

# SIX NATIONS of the GRAND RIVER

## Customer Resource Guide:

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## WITHDRAWING FROM PROGRAMS

### Step ONE:

Log into Six Nations of the Grand River's Booking system at: <https://sngr.perfectmind.com/>

### Step TWO:

Once logged in, scroll down to the section titled "Schedules" and click on "Switch to List View." Here, you will see all programs you are registered for today and later. Select "Actions" on the program you would like to withdraw from and click "Withdraw."

### Step THREE:

A summary window will pop up, displaying the amount paid and withdraw fee, if applicable. Click "Withdraw."

### Step FOUR:

A confirmation document will display.

### Step FIVE:

Once completed, you will see the program listed as "Cancelled" under attendance status.

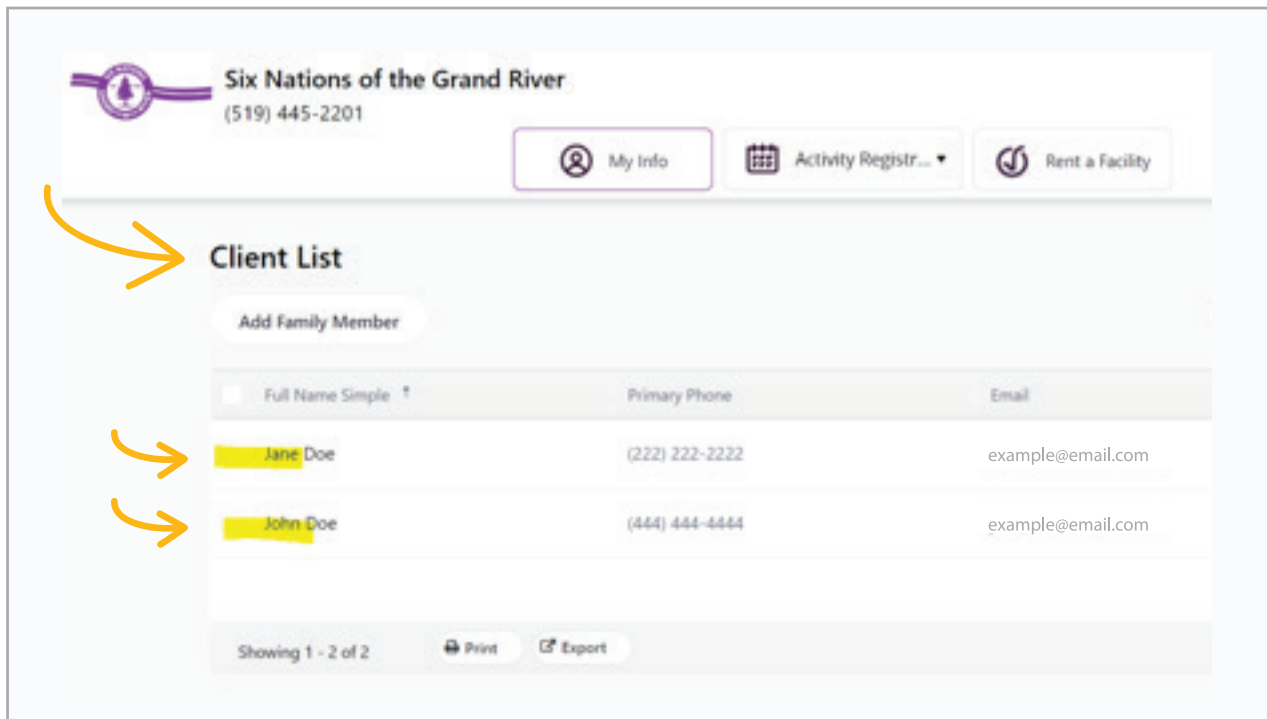


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## Customer Resource Guide: **WITHDRAW FROM PROGRAMS**

### STEP ONE:

Log into Six Nations of the Grand River's Booking system at <https://sngr.perfectmind.com/>



The screenshot shows the user interface of the Six Nations of the Grand River booking system. At the top, there is a header with the organization's logo, name, and phone number (519) 445-2201. Below the header are three navigation buttons: "My Info", "Activity Registr...", and "Rent a Facility". The main content area is titled "Client List" and features a yellow arrow pointing to it. Below the title is a button labeled "Add Family Member". A table displays the client list with columns for "Full Name Simple", "Primary Phone", and "Email". Two clients are listed: Jane Doe and John Doe. Yellow arrows point to the names in the table. At the bottom of the table, there are options for "Showing 1 - 2 of 2", "Print", and "Export".

