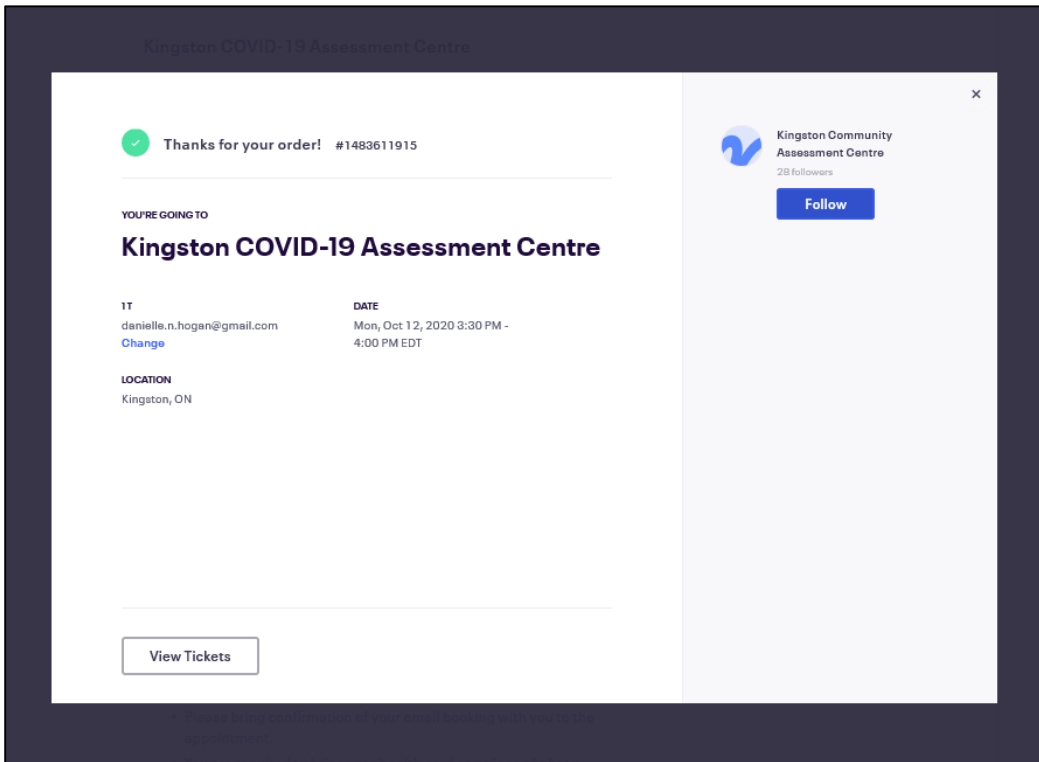


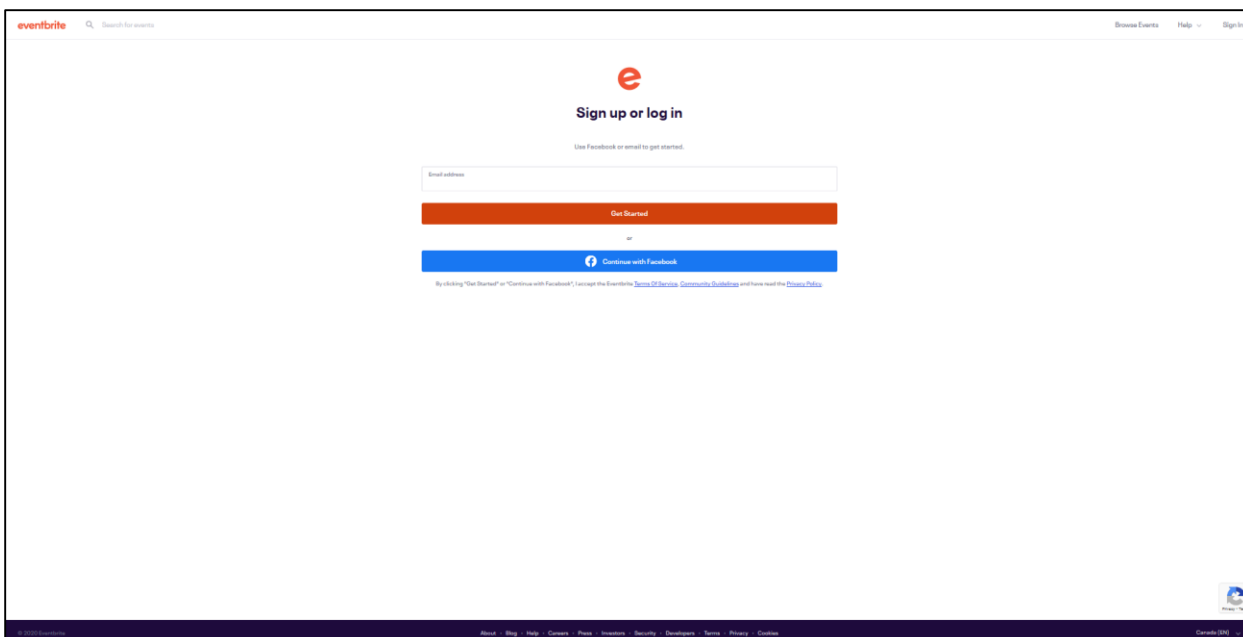
HOW TO CANCEL A COVID-19 APPOINTMENT

Immediately Following Purchase

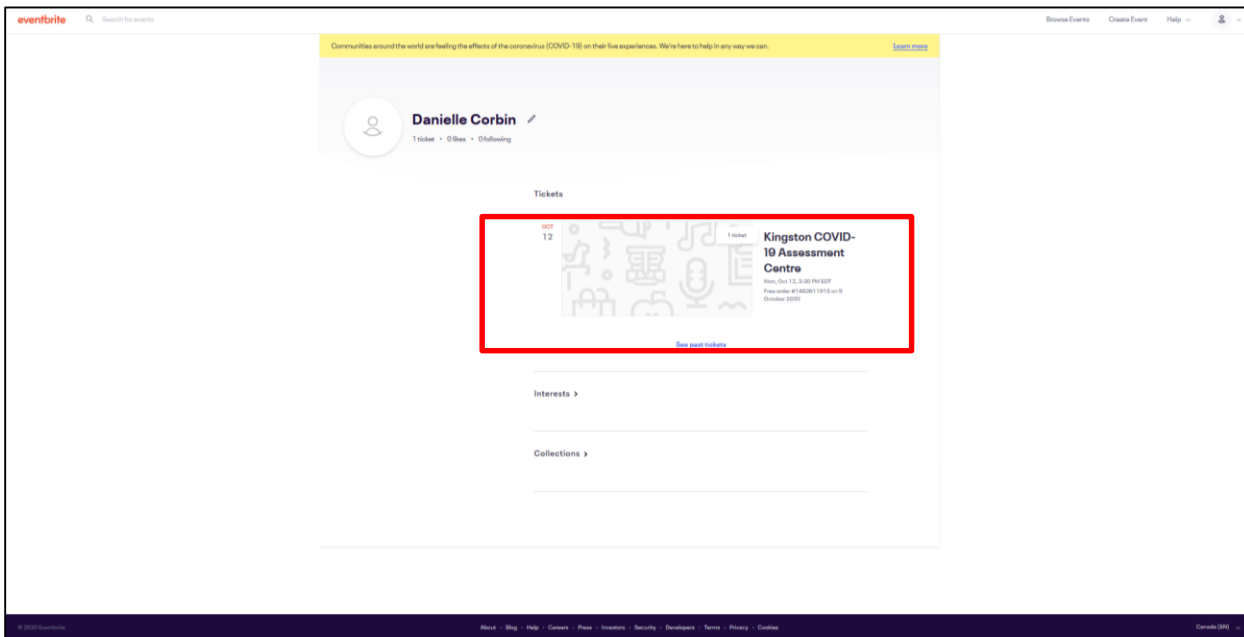
1. Click on View Ticket



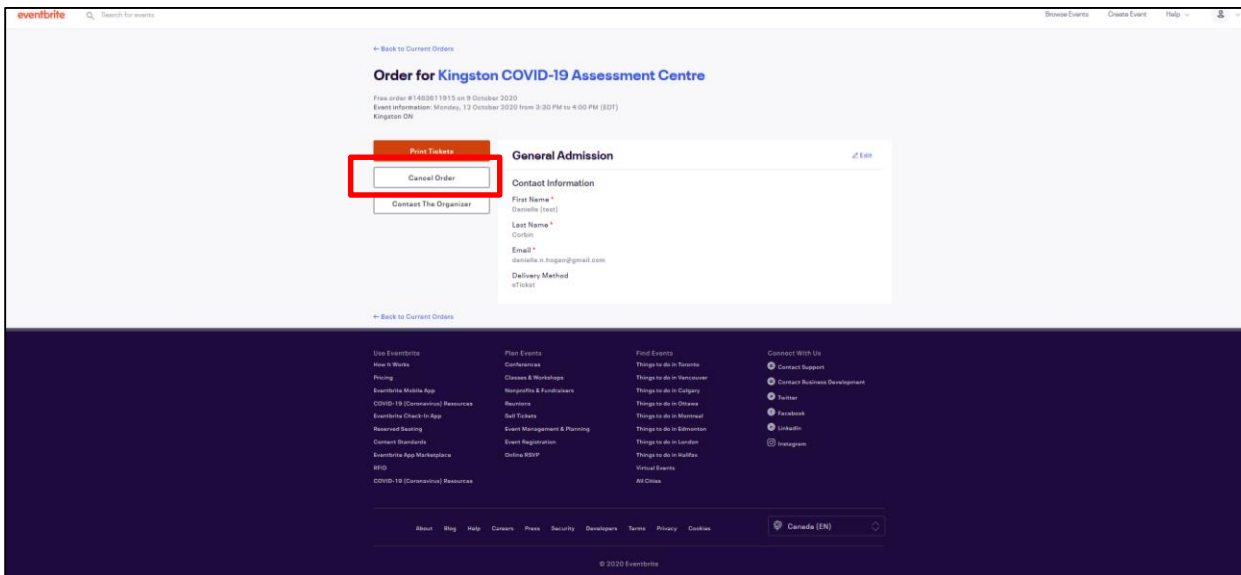
2. It will ask you to log in



