example swim lessons), will not be able to cancel their registration on their own. Those registrations will need to be requested through our Refund Request Form for Online Purchases. Not all requests are granted.

Step 8: Confirm cancellation by selecting ‘Yes, Cancel Registration’

Upon selection of ‘Yes, Cancel Registration’, the Program Registration list will update to indicate that your request was cancelled. You will not receive an email confirmation.