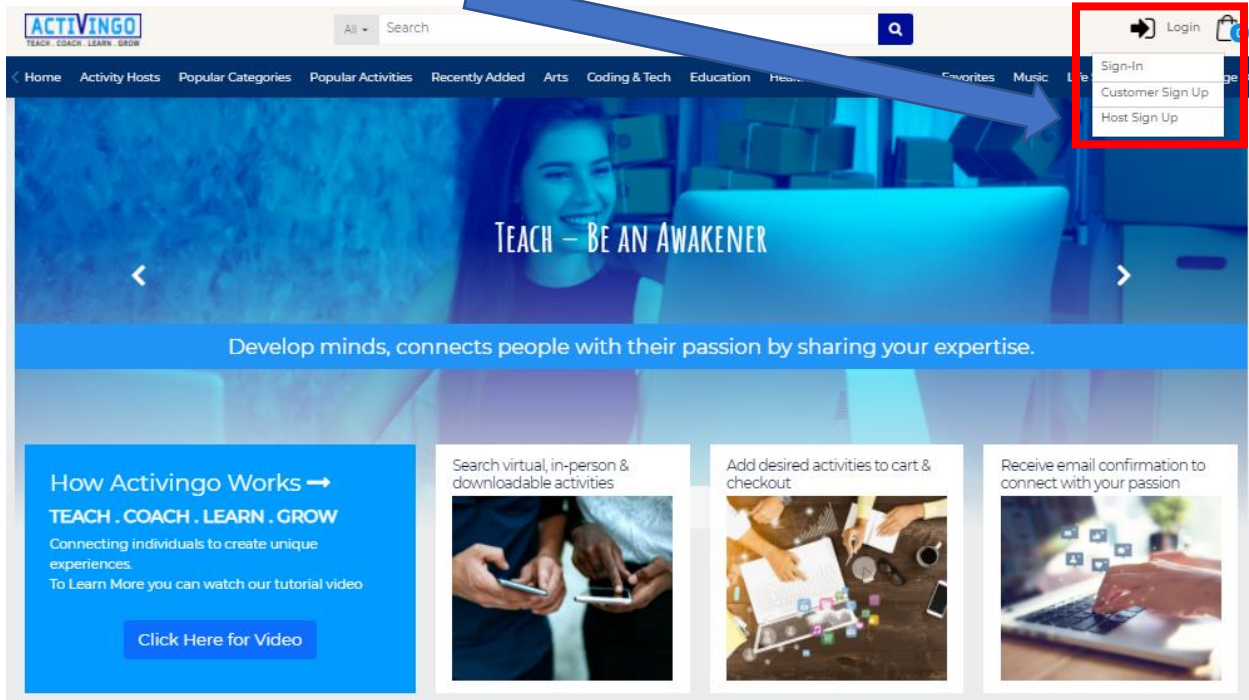
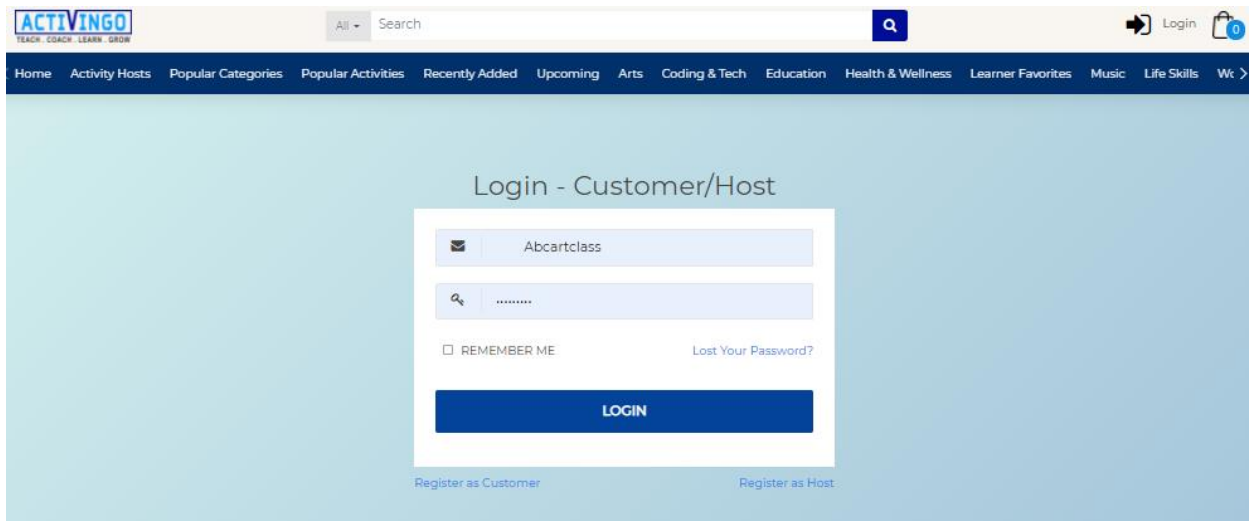


