



Withdraw from Programs Online

Step 1: Sign In

Visit markham.ca/RegisterNow and click the “Sign Up/Login” button. Login using your email and password.

A screenshot of a login form. At the top, it says "Create a login. [Signup](#)". Below that is a red header "Login to your account". There are two input fields: "Email" with an envelope icon and "Password". A link "Forgot password?" is located below the password field. A large blue "Login" button is at the bottom.

Create a login. [Signup](#)

Login to your account

Email

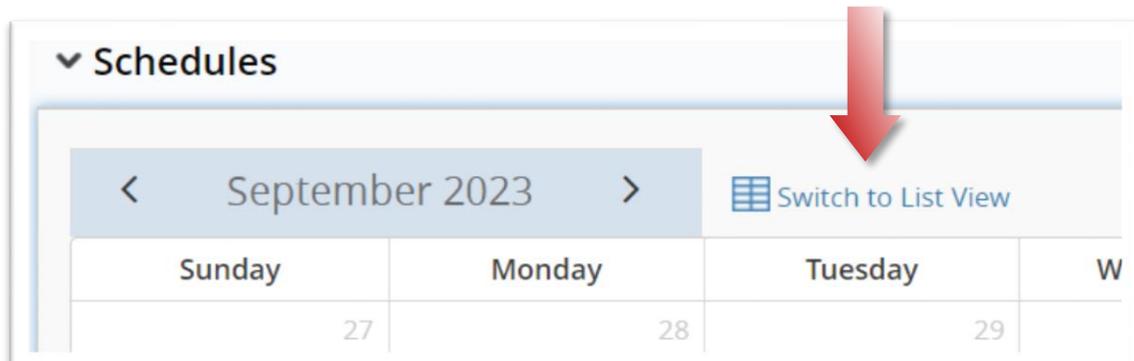
Password

[Forgot password?](#)

Login

Step 2: View your Schedule

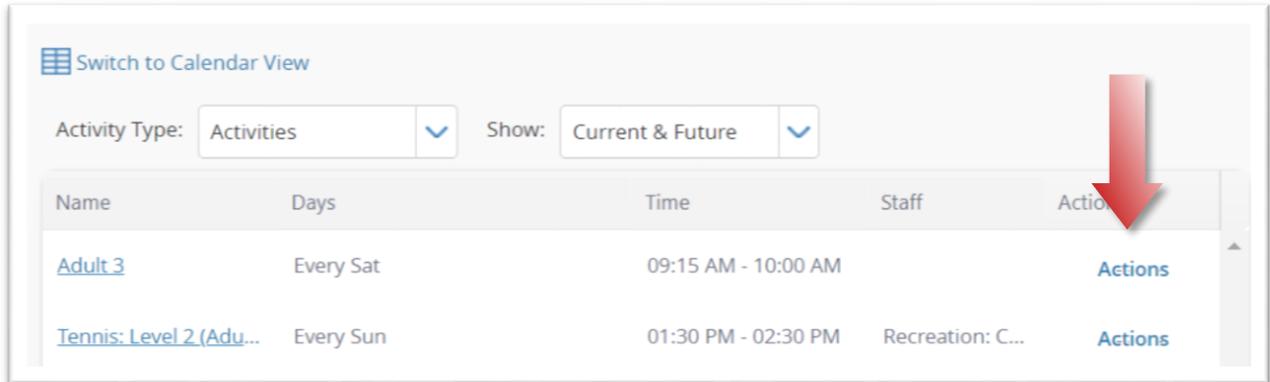
Go to the “Scheduling” tab on your client detail page. Select “Switch to List View” to view all the programs you are currently registered in.





