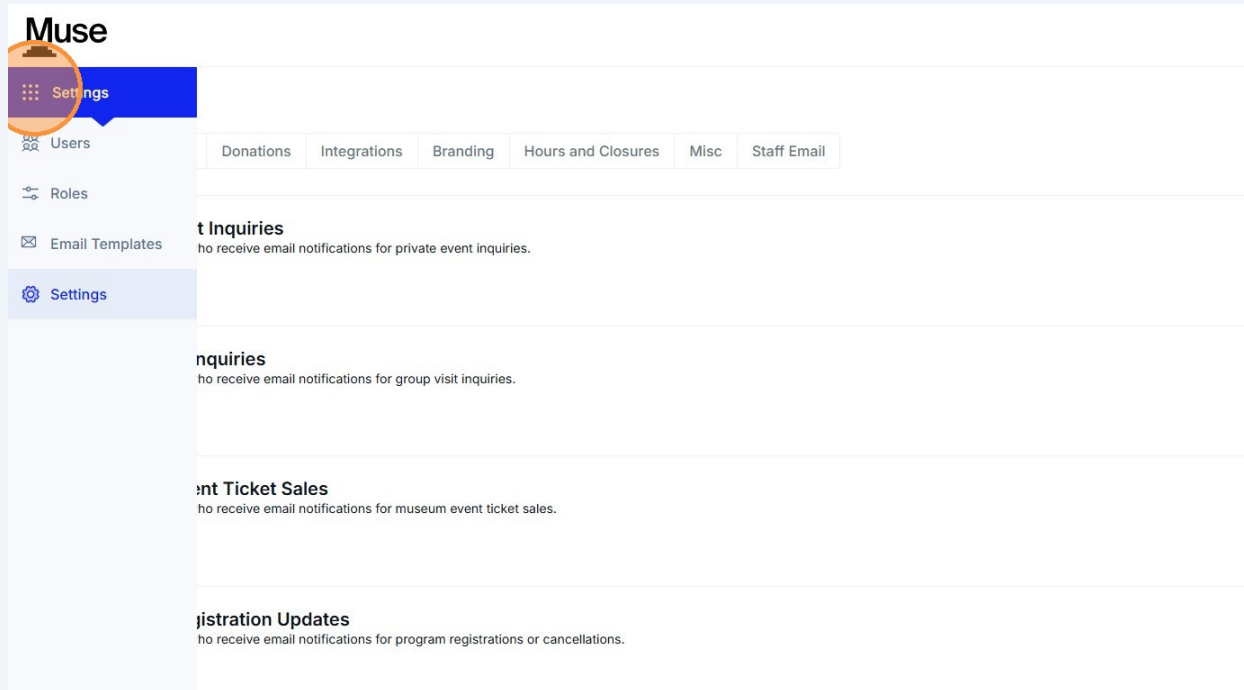


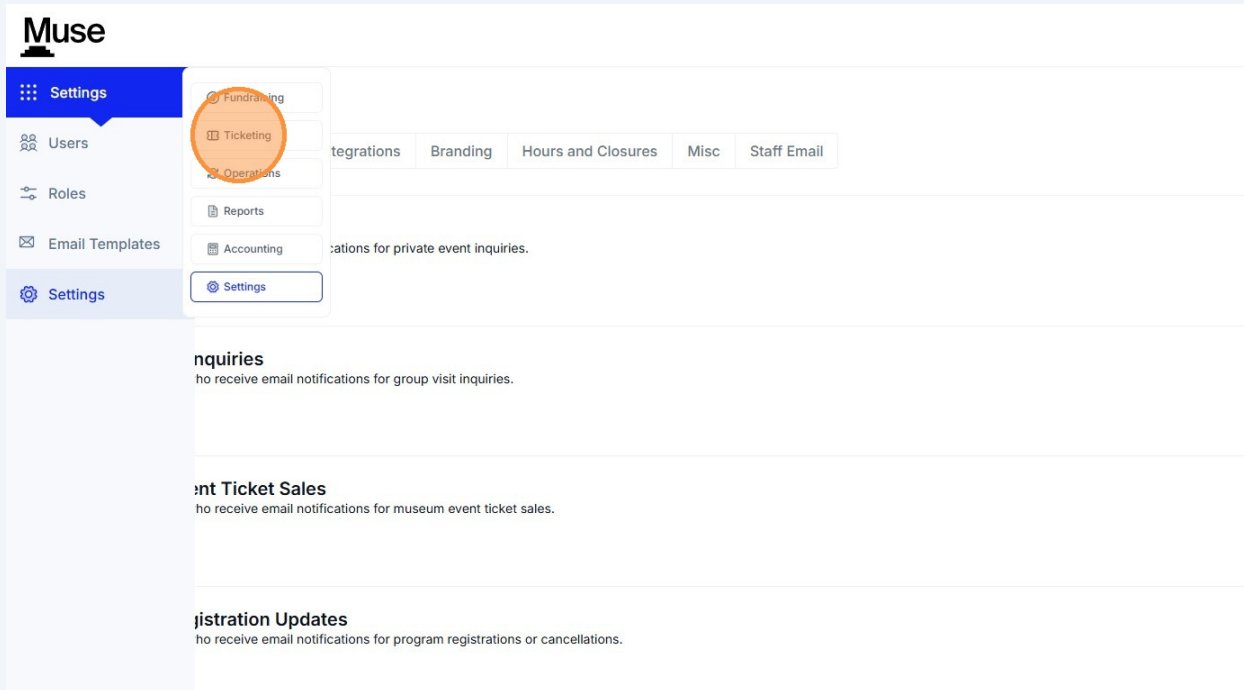
How to Cancel a Membership

Learn how to efficiently locate specific member