

Requesting Event/Date/Registration Process Cancellation

(This document is not fully accessible. If you require an accessible document, please contact ANR Event Services at 517-353-3175 or events@anr.msu.edu.)

When deciding to cancel an event, registration process or a specific date communication with the ANR Event Services staff is critical. Check out the steps below when you might be canceling something. Before contacting ANR Event Services be sure you have notified your registrants of the cancellation.

You can email all participants by downloading the registrant report and sending an email out to participants.

- a. Please refer to **Downloading Registrants** training document for additional information on how to download an Excel file with registrants' information.
- b. Copy and paste the email addresses into your email message, preferably in the BCC field.
- c. An example of text that can be sent to registrants of a **free program**:

You are receiving this email because you are registered for EVENT NAME that is scheduled on EVENT DATE. Due to CURRENT CIRCUMSTANCE/EXPLANATION, this program has been cancelled.

(IF APPLICABLE) An alternative program date will be released at a later time.
We apologize for any inconvenience. Thank you for your patience.

- d. An example of text that can be sent to registrants of a **revenue-generating program**:

You are receiving this email because you are registered for EVENT NAME that is scheduled on EVENT DATE. Due to CURRENT CIRCUMSTANCE/EXPLANATION, this program has been cancelled.

Refunds will be processed through the method in which they were received to the payor.

(IF APPLICABLE) An alternative program date will be released at a later time.
We apologize for any inconvenience. Thank you for your patience.

Cancelling an entire event

1. Go to the event dashboard.
2. Click on Cancel Event in the Configure Event box.

The screenshot shows the 'Event Dashboard' for 'ONLINE Stress Less with Mindfulness'. At the top, there is a navigation bar with 'Events', 'Staff', 'Templates', 'System', and 'Logout'. The dashboard includes several sections: 'Event Summary' (Start Date: 03/23/2020, End Date: 04/03/2020, Event is active), 'Registration Summary' (Registrants: 55, Cancelled Registrations: 0), 'Configure Event' (with a blue arrow pointing to the 'Cancel Event' link), and 'Manage Event' (with various report and roster links). At the bottom, there is a 'Registration Processes' table.

Add Registrant	Online Registration Dates			Number of Registrants		Active
	Early Start	Norm. Start	End	Total	Can-celled	
Participants	03/16/2020	03/16/2020	03/31/2020	55	0	Yes

3. Once you click on the Cancel Event link, you will see the screen below. Please explain the reason for the cancellation and click Send Request.

Cancel Event: Basic Free Registration

Required fields are indicated with an asterisk (*)

*Explanation:

Organizer must provide a reason for cancelling the event. Emails will be sent to Event Services and to all organizers for this event with your cancellation request.

Send Request

[Return to Event Dashboard](#)

- a. When clicking Send Request an email will be sent to ANR Event Services. ANR Event Services will work through the cancellation process and may contact you regarding the next steps, if needed. It is immensely important that you are in communication with ANR Event Services regarding your cancellation request should you receive an email.
4. After requesting the cancellation, please email ANR Event Services (events@anr.msu.edu) with any information regarding expenses and information to be displayed in "Public Cancelled Information".
 - a. Public Cancelled Information is a small amount of text that can be displayed on the active event link after cancellation.



Search MSU...



ANR Events Management System



Mental Health First Aid

This event has been cancelled and is no longer available for public access.

All MHFA trainings have been cancelled at this time. We will be scheduling new dates at a later time.

For information, contact ANR Event Services at 517-353-3175 or events@anr.msu.edu.



5. If the event is cancelled, expenses need to be charged to an operating account or account number(s) determined by your fiscal officer. Please submit expenses to the MSU Extension business office for payment.
 - a. If expenses were charged to the event account, please provide ANR Event Services (events@anr.msu.edu) and account number(s) to move expenses to.

Canceling a Registration Process or Date on a Registration Form

If you are cancelling a registration process or a date on a registration form, don't not click on the Cancel Event option as mentioned above. Email ANR Event Services (events@anr.msu.edu) and let them know what is happening. They will guide you the process to avoid losing data.