# HOW TO WITHDRAW FROM A COURSE ONLINE

Please note - Online self-serve withdrawal is available only for programs you have registered for that have not yet started. To request a withdrawal for a course that is already in progress or, to request a refund, please contact customer service at liveandplay@burlington.ca or call 905-335-7738.

1. To withdraw from a course online, log into your PerfectMind account

2. Go to the "My Info" tab which is located at the top-left of the screen
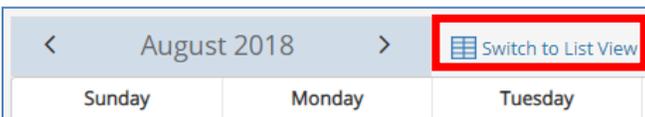

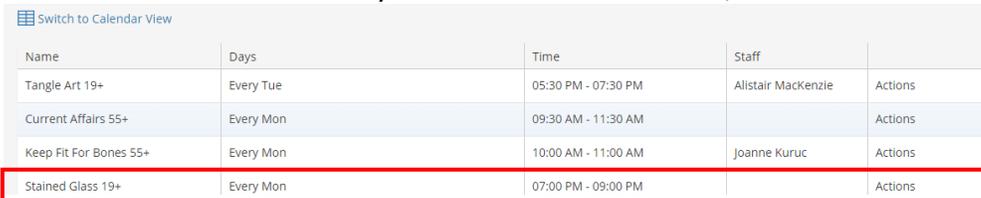3. Click on the "Schedules" section to expand
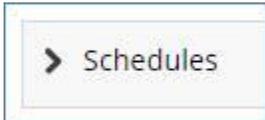
4. Check off the name of the participant you wish to withdraw from the course

5. Click on "Switch to List View" which is located beside the calendar month at the top of the calendar
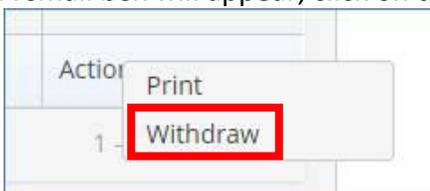

6. Find the line with the course you wish to withdraw from, and click "Actions"

7. A small box will appear, click on the withdraw option

8. Select how you would prefer your refund to be processed.
    a. You may choose "Account Credit" where the amount will stay on your account to be used for future transactions
    b. If you paid via credit card, you can choose to refund the amount back to the credit card
    c. Note that if you used a payment method other than credit card, you will only be able to select "Account Credit" as the refund method when withdrawing online. To request a different refund method, you will need to do the withdrawal in person by visiting a Customer Service counter

9. Once you have made your selection click the "Withdraw" button

Withdraw from Stained Glass 19+   ✕

Refund Amount

Fees paid: $67.69
Withdrawal Fee $0.00

Refund Method

◯ Account Credit

◯ Same as payment method

Reason for cancellation

| Customer Service   ▼ |

| Additional comments |

Total to Refund $67.69

[Cancel]   [Withdraw]

10. To see the withdrawal you must first refresh your screen

11. Then click on "Attendance History" and view the "Is Refunded" column; you will see a checkmark on the line of that course

| ❯ Attendance History						History Member ▼	4
CreatedDate	Time Attended	Event Subject	Transaction Total A...	Transaction	Transaction Status	Is Refunded	
2018-07-12 11:57 AM		Current Affairs 55+				☐	
2018-07-18 04:38 PM		Cardio Beat 55+				☐	
2018-07-25 11:13 AM		Bronze Star				☑	
2018-08-01 02:46 PM		Bronze Cross & SFA w...				☑	

12. You can also go back to the "Schedules" section and you will see that the course is no longer listed

13. To get a receipt for the withdrawal, click the "Back to Client List" button at the top of the page

14. Click on the name of the person that was just withdrawn from the course
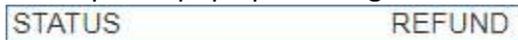
15. Click the "Invoices" button at the top of the page
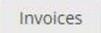
16. Click the line of the transaction you would like a receipt for (in this case the most recent transaction)

17. Click the "Receipt" button at the top

18. A receipt will pop up showing the status as "Refunded"

19. You can now print the receipt or email it to yourself

20. You have successfully withdrawn from the course