

Cancel a reservation in Civic Rec

Cancellation of study room reservations is available only on a desktop computer or the desktop version on your mobile device. It is not available through the mobile interface.

- 1. Go to the <u>Civic Rec website</u> or click on Reserve a Study Room from the library's website.
- 2. Click Log in/Create Account on the top left corner of the screen and log into your account.

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Our	City Gove	rnme	ent Depa	rtmer	nts Servi	ces	I Want	То		
Log In/Create Account	Catalog	1	Library Rooms & Equipment	ent 8	Virtual Classes		Aquatics	98	Policies Policies Ca	Help Art hpty
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Keyword or code X	Special Events	6	Picnic Rentals	17	Terrabay Open Gym	24	Cultural Arts	0	SSF Library Events	6
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3. Click Account on the top left corner of the screen.

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C Filter	Preschool Age	12	Teens & Adults 34	3 Tennis	20	Youth	345	Youth/Adul	t Sports 76
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Keywora or code X	opecial Events	_							
Category	Not Listed on the Guide!	6							



4. Select Transaction History on the menu on the right.

Our City	Government Departments Services I	Want To
Gatalog L Account f Connect MY DASHBOARD		郞 Policies
ACCOUNT MEMBERS	ISS NEW NOTIFICATIONS You have no new notifications	Browse/Register Now!
Francisco, CA 94080 Add New Account Member	> View Inbox	Transaction History Manage Memberships
	I MY UPCOMING EVENTS	Manage Payment Accounts
	Aug 25th 02:00 - 03:00pm - (Facility Reservation) LC# Transaction 76158999	✓ Waiting List Status
	> View Full Calendar	Check-In History
	J MY RECENT REGISTRATIONS	Contact Preferences

5. Select Reservations under Transaction History.

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Catalog 1 Acco	unt f Connect				I Policies 🕑 Help	Log Out
Transaction	Linkami					
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6. Click on the Actions button next to the reservation you'd like to cancel.

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Our	City Gov	vernment	Depar	tments	3	Servi	ces	I Wa	ant To
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Transactions Activities Results 1-2 of 2 (Page 1 of 1)	Reservations P	OS Items Balance	:s						Browse/Register Now!
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Transactions Activities Results 1-2 of 2 (Page 1 of 1) # Location Facility 1. Library Library-A Rooms &	dult Collaboration #1	OS Items Balance Date Time 08/25/2024 3p- 3:15p	Receipt	Permit	Total	Paid -	Balance -	Actions	Browse/Register Now!
Transactions Activities Results 1-2 of 2 (Page 1 of 1) # Location Facility 1. Library Library-A Rooms & Equipment (LPR)	08/08/2024 Reservations P dult Collaboration #1	OS Items Balance Date Time 08/25/2024 3p- 3:15p	Receipt	Permit	Total	Paid -	Balance -	Actions	Browse/Register Now! C Account Statements Transaction History Manage Memberships Manage Payment Accounts L inset Accounts
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7. Select Refund.

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	(LPR)											f Linked Accourt	nts	
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	(0.74)									Change		Contact Prefer	rences	

8. Click Submit.

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Refund			×
Refund Confirmation			Â
Customer	AL		
Payment Type	1. User Credit		
Refund Items	Item	Balance Change	Refund Amount
	Credit/Refund: Library Rooms & Equipment (LPR) Library-Adult Collaboration #1 08/25/2024 2p-3p (Sun Library) REMOVE FROM CALENDAR	\$0.00	\$0.00
	Total	\$0.00	\$0.00
			Close

9. Click OK.

wser	CITY OF SOUTH SAN FF	Secure.rec1.com says Are you sure you want to cancel this reservation Cancel	rt Issues Social Media Co	ontact Us Translate 💌
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				Close Cubrolt
				Close



10. The reservation cancellation is complete.

Refund		
Refund Successful Receipt 03 🗢 🖾 Thermal		
SOUTH SAN FRANCISCO PUBLIC LIBRARY	South San Francisce Public Litvary 901 Civic Campus Way South Ban Francisco, CA 9400 964 Statistication (2014) 1885 - 1990 Statistication (2014) 1885 Jonnie sit freehitikery	
Refund/Credit Receipt 76159290 06/06/2024 04:06 PM Account information JA 640 W Orange Ave Soluth San Francisco, CA 94080		
Item Refund of Library Rooms & Equipment (LPR) Library 3:00 PM - Sun Library: \$0Helf Hour	Adult Collaboration #1 Aug 25, 2024 2:00 PM- Total Payment \$0.00	