profiles and cancel their membership records within the Muse software portal.

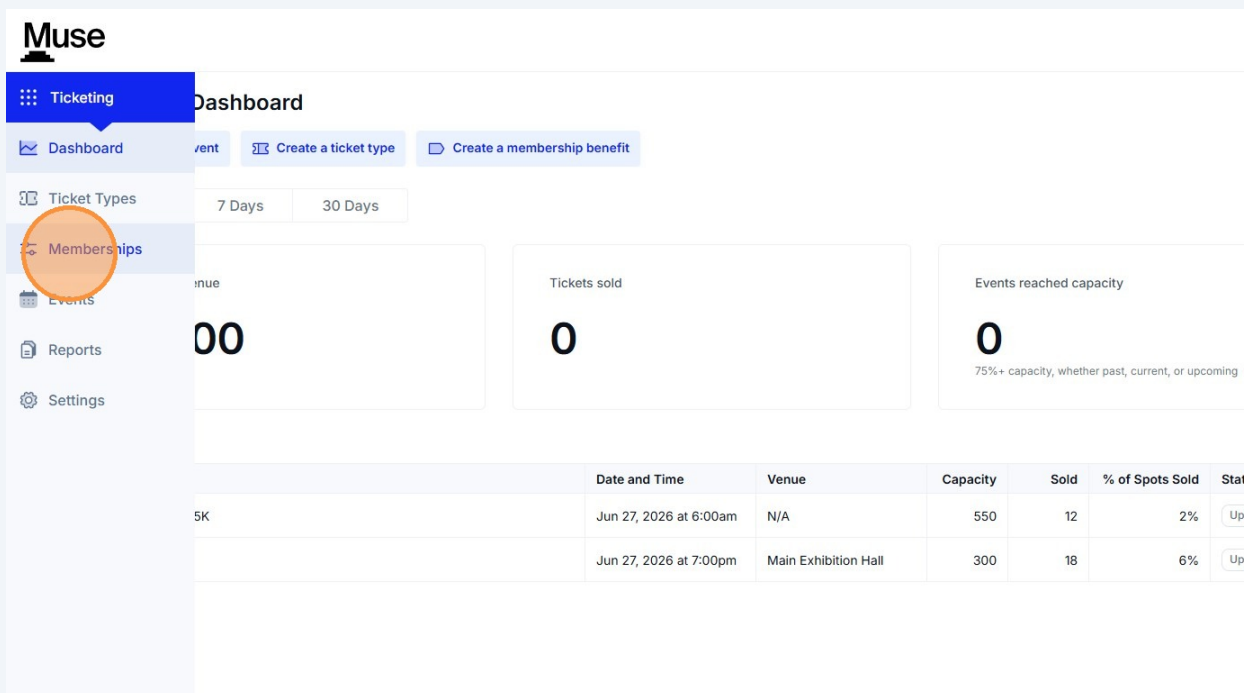
1 Click the blue North Star icon.



