

# Cancel an Appointment

## Overview

Juvare Events is a powerful solution that integrates with EMTrack to facilitate event creation, scheduling, registration, ticketing, and intake. Juvare Events is being used for the mass immunization initiative in Illinois and this document outlines the key features and workflows for Illinois clients.

**Note:** The login credentials for Juvare Events are different from those for EMTrack

### To cancel an appointment

If necessary, a Juvare Events user can cancel an appointment.

1. In Juvare Events, on the left, click **Events**. The *Events* page opens.
2. Locate the event and, on that row, click the event name.
3. On the left, click **Orders**.
4. On the left, click **All Orders**.
5. Locate the order and, on that row, click the order code.
6. Click **Cancel Order**. A confirmation window opens.
7. Click **Yes, Cancel Order**.

If necessary, a patient can cancel their appointment.

1. After completing the registration, the *Order Receipt* page opens.
2. On that page, toward the bottom, click **Cancel Order**. A confirmation window opens.
3. Click **Yes, Cancel Order**. The *Order Receipt* page opens again.
4. Make sure the ticket says **Canceled** at the top.