

How to cancel a shop purchase?

1. In order to cancel an item, you need to logon as a student. Go to Browse Users.

HOME TRANSACTIONS REPORTS SHOP **BROWSE USERS** COMMUNICATION SETUP

User search

Reward or [view user »](#)

[Reward a tutor group »](#)

Your lists [view all »](#)

[Test List](#)

Be part of our **Referral Scheme**

Hello Mr Training

100% budget remaining

Your role **Auto-attendance Awards**

Awarded this week	0
Weekly budget	10,000
Total Vivos rewarded	1,015

Your "Extra Earner" offers - [view all](#)

2. Click on the student's account.

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Be part of our **Referral Scheme**

Browse User Accounts

User type **USER** [View](#)

Filter

- 8
- 11
- 7
- 9
- 12
- 10

All 'USER' accounts

There are a total of 1565 of these accounts in the database

ID	Name	Email	Status
#283212	Adams Jamie (11 11H)		FIRSTLOGIN

3. Click on Login as user.

HOME TRANSACTIONS REPORTS SHOP BROWSE USERS COMMUNICATION SETUP

User search

Reward or [view user »](#)

[Reward a tutor group »](#)

Jamie Adams

[Edit Account](#) | [Reset Password](#) | [Login as user](#) | [Delete](#) | [Suspend](#)

New user added
[Print their login slip](#)

4. You will then get a screen like the screenshot below. You will need to click on login to Vivoedge twice to ensure you are logging in as the student and not yourself (this is a security measure between platforms - vivoclass and vivoedge).

Logging in as Jamie Adams

You are about to view Jamie's account in VivoEdge. This will open in a new window. Once finished, simply close the window and this pop-up to continue on VivoClass.

[Login to VivoEdge](#)

Close

5. Check in the top right hand corner you are logged in as the student.

VIVO edge

? 265 Jamie Adams

ME YOU WORLD

Your Vivos

Earn Vivos

Shop

Donate to Charity

Stats & League Tables

+V300 +V50 +V5

User Settings

Stats & League Tables

Shop Order History

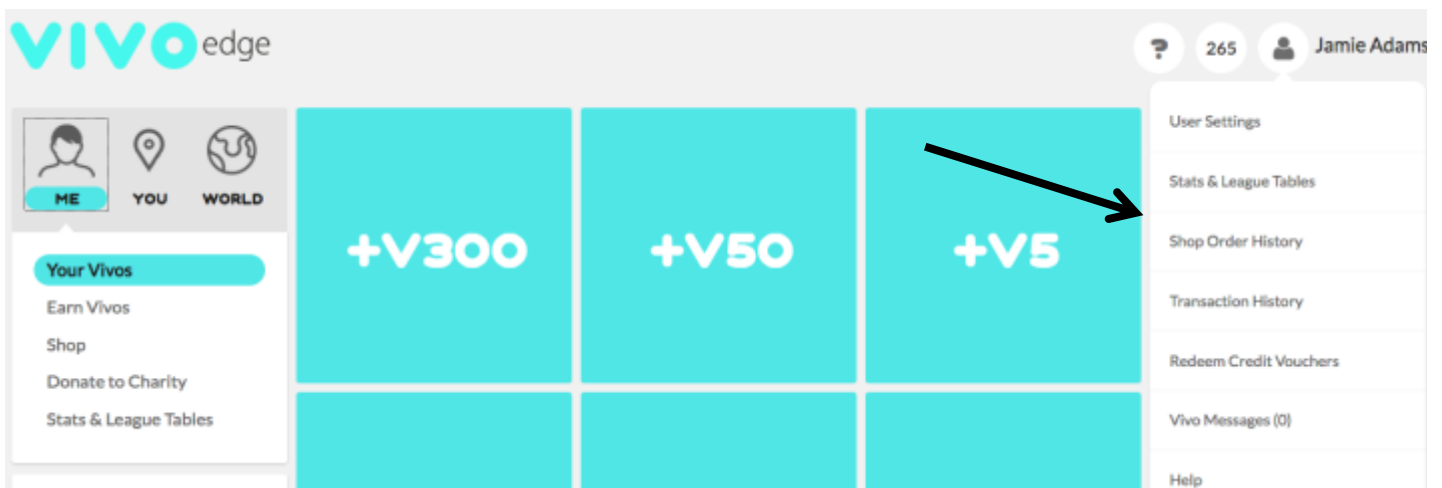
Transaction History

Redeem Credit Vouchers

Vivo Messages (0)

Help


6. Go to shop order history.



7. Click on the item you wish to cancel.

Order History


This is a list of your current and past orders with the Vivo shop.

	Product Info	Order ID	Date	Status	
	Tuckshop Voucher 500 Vivos	#123115	Apr 21, 2017	ORDERED	<input type="button" value="Cancel"/>

8. You should see this as your next page and the student should have those VIVO immediately returned to them.

Order History

This is a list of your current and past orders with the Vivo shop.

	Product Info	Order ID	Date	Status	
	Tuckshop Voucher 500 Vivos	#123115	Apr 21, 2017	CANCELLED	