Full Name Simple	Primary Phone	Email
Jane Doe	(222) 222-2222	example@email.com
John Doe	(444) 444-4444	example@email.com

#### NOTE:

If there are multiple clients on your Family Account, you will be required to click the client you wish to view.

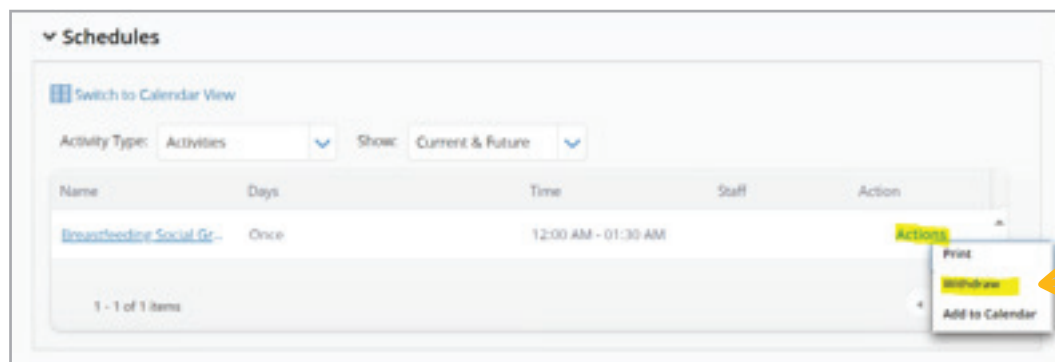
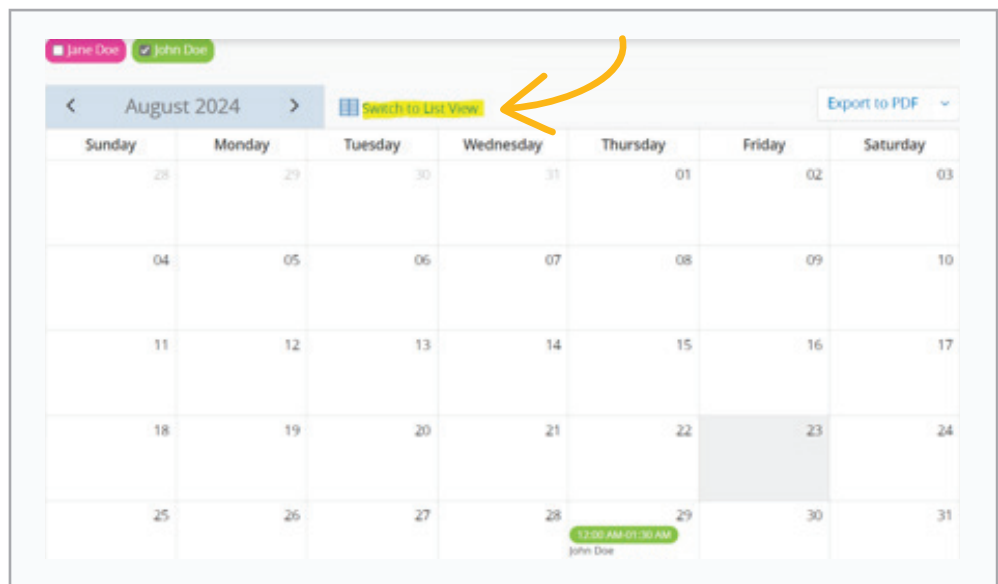
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### STEP TWO:

Once logged in, scroll down to the section titled "Schedules" and click on "Switch to List View." Here, you will see all programs you are registered for today and later. Select "Actions" on the program you would like to withdraw from and click "Withdraw."