2 Click "Ticketing."



3 Click "Memberships" in the Ticketing menu.



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

Muse

Membership Levels ⓘ

Levels Benefits **Memberships** Add-Ons Settings Filters (1)

Name	Type	Price	Visibility	Duration	Status
Individual	Individual	\$100.00	Public	12 Months	Active
Family (2 Adults + 4 Children)	Group	\$150.00	Public	12 Months	Active
Supporter Membership	Group	\$200.00	Public	12 Months	Active
Senior Membership	Individual	\$75.00	Private	12 Months	Active
Lifetime Membership	Individual	\$500.00	Private	Lifetime	Active

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

Muse

Memberships ⓘ

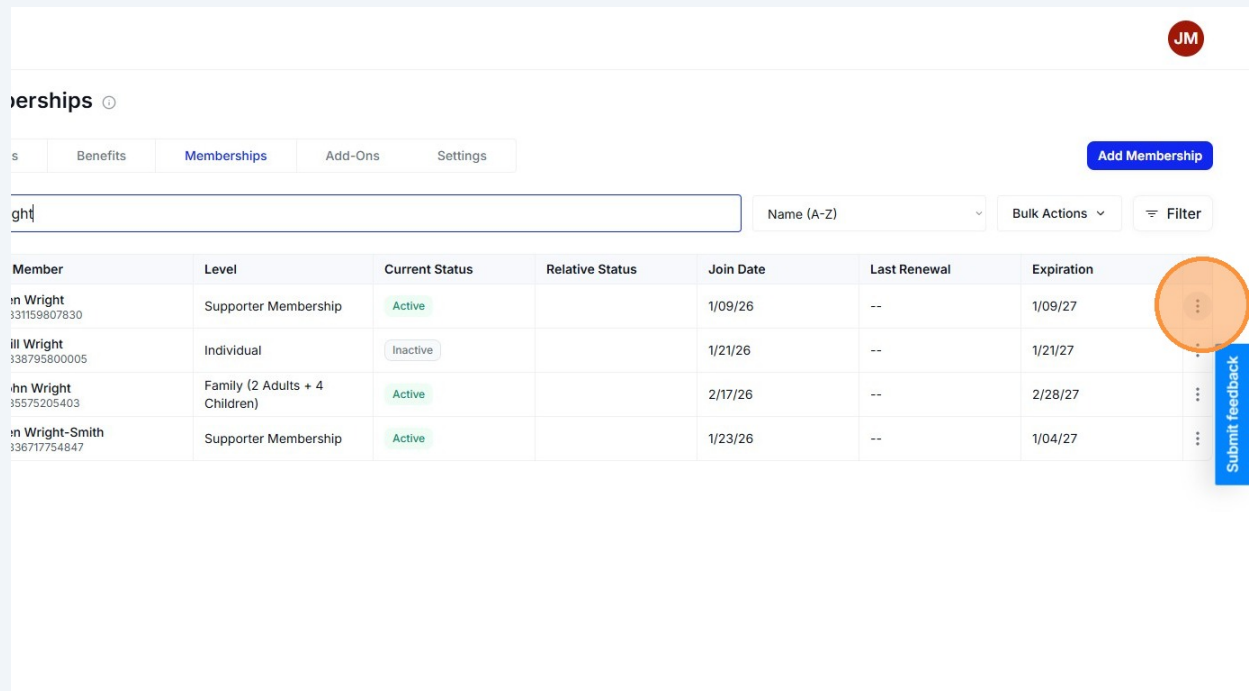
Levels Benefits **Memberships** Add-Ons Settings Add

