

# Promoting and Cancelling Ticketholders

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## Quick Steps: TicketDesq > Form > Ticketholders

1. Within the Management Console, select **TicketDesq** from the top menu and select the appropriate **Form**
  2. Click **Ticketholders**
  3. To **Promote** a ticketholder, click the Pending tab and find the ticketholder. On the right hand side, click the Green arrow which reads **Prom.**
  4. To **Cancel** a ticketholder, click the appropriate tab as to where the ticketholder is currently sitting. Click the Green arrow which reads **Cancel**
  5. Once a ticketholder has been cancelled, you have the option to part or fully refund this ticket.  
**Ticketholders > Cancelled > Refund (\$)**
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