Cancelling Bookings Appointment

**Issue:**
Cancel an appointment made through Bookings.

**Solution:**
Microsoft Bookings syncs with Outlook to check for availability, therefore any appointments made via Bookings can only be managed through the Bookings app.

**Please Note** - Appointments made via Bookings cannot be cancelled through Outlook.

**Advisor Cancelling an Appointment**

1. Select "Calendar" from the left-hand menu on the Bookings page.
2. Navigate to the appointment you wish to cancel.
3. Double click on the appointment you would like to cancel.
4. Select "Cancel booking" at the top of the screen, a new window will appear to cancel the appointment. Add a message to include in the cancellation email (optional).
5. Click Cancel Booking.
6. Once an appointment is cancelled, advisor and student will receive email notification of the cancellation.

**Student Cancelling an Appointment**

1. Open Booking confirmation email.
2. Click on "Change your appointment" at the bottom of the email.
Confirmed booking for

**supraja**

Appointment with
Jayachandradu, Supraja

📅
Friday, May 14, 2021
9:30 AM - 10:30 AM
(UTC-08:00) Pacific Time (US & Canada)

📍
Our office address

Join your appointment
via Microsoft Teams

Have a conflict?
Change your appointment
3. On the following page that opens select "Cancel booking".

4. Once an appointment is cancelled, advisor and student will receive email notification of the cancellation.

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