3. It will show you your tickets. Click on the applicable event.

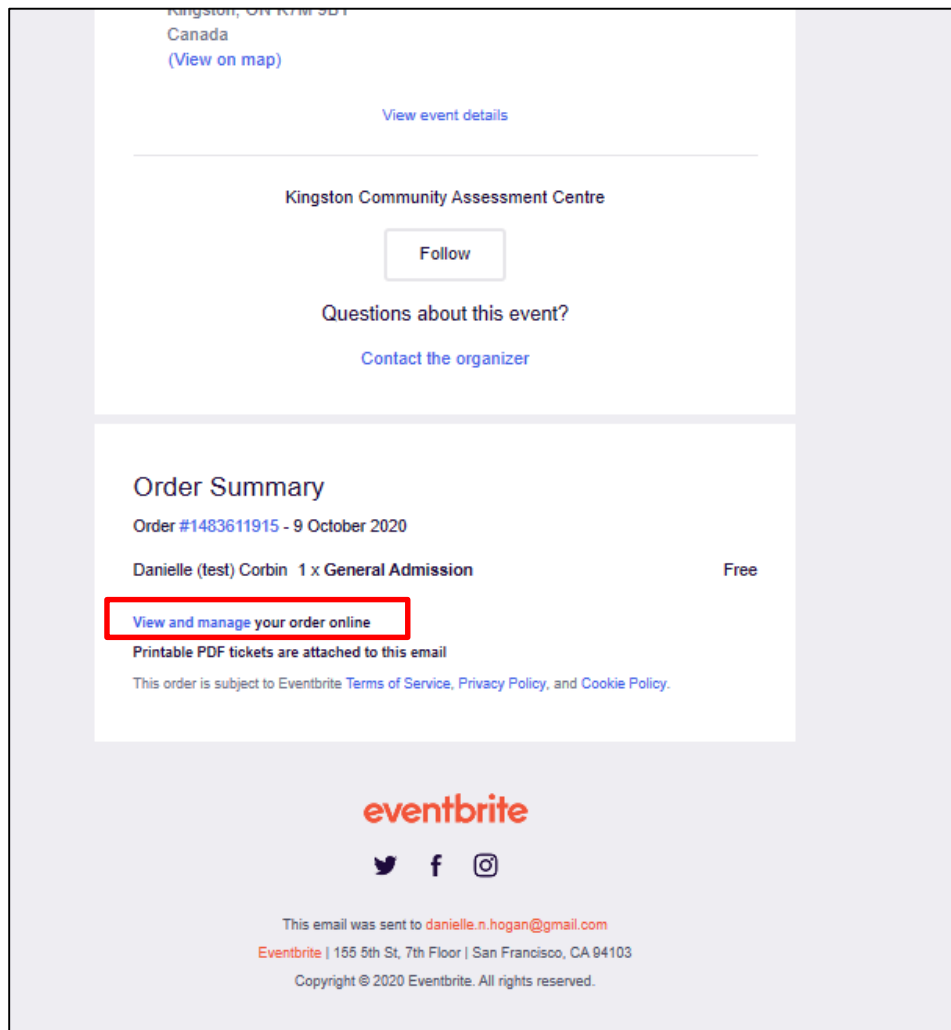


4. Select 'Cancel Order' from the menu on the left hand side of the screen.

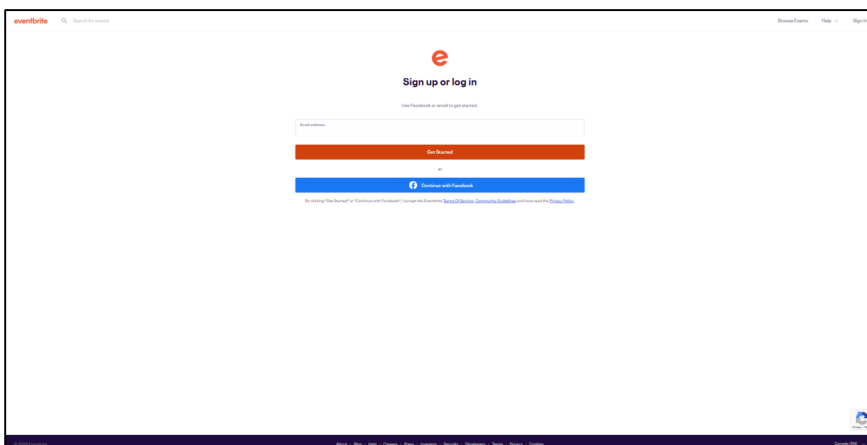


From your confirmation email

1. Open the email and scroll to the bottom where it says “View and Manage” your order online (if the user has the app, they can also use the app).



2. It will ask you to log in



- It will immediately bring you the ticket and you can 'Cancel Order' from the lefthand menu options.