Q Search by name Name (A-Z) Bulk Actions

Primary Member	Level	Current Status	Relative Status	Join Date	Last Renewal	Expiration
John Anderson MB7386541373	Supporter Membership	Inactive		12/30/25	--	5/10/26
Corrine Bailey MB36081848198	Individual	Active		3/23/26	--	6/30/28
Norman Bates MB37104895824	Individual	Inactive		2/12/26	--	2/11/27
Janis Benton MB36372360295	Family (2 Adults + 4 Children)	Active		5/21/26	--	5/20/27
Chris Bilbro MB35619074210	Individual	Active		5/21/26	--	5/20/27
Luke Churcher MB30437254645	Individual	Inactive		1/26/26	--	1/26/27
Johnny Damon MB31932739393	Family (2 Adults + 4 Children)	Active		4/24/26	--	4/23/27
Ben Family MB31919384598	Family (2 Adults + 4 Children)	Active		4/09/26	--	4/08/27
Amanda Fraser MB39160133595	Supporter Membership	Active		2/04/26	--	7/28/26
Amanda Fraser MB39160133595	Supporter Membership	Active		2/04/26	--	7/28/26

6

Click the vertical ellipsis icon for the desired member record.



Memberships

Benefits Memberships Add-Ons Settings

Add Membership

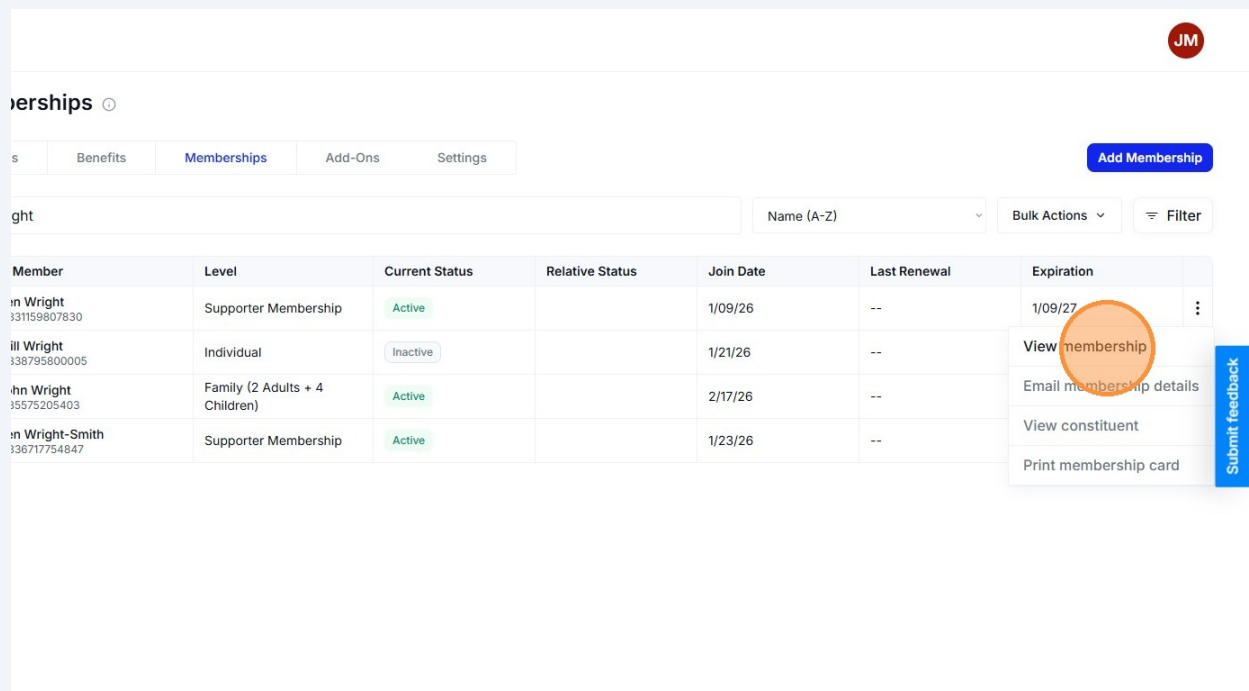
ght Name (A-Z) Bulk Actions Filter

Member	Level	Current Status	Relative Status	Join Date	Last Renewal	Expiration	
Wright 331159807830	Supporter Membership	Active		1/09/26	--	1/09/27	⋮
Wright 338795800005	Individual	Inactive		1/21/26	--	1/21/27	⋮
Wright 35575205403	Family (2 Adults + 4 Children)	Active		2/17/26	--	2/28/27	⋮
Wright-Smith 336717754847	Supporter Membership	Active		1/23/26	--	1/04/27	⋮

