

Cancel or Bulk Cancel Appointment

Purpose:

This document is a quick reference guide for Cancel or Bulk Cancel Appointments as a Vaccine Administrator & VA Assistant This is applicable to COVID & Flu functionality.

- 1 [Cancel an Appointment](#)
- 2 [Bulk Cancel Appointments](#)

Note: The Bulk Walk-In Upload, Bulk Cancel and Bulk Edit features are not yet available for flu.



For the latest My Turn educational materials, please visit [EZIZ](#) or [YouTube](#) or the Knowledge Center tab on My Turn Clinic



My Turn Help Desk

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Cancel an Appointment

1	After logging in, My Turn will automatically navigate to the Home tab.
2	Use the Search function to locate the appointment to be cancelled by selecting " Pending Vaccination " from the Status drop-down menu. Click the Search button.
3	Select the drop-down arrow on the right side of the appointment and select Cancel Appointment . The Cancel Appointment pop-up window displays.
4	Select a Reason from the drop-down menu.
5	Click the Cancel Appointment button to complete the cancel function.

Notes-

Clinic Managers must navigate to the **Appointments** tab.

An appointment can only be cancelled if it is in the "Pending Vaccination" status.

This season's flu vaccine is recommended for **everyone 6 months of age or older**. The vaccine is available in shot form for everyone (including babies as young as 6 months) with rare exceptions.

Bulk Cancel Appointments – Not available for flu

1	After logging in, My Turn will automatically navigate to the Home tab.
2	Use the Search function to locate the appointments to be cancelled and select Pending Vaccination from the Status drop-down menu.
3	Click the Search button.
4	Select the checkbox to the left side of the appointments you wish to bulk cancel.
5	Click the Bulk Cancel button above the search results. The Bulk Cancel pop-up window displays.
6	Select a Reason from the drop-down menu.
7	Click the Cancel Appointment button to complete Bulk Cancel.

Notes-

Clinic Managers must navigate to the **Appointments** tab.

An appointment can only be cancelled if it is in the "Pending Vaccination" status.

If appointments to be **Bulk Cancelled** have different **Reasons**; group the appointments by reason, then **Bulk Cancel** each group.

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