























## Instructions: Canceling in MS Bookings



**Cancel the patient appointment in PHS first to maintain link to all downstream systems (EPR, myUHN Patient Portal, etc.).** See: [Initial Virtual Clinic Set Up and Patient Scheduling Process](#) (Departments>Telehealth>Resources>Virtual Care Toolkit)

<b>1. Login to MS Bookings and select the clinic</b>
See steps 1 and 2 above for detailed <i>Instructions: Scheduling in MS Bookings</i> .
<b>2. Open the booking</b>
<ol style="list-style-type: none"><li>Click <i>Calendar</i> from the left pane.</li><li>Identify the booking you wish to change.</li><li>Double click on the booking to open it.</li></ol>
<b>3. Cancel the booking</b>
<ol style="list-style-type: none"><li>Click <i>Cancel Booking</i>.<ul style="list-style-type: none"><li>An email notification for the canceled appointment is sent immediately to the patient and care provider. The appointment will appear canceled in the care provider's UHN Outlook calendar.</li></ul></li></ol>
<b>Congratulations: the virtual visit on MS Teams is now canceled via MS Bookings!</b>

### Canceling in MS Bookings using the Desktop Application:

<b>1. Login to MS Bookings and select the clinic</b>
See steps 1 and 2 above for detailed <i>Instructions: Scheduling in MS Bookings</i> .
<b>2. Open the booking</b>
<ol style="list-style-type: none"><li>With MS Bookings opens, click the down arrow icon to select the date of the appointment to be rescheduled.</li><li>Identify the booking you wish to change.</li><li>Double click on the booking to open it.</li></ol>
<b>3. Cancel the booking</b>
<ol style="list-style-type: none"><li>Click <i>Cancel Booking</i>.<ul style="list-style-type: none"><li>An email notification for the canceled appointment has been sent immediately to the patient and care provider. The appointment will appear canceled in the care provider's UHN Outlook calendar.</li></ul></li></ol>
<b>Congratulations: the virtual visit on MS Teams is now canceled in MS Bookings!</b>

**Having Trouble with MS Bookings?** Contact UHN Service Desk by calling 416-340-4800 ext. 4357 (H.E.L.P.) or via email at [help@uhn.ca](mailto:help@uhn.ca)