- > **Schedules**
- > Attendances
- > Transaction
- > Finance Info + New
- > Documents



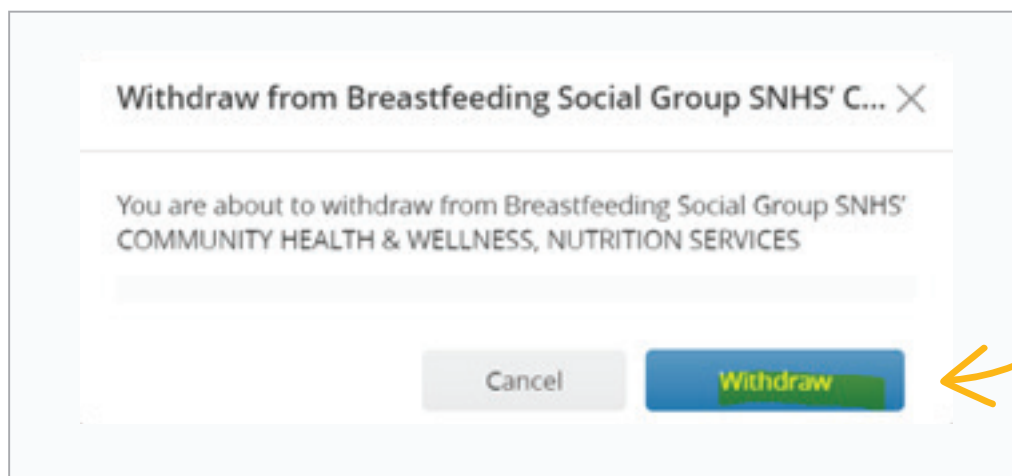
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### STEP THREE:

A summary window will pop up, displaying the amount paid and withdraw fee, if applicable. Click "Withdraw."