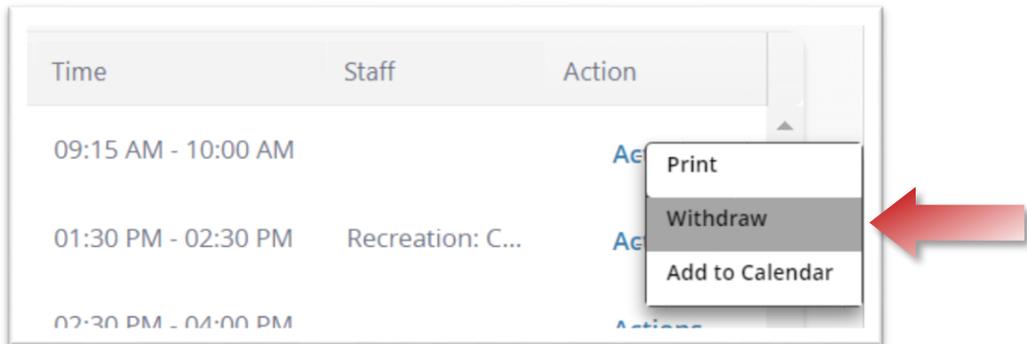
Step 3: Withdraw from the Program

Select "Actions" to the right of the program you wish to withdraw from. Select "Withdraw" to remove yourself from the program.



A screenshot of a web application interface showing a list of activities. At the top left, there is a button labeled "Switch to Calendar View". Below it are two dropdown menus: "Activity Type: Activities" and "Show: Current & Future". The main content is a table with the following columns: Name, Days, Time, Staff, and Actions. A red arrow points to the "Actions" column header.

Name	Days	Time	Staff	Actions
Adult 3	Every Sat	09:15 AM - 10:00 AM		Actions
Tennis: Level 2 (Adu...	Every Sun	01:30 PM - 02:30 PM	Recreation: C...	Actions



A close-up screenshot of the "Actions" dropdown menu for a program. The menu is open, showing three options: "Print", "Withdraw", and "Add to Calendar". A red arrow points to the "Withdraw" option, which is highlighted.

Time	Staff	Action
09:15 AM - 10:00 AM		Actions
01:30 PM - 02:30 PM	Recreation: C...	Actions
02:30 PM - 04:00 PM		Actions

- Print
- Withdraw**
- Add to Calendar



Step 4: Refund Payment

After withdrawing, a prompt will be displayed to choose a refund method. Select a refund method and enter a reason for cancelling and complete the withdrawal.

Withdraw all future sessions

 All unpaid future invoices will be forfeited

Refund Amount

Fees paid:	\$568.36
Withdrawal Fee	\$0.00

Refund Method

Account Credit

Same as payment method

Total to Refund **\$568.36**

Reason for cancellation

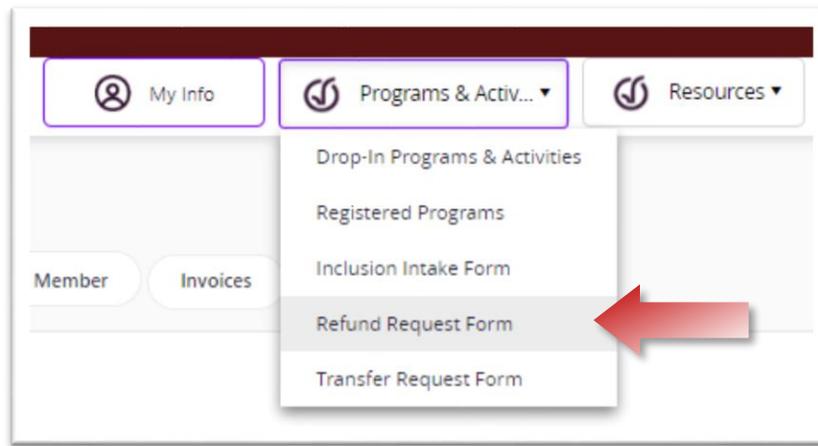
Select a reason ▼

Additional comments



Withdrawing Within 7 Days or After Program Start

If you wish to withdraw from a program that starts in less than 7 days (or has already started), you will need to complete a Refund Request Form. You can find a link to the Refund Request Form under the “Programs & Activities” tab.



If you need further assistance, please contact Customerservice@markham.ca or 905-477-5530, Monday to Friday 8 AM to 5 PM for a City of Markham staff to assist you. Please have the course information for both courses available prior to contacting City staff for a smooth transition.