## Requesting a refund from Host as a Customer

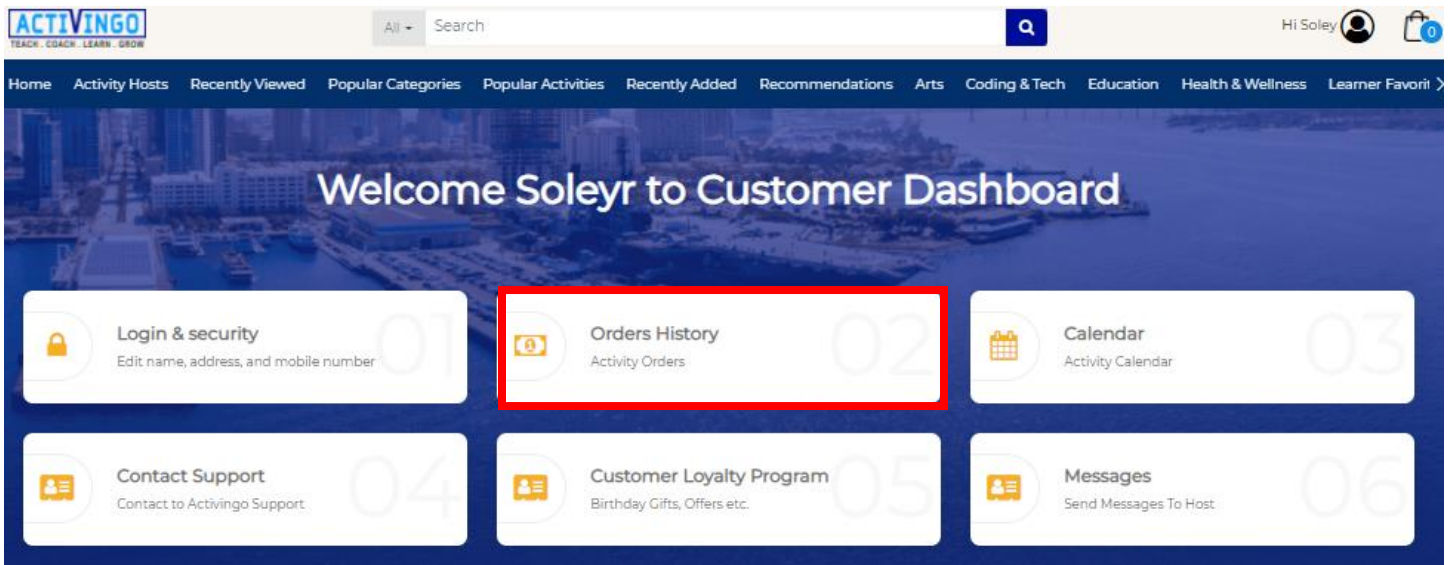
**Step1:** Access your dashboard by clicking Sign-in from the Login menu on the top right corner of the webpage.




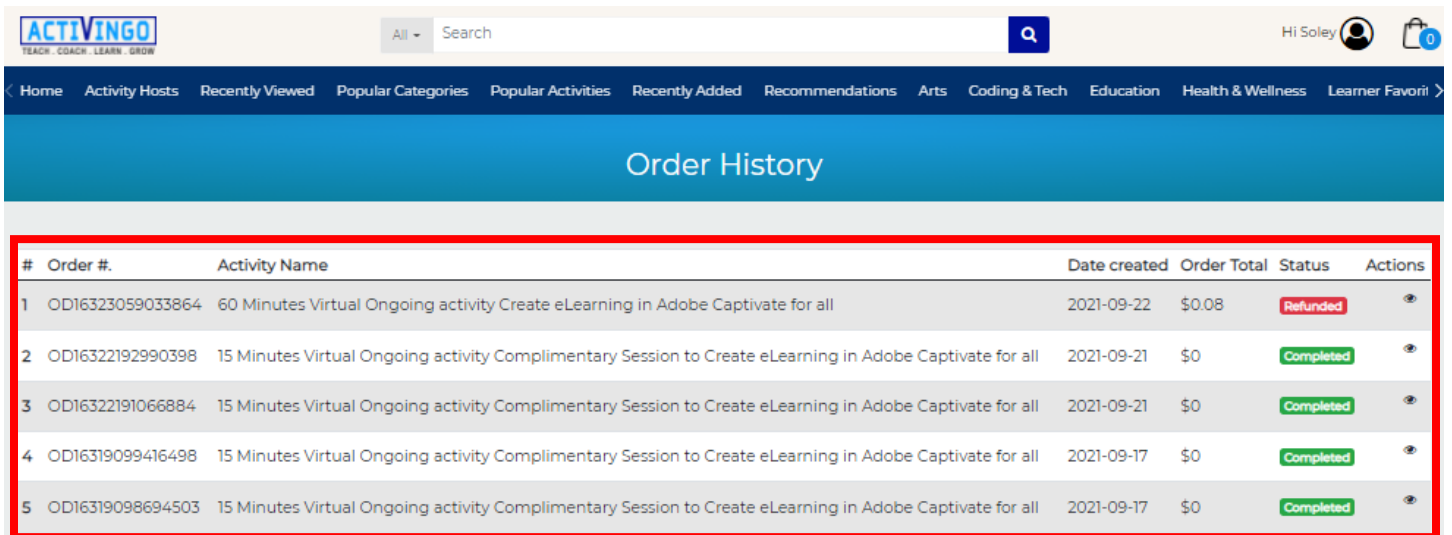
**Step 2:** Login by putting in your username/email address and password




