



How to cancel availability on Manage Your Appointments (MYA)

Step 1 – Go to the MYA website [Manage your appointments](#)

Step 2 – Select your site if you have access to more than one site

Step 3 – Click on 'View availability' in the top menu or 'View availability' at the bottom of the landing page.

Step 4 – Click on 'Week view'

Step 5 Find the session/ date you want to change and click 'Change'
Thursday 14 May

Time	Services	Booked	Unbooked	Action
09:00 - 17:00	Flu 18-64 Flu 65+	0 booked 0 booked	48 unbooked	Change

Step 6 – Select 'Cancel the session' and click 'Continue'

What do you want to do?

☐ Change the length or capacity of this session
Shorten session length or remove capacity

☒ Cancel the session

☐ Remove a service or multiple services

Continue

If there are no bookings

(If there are bookings, go to step 9)

Step 7 – You'll be asked to confirm that you want to cancel the session. Click 'Cancel session' to confirm or 'No, go back' to go back to the previous screen.

Step 8 – The session will be cancelled and will no longer appear.

If there are bookings and you wish to keep them

Step 9 – You will be shown the number of bookings that will be affected by cancelling this session and you can choose to cancel the appointments or keep them but still cancel the session.

Step 10 – Select 'Yes, cancel the appointments and cancel the session' to cancel both appointments and the session or select 'No, do not cancel the appointments but cancel the session' to keep the appointments but cancel the session.

Do you want to cancel this session?

☐ Yes, cancel the appointments and cancel the session

☐ No, do not cancel the appointments but cancel the session

Continue

Step 11 – If you choose 'Yes, cancel the appointments and cancel the session'

- You'll be asked to confirm that you want to cancel the appointments. Click 'Cancel appointments' to confirm or 'No, go back' to go back to the previous screen.
- The session will be cancelled and you will see the number of people that will receive a notification that their appointment has been cancelled. If there are any people who did not provide a mobile number or an email address, there will be a link to click on to view the list of names. Some people may have provided a landline number.

Step 12 - If you choose 'No , do not cancel the appointments but change this session'

- You'll be asked to confirm that you want to cancel this session. Click 'Cancel session' to confirm or 'No, go back' to go back to the start of the change journey
- The session (unbooked appointments) will be cancelled and the booked appointments will remain in the scheduled list of daily appointments