

How To Edit Registrations (Non-Monetary)

Note: If you do not see **Search/Edit Registrations** within the **Registration Tools** folder then please contact ClientSupport@ACTIVENetwork.com and request access to this tool.

1. Log into www.ACTIVE.com/explorer
2. Select your listing from the drop-down menu
3. Open the **Registration Tools** folder on the left
4. Select **Search/Edit Registrations**
5. Search for the registrant you would like to edit
6. Click **View/Edit** next to their name
7. Click **Edit**
8. Make edits to the registration
 - i. You may change the registrant's category only if there is no monetary difference between the categories
9. Click **Next** at the bottom
10. This page will list out all the changes/edits – click the **Next** button
 - i. In addition the page will also show any monetary changes (i.e. additional refund or additional charge).
 - i. If you have not made any monetary changes
 1. click the **Next** button & then click Save Changes
 2. The registration will be saved and updated and a confirmation page will display
 - ii. If you have made changes that require a monetary change and want to collect \$ or issue the refund then you **MUST** contact Client Support
 - iii. If you do not want to collect any \$ but save the changes, zero out the transaction:
 1. if it is an additional charge, select that you are making an additional refund and enter in the same amount – click the **Next** button & then click **Save Changes**

2. if it is an additional refund (shows in parentheses), select that you are making an additional charge and enter in the same amount – click the **Next** button & then click **Save Changes**
3. The registration will be saved and updated and a confirmation page will display