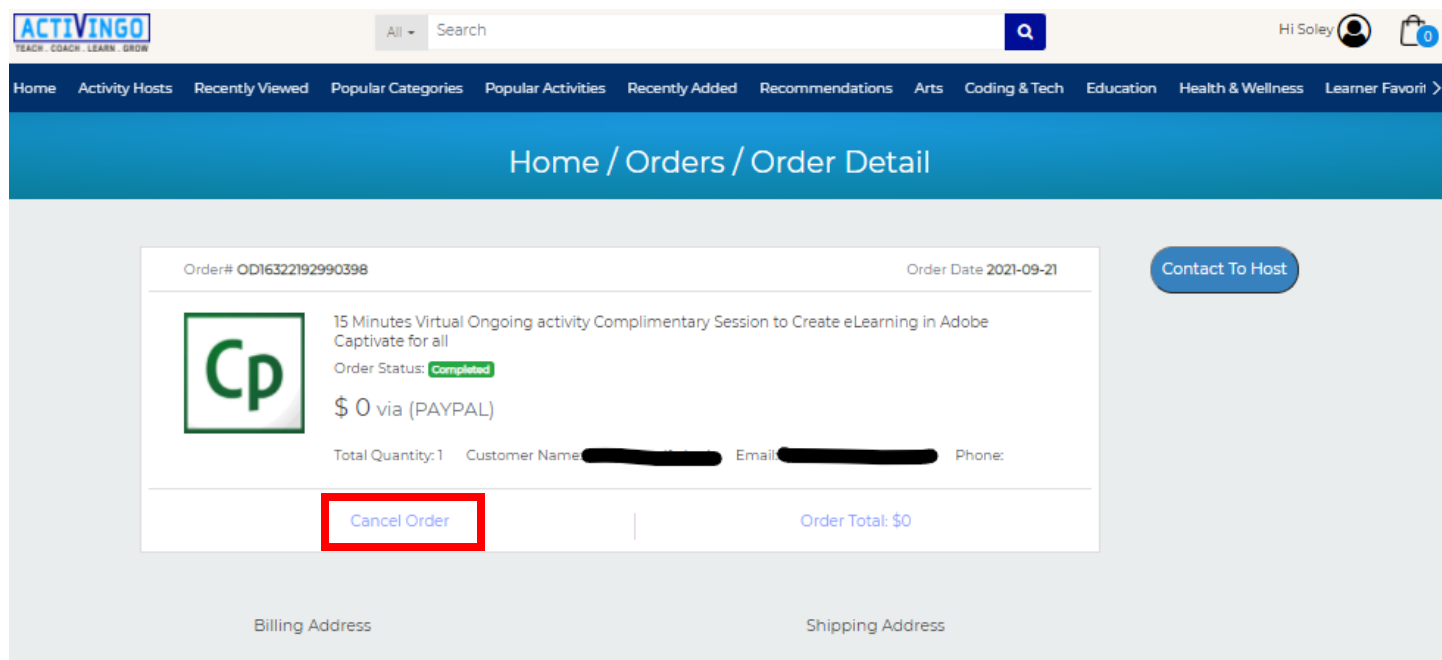
Step 3: You can access anyone of the 6 modules available to you. To get in touch with a Host, click on “Order History” (note: Host from whom you have purchased an activity will be available)



Step 4: Once you are in Order History module, you have the option of sending a message by clicking on the , which will open your order summary.



Step 5: Once you are in Order summary, you have the option of sending a message by clicking on the , which will open your order summary. Click on "Cancel Order" and host will be notified of your refund request.



The screenshot shows the Activingo website interface. At the top, there is a navigation bar with the logo "ACTIVINGO" and the tagline "TEACH. COACH. LEARN. GROW." Below the navigation bar, there is a search bar and a user profile icon labeled "Hi Soley". The main content area has a blue header with the text "Home / Orders / Order Detail". The order summary is displayed in a white box with the following details:

- Order# ODI6322192990398
- Order Date 2021-09-21
- Contact To Host button
- Activity description: 15 Minutes Virtual Ongoing activity Complimentary Session to Create eLearning in Adobe Captivate for all
- Order Status: **Completed**
- Payment: \$ 0 via (PAYPAL)
- Total Quantity: 1
- Customer Name: [REDACTED]
- Email: [REDACTED]
- Phone: [REDACTED]
- Order Total: \$0
- Cancel Order** button (highlighted with a red box)

At the bottom of the order summary, there are sections for "Billing Address" and "Shipping Address".