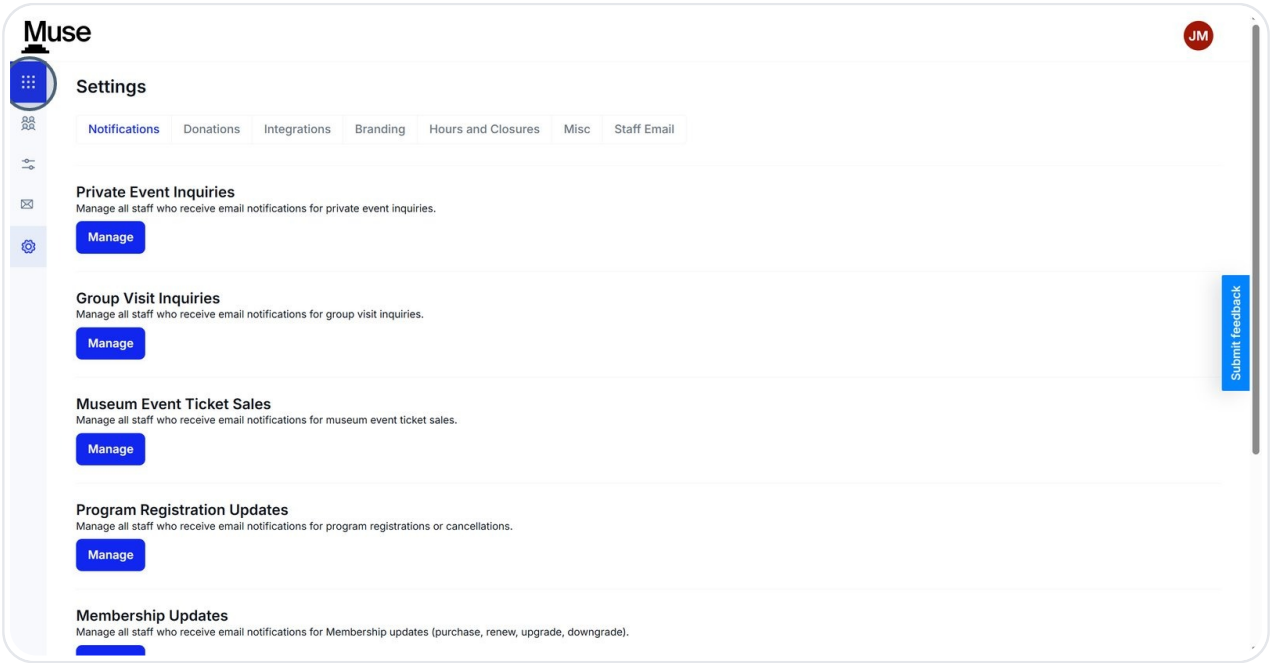


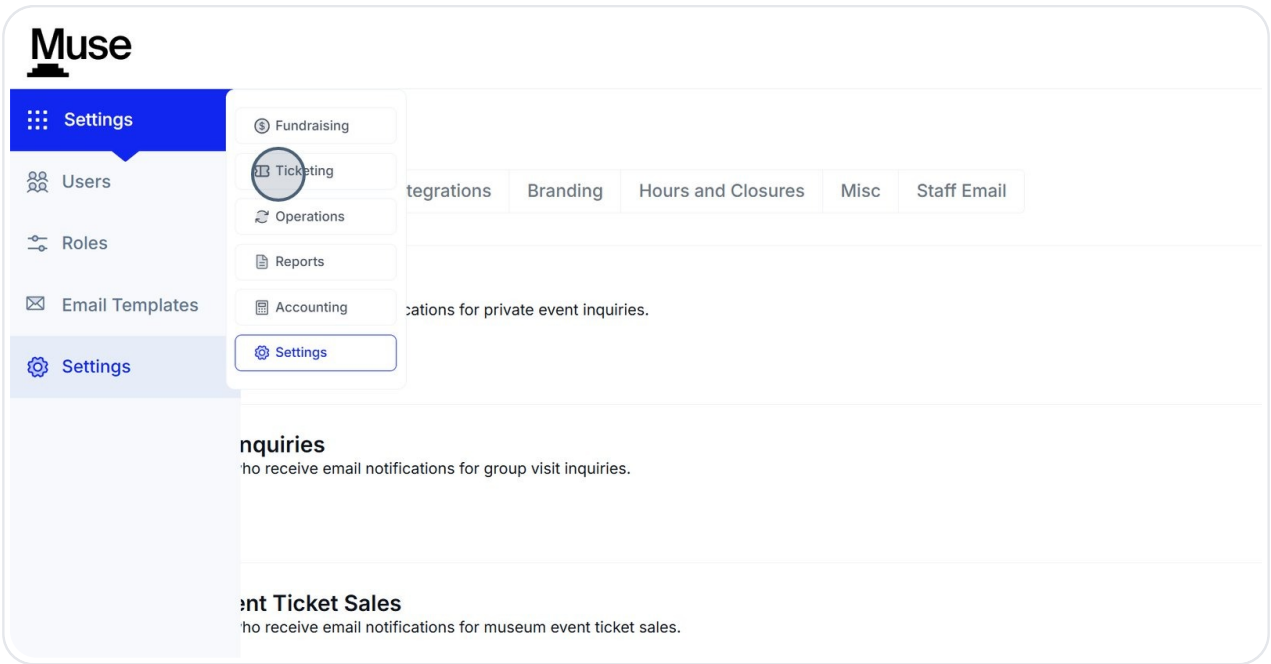


