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 select U Iowa Login and use your HawkID and password to sign into our online registration page.
- If you are a spouse/domestic partner, alumni, affiliate, community member, you will select Rec Member Login.

Step 4: Select your username in the upper righthand corner.

Welcome to your new recreation portal!
Please open this site on Chrome or Firefox.
Internet Explorer does not work with the portal.
Step 5: Select ‘Profile’ on the drop down menu.

Step 6: Select Programs on the left column.

View Account
Step 7: Identify which registration you would like to cancel and select the three buttons on the far right. Once you select the buttons, a list will drop down that contains Cancel Registration. Select Cancel Registration.

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.

<table>
<thead>
<tr>
<th>Customer</th>
<th>Program</th>
<th>Offering</th>
<th>Semesters</th>
<th>Registration Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mallory Erin</td>
<td>CRWC Weight</td>
<td>Thu, Oct 1 2020 1:30 PM to 3:00 PM</td>
<td>n/a</td>
<td>Thu, Oct 1 2020 10:41 AM</td>
<td>Paid</td>
</tr>
<tr>
<td>Valentine</td>
<td>Field House Cardio/Strength/Track Fall</td>
<td>Tue, Sep 29 2020 12:00 PM to 1:30 PM</td>
<td>n/a</td>
<td>Tue, Sep 29 2020 10:48 AM</td>
<td>Canceled</td>
</tr>
<tr>
<td>Mallory Erin</td>
<td>Field House Cardio/Strength/Track Fall</td>
<td>Fri, Sep 25 2020 3:00 PM to 4:30 PM</td>
<td>n/a</td>
<td>Fri, Sep 25 2020 2:21 PM</td>
<td>Canceled</td>
</tr>
<tr>
<td>Valentine</td>
<td>CRWC Weight Cardio/Track Fall</td>
<td>Fri, Sep 25 2020 1:30 PM to 2:00 PM</td>
<td>n/a</td>
<td>Fri, Sep 25 2020 12:07 PM</td>
<td>Canceled</td>
</tr>
</tbody>
</table>

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.