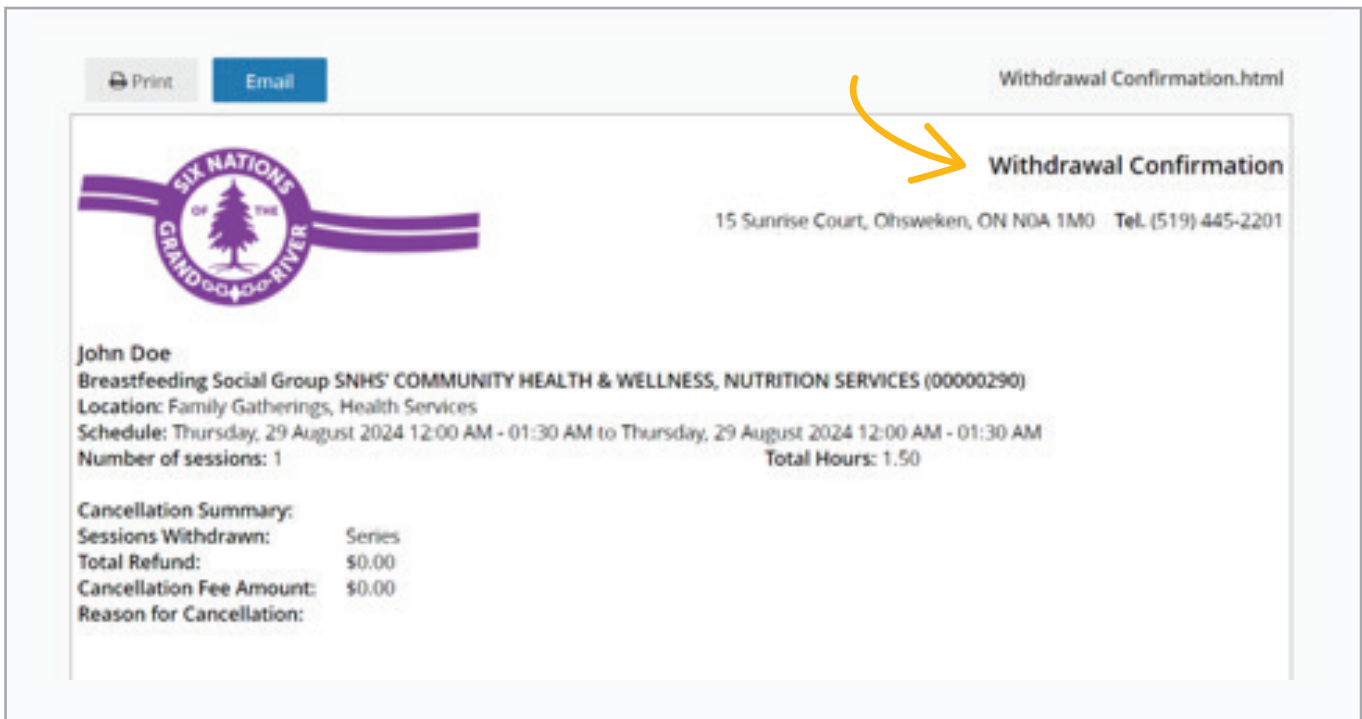


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### STEP FOUR:

A confirmation document will display.

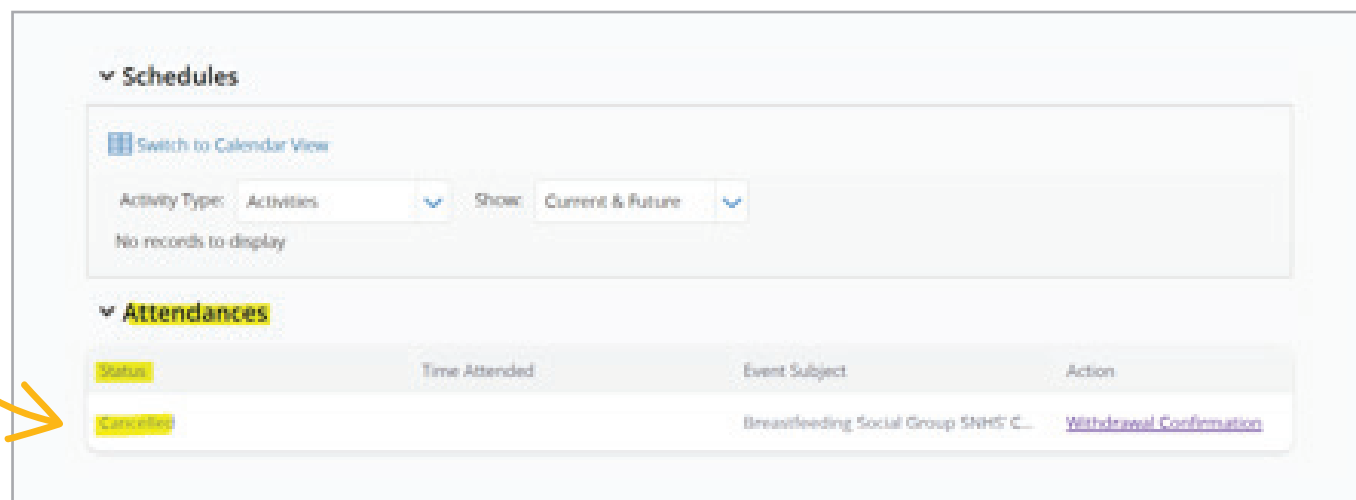


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### STEP FIVE:

Once completed, you will see the program listed as "Cancelled" under attendance status.



The screenshot displays a user interface with two main sections: "Schedules" and "Attendances".

**Schedules Section:**

- Contains a "Switch to Calendar View" button.
- Includes filters for "Activity Type" (set to "Activities") and "Show" (set to "Current & Future").
- Displays the message "No records to display".

**Attendances Section:**

- Contains a table with the following columns: Status, Time Attended, Event Subject, and Action.
- The "Status" column for the first row is highlighted in yellow and contains the text "Cancelled". A yellow arrow points to this cell.
- The "Event Subject" for the first row is "Breakfasting Social Group SNHS C...".
- The "Action" for the first row is a blue link labeled "Withdrawal Confirmation".