Cancel a Member- ship

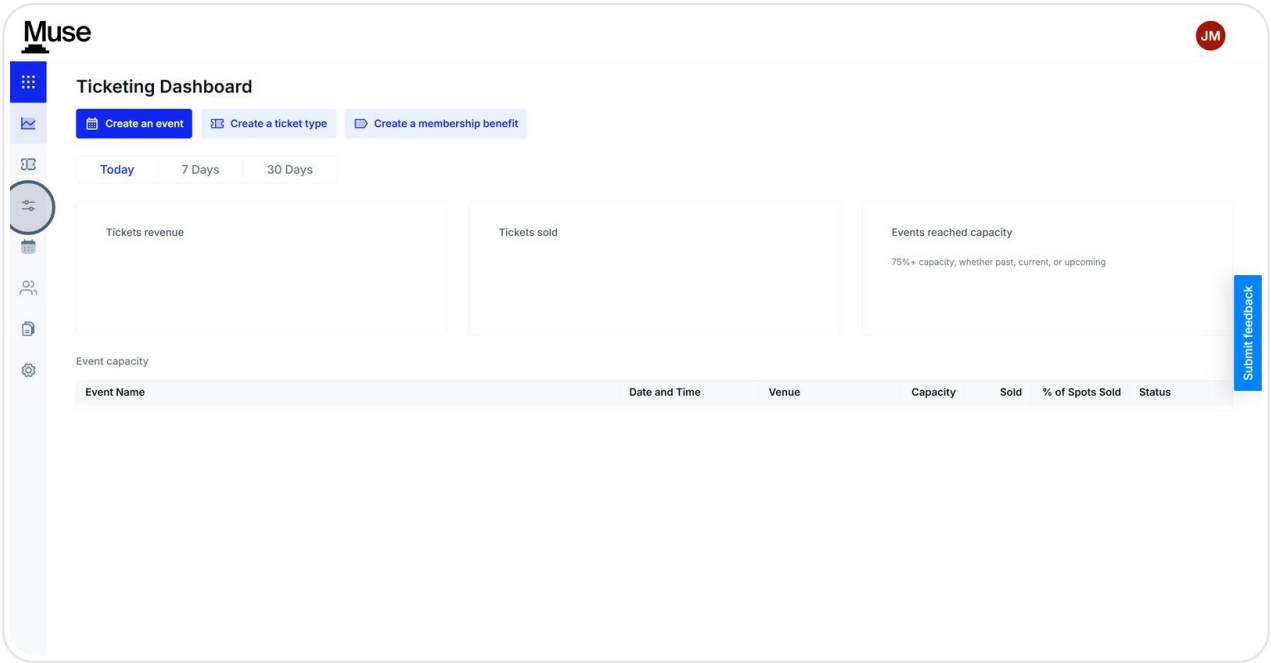
1. Click the blue North Star icon.