Submit feedback

7

Click "View membership"



Memberships

Benefits Memberships Add-Ons Settings

Add Membership

ght Name (A-Z) Bulk Actions Filter

Member	Level	Current Status	Relative Status	Join Date	Last Renewal	Expiration	
Wright 331159807830	Supporter Membership	Active		1/09/26	--	1/09/27	⋮
Wright 338795800005	Individual	Inactive		1/21/26	--		
Wright 35575205403	Family (2 Adults + 4 Children)	Active		2/17/26	--		
Wright-Smith 336717754847	Supporter Membership	Active		1/23/26	--		

View membership

Email membership details

View constituent

Print membership card

Submit feedback

- 8 Click the Edit pencil icon next to the 'Membership Level' section.

The screenshot shows a 'Member Information' modal for Ben Wright, a Primary Member. The modal contains the following information:

- Member Information:** Ben Wright, Primary Member, bwrightwfu@gmail.com, No cell phone on file, 333 Hook Ln, Mt Pleasant, SC 29464, USA.
- Membership Level:** Supporter Membership
- Membership Status:** Active
- Join Date:** 1/09/2026
- Expiration Date:** 1/09/2027
- Membership Number:** MB31159807830

An orange circle highlights the edit pencil icon next to the 'Membership Level' section. Below this, there is a section for 'Other Members' with an 'Add' button and a table:

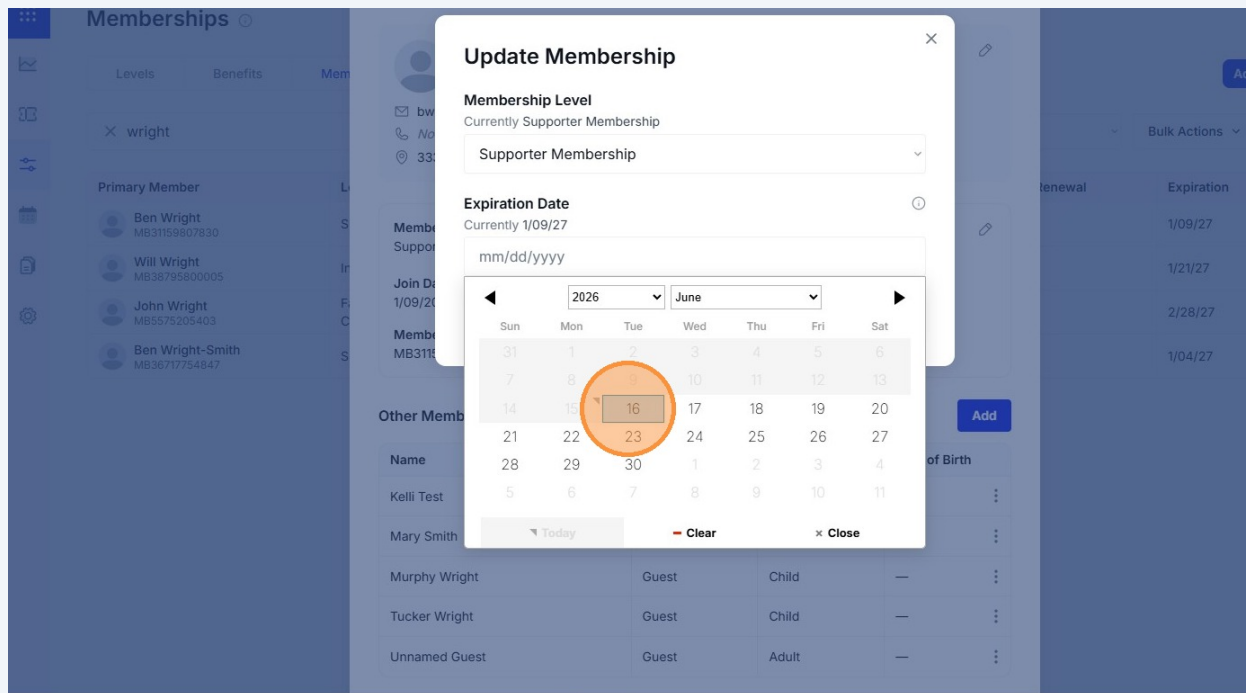
Name	Type	Demographic	Date of Birth
Kelli Test	Secondary	Adult	—
Mary Smith	Guest	Adult	—
Murphy Wright	Guest	Child	—

