

Cancel an Appointment

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To cancel an appointment (Juvare Events user)

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**.

To cancel an appointment (patient)

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.