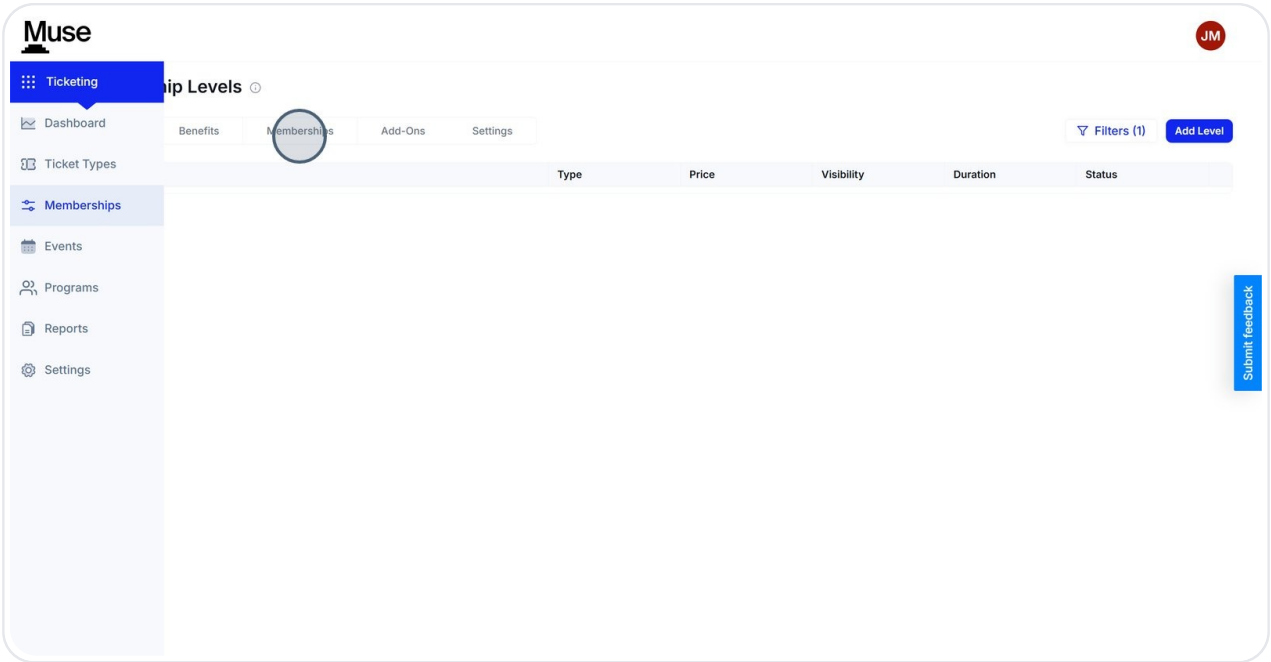
2. Click "Ticketing."



3. Click "Memberships" in the Ticketing menu.



4. Select the Memberships tab at the top of the list.



5. Search for the membership you wish to cancel in the 'Search by name' field.

Muse

Memberships ⓘ

Levels
Benefits
Memberships
Add-Ons
Settings

Primary Member	Level	Current Status	Relative Status	Join Date
	Family	Active		7/02/2021
	Supporter Membership	Inactive		12/30/2020
	Individual	Active		6/25/2021
	Family	Active		3/23/2021
	Student	Active		2/12/2021
	Family	Inactive		5/21/2021

6. Click the vertical ellipsis icon for the desired member record.

Settings

Add Membership

Name (A-Z)

Bulk Actions

Filter

	Current Status	Relative Status	Join Date	Last Renewal	Expiration	
Membership	Active		1/09/26	--	1/09/27	⋮
Membership	Active		1/23/26	--	1/04/27	⋮

Submit feedback

7. Click "View membership"

Settings

Add Membership

Name (A-Z)

Bulk Actions

Filter

	Current Status	Relative Status	Join Date	Last Renewal	Expiration	
Membership	Active		1/09/26	--	1/09/27	⋮
Membership	Active		1/23/26	--		

View membership

Email membership details

View constituent

Print membership card

Submit feedback

8. Select the date the member would like to set as their new expiration date.

Supporter Membership

Expiration Date

Currently 1/09/27

mm/dd/yyyy

2026

September

Sun

Mon

Tue

Wed

Thu

Fri

Sat

30

31

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

1

2

3

4

5

6

7

8

9

10

Today

Clear

Close

Other Members

Name

Kelli Test

Mary Smith

Murphy Wright

Tucker Wright

Guest

Guest

Guest

Adult

Child

Child

—

—

—

⋮

⋮

⋮

Last Renewal

--

--

Add

9. Click "Update Membership."

Update Membership

Membership Level
Currently Supporter Membership

Supporter Membership

Expiration Date
Currently 1/09/27

09/16/2026

Cancel Update Membership

Other Members

Name	Type	Demographic	Date of Birth
Kelli Test	Secondary	Adult	—
Mary Smith	Guest	Adult	—

10. Tip! This does not refund any monies for paid memberships, so if you and the member agreed upon a refund transaction, this must be handled in the system of origin.

Muse

Memberships

Levels Benefits Memberships Add-Ons Settings

ben wright Name (A-Z) Bulk Actions Filter

Primary Member	Level	Current Status	Relative Status	Join Date	Last Renewal	Expiration
Ben Wright MB31159807830	Supporter Membership	Active		1/09/26	--	1/09/27
Ben Wright-Smith MB36717754847	Supporter Membership	Active		1/23/26	--	1/04/27

Submit feedback