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

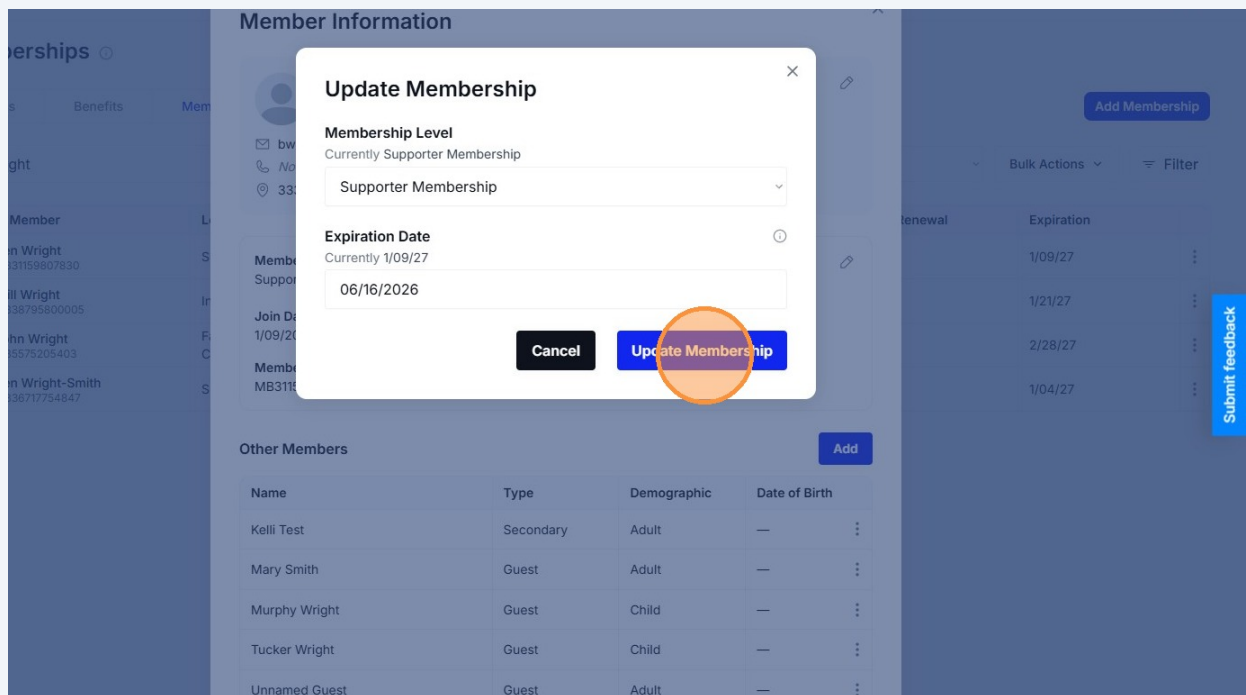
The screenshot shows the 'Member Information' modal with the 'Update Membership' dialog open. The dialog contains the following information:

- Membership Level:** Currently Supporter Membership
- Expiration Date:** Currently 1/09/27

An orange circle highlights the date picker icon next to the 'Expiration Date' field. The dialog also has 'Cancel' and 'Update Membership' buttons. Below the dialog, the 'Other Members' section is visible with the same table as in the previous screenshot.



10 Click "Update Membership."



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.