Ticket Scheduling
Patient Tip Sheet

Ticket Scheduling is a feature in myUHN Patient Portal that allows you to book, reschedule, and cancel your appointments online. This feature is currently available in select clinics.

Book an Appointment

1. You will receive a 'ticket' through myUHN when your appointment is ready to be booked. You will receive an email notification when your 'ticket' is available in myUHN along with reminders to complete this task.

2. Sign in to www.myUHN.ca with your username and password. If you do not have a myUHN Portal, create an account by selecting **Sign up Now**.
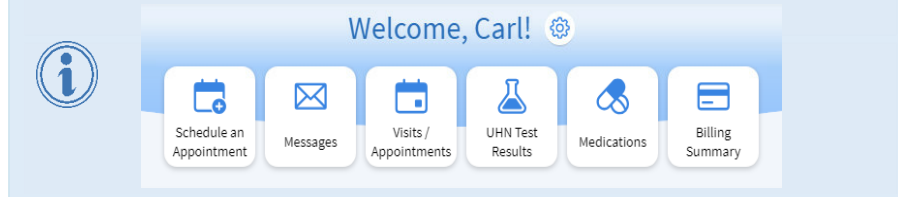

3. You will see any appointments that need scheduling on your health feed once you log into your myUHN account. To look at the offer click **Schedule Now.**

You can also find **Schedule an Appointment** in the menu and add this to your shortcut bar. Click here to learn how you can customize your

4. Review the appointment information and begin by clicking **Schedule**. If you choose to **Decline** the offer, you must select a reason before you can decline - if you decline an appointment, you will not be able to schedule this appointment via myUHN. Review the available dates and times and select one that works best for you. Click on the time listed under the date of your preference.

Hint: You can use filters to help narrow your search to a specific day or time.

5. Once you've made your selection, review your personal information and confirm it is correct. If it is, select **This information is correct**. If it is not correct, edit your information by clicking on **Edit**. Make sure to click **Save Changes**.

7. Review the appointment details. If everything looks correct, click **Schedule it**.

Note: You will have 10 minutes from the time you begin the scheduling process to complete scheduling

Patient proxies with full or communication-only access will have the ability to schedule an appointment on behalf of the patient.

Reschedule or Cancel an Appointment

You can reschedule or cancel appointments up to **7 days** before the appointment date.

1. Select **Visits/Appointments** from your shortcut bar, or search in the main menu.

2. Under **Upcoming Visits,** find the appointment you want to reschedule. Click the visit tile to open.
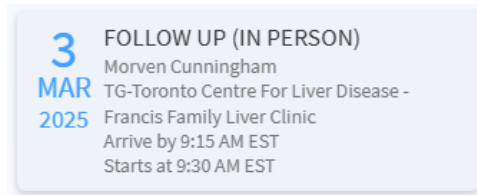
3. This will open the **Appointment Details**. From here, select either **Reschedule appointment** or **Cancel appointment**.

4. If you click **Reschedule appointment**, new dates and times will appear for you to choose from.

5. After you select a new time, you must select a reason for rescheduling before you can click **Schedule it**.

The new appointment time will be visible on the **Visits/Appointments** page.

6. If you click **Cancel appointment** a window will open with the appointment you are cancelling with reasons for cancellation. You must select a reason for cancellation before you can click **Confirm cancellation**.

Note: When you cancel an appointment, the 'ticket' will re-appear on your health feed where you can schedule or dismiss.