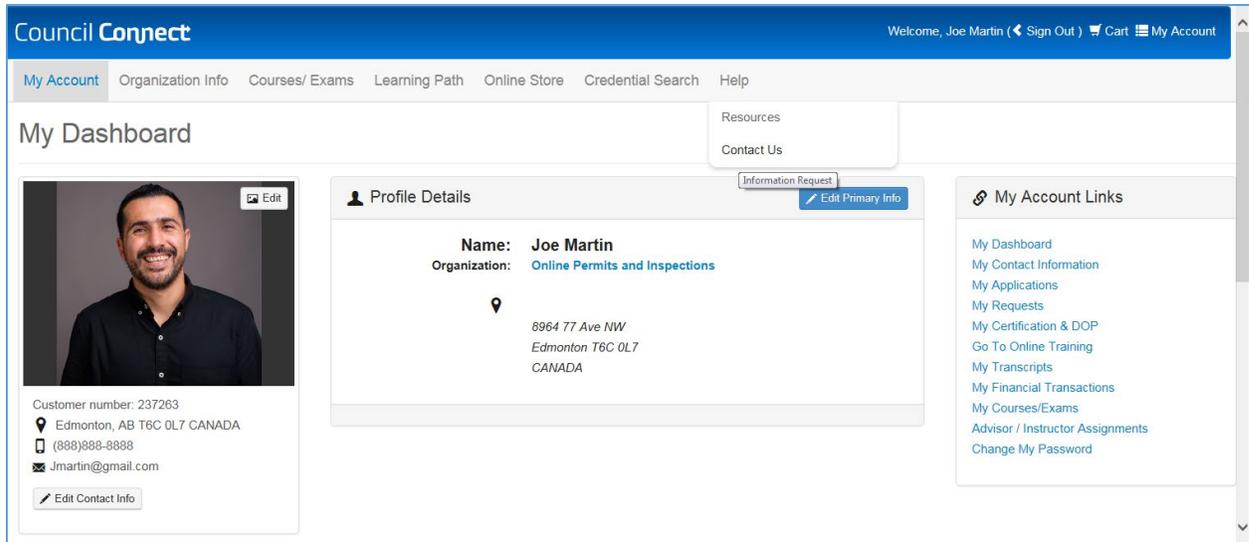


Request to Change or Cancel Registration

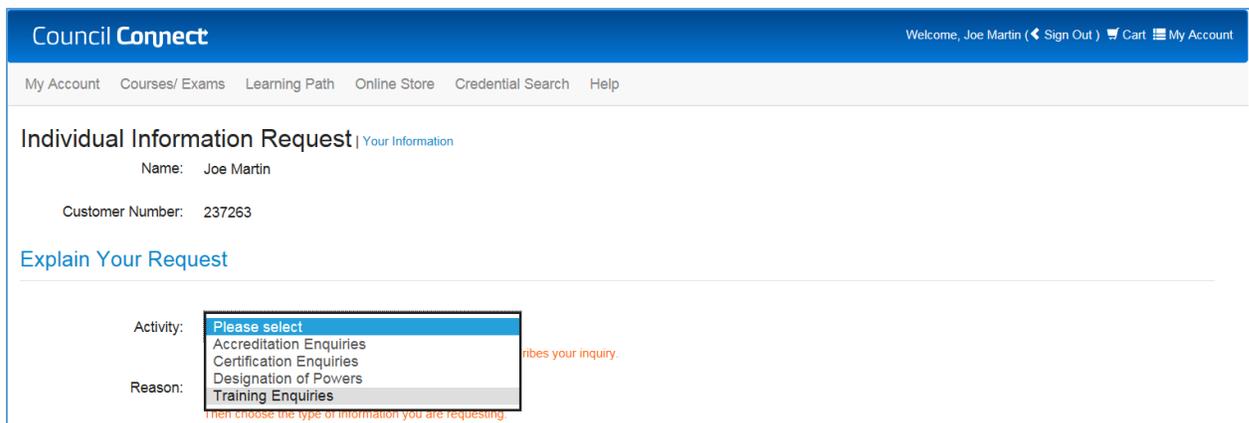
This tutorial walks you through the steps to:

- Request a change to a course and/or exam registration, and/or
- Request a course or exam registration cancellation, and/or
- Request a refund if applicable



The screenshot shows the 'My Dashboard' page in Council Connect. The user is logged in as Joe Martin. The dashboard includes a profile picture, contact information, and profile details. A dropdown menu is open over the 'Help' tab in the main navigation, showing 'Resources' and 'Contact Us'. The 'Contact Us' option is highlighted.

1. From the **Main Menu**:
 - a. Hover over the **Help** tab
 - b. Select **Contact Us**



The screenshot shows the 'Individual Information Request' page. The user's name is Joe Martin and the customer number is 237263. The page has a section titled 'Explain Your Request' with a dropdown menu for 'Activity'. The dropdown menu is open, showing options: 'Please select', 'Accreditation Enquiries', 'Certification Enquiries', 'Designation of Powers', and 'Training Enquiries'. The 'Training Enquiries' option is highlighted. A red arrow points to the 'Training Enquiries' option, and a red text label 'Please select' is next to it. Below the dropdown menu, there is a red text label 'Please select' and a red text label 'Please select'.

2. From the Individual Information Request page:
 - a. Click on the **arrow** beside **Area of interest**
 - b. Select **Training Enquiries**

Council Connect Welcome, Joe Martin (Sign Out) Cart My Account

[My Account](#) [Courses/ Exams](#) [Learning Path](#) [Online Store](#) [Credential Search](#) [Help](#)

Individual Information Request Your Information

Name: Joe Martin
Customer Number: 237263

Explain Your Request

Activity: Required: Please choose an area of interest that best describes your inquiry.

Reason: Then choose the type of information you are requesting.

Summary: Required: Include brief summary of request

Detail: Feel free to add more specific details in the "Comments" area.

Upload File: Only if required (Accepted formats PDF,DOCX,DOC,XSL,XSLX,PNG)

Email confirmation?

1. From the **Individual Request Information** page:
 - a. Click on the **arrow** beside **Reason**
 - b. Select **Cancellation or Refund Enquiry**
 - c. **Summary:** Enter the following details for your cancellation and refund request:
 - i. Course and/or exam name and code
 - d. **Detail:** Enter the following details for your cancellation and refund request:
 - i. Course and/or exam date (if there is one) you want to cancel or change
 - ii. New course and/or exam date(s) requested
 - iii. Payment amount and confirmation number
 - e. Click on **Submit** to send the request to the Council.

Your request is complete. The Council will contact you regarding your request within 2 working days.