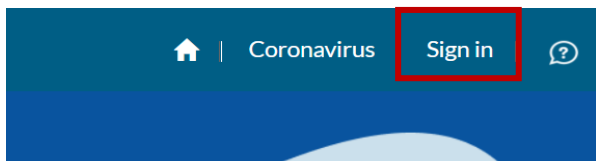


Change or Cancel a COVID-19 Vaccination Appointment for yourself or on behalf of someone else

Note: The steps in this guide can be used for changing or cancelling the first and second COVID-19 vaccination appointment for yourself or on behalf of someone else.

Signing into the online booking system

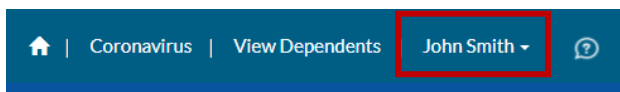
1. Click on the link in your email invitation for your COVID-19 vaccine appointment. The Queensland Health Vaccine Booking System home page will appear. Select **Sign in** in the top right corner.



2. Enter your **Email Address** and **Password**, which you provided when creating an account in the online booking system. Then click **Sign in**.

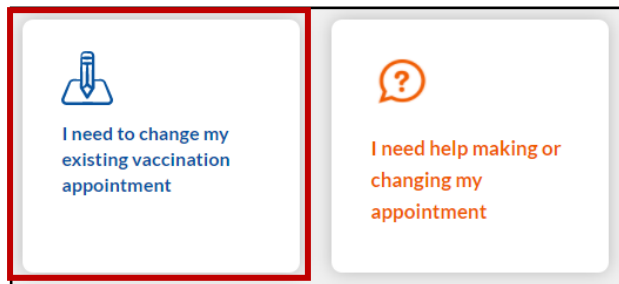


3. You will now see your name appear in the top right corner.



Changing an Existing Appointment

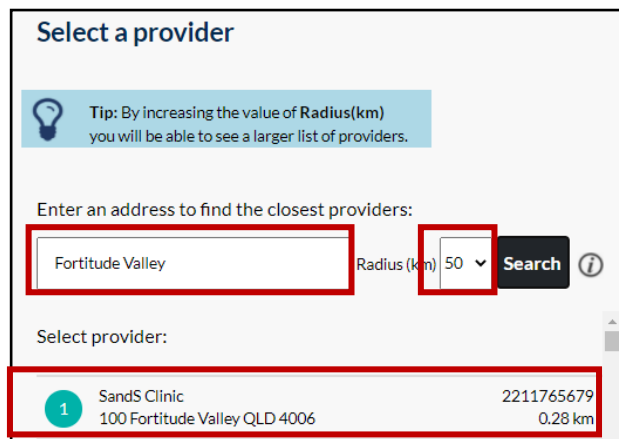
1. Once you're signed into the Vaccine Booking System, select **I need to change my existing vaccination appointment**.



2. You will now see all your bookings, which includes bookings made for yourself and bookings made on behalf of someone else.
3. Once you've found the booking you would like to change, simply press **Change Booking** at the end of that booking.

Duration	Booking Status	
30	Committed	<div style="border: 1px solid red; padding: 2px;">Change Booking</div> <div style="background-color: #ffc107; padding: 2px;">Cancel</div>

4. Enter your address and select **Search**. Select a provider from the list of results.



Note: If you're unable to find a suitable provider from the list, simply increase **Radius(km)** and click **Search**. You will be presented with more providers to choose from.

- Provide a date range and select **Apply**.

Note: If there are no timeslots available at your chosen vaccine location, you can click **Back** and select a different location.

- A list of appointments with available dates and times will appear for your selected provider. Once you've identified a suitable date and time, select **Book**.

End Time	Duration	Book
26-05-2021 10:00 AM	30	Book
26-05-2021 11:00 AM	30	Book

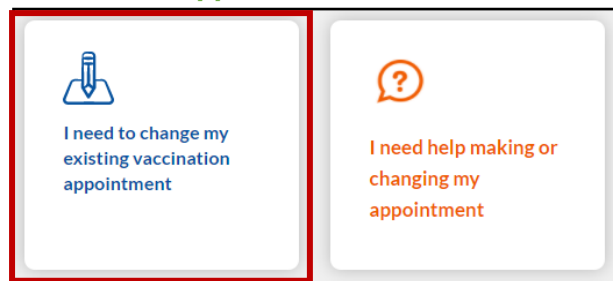
Note: A *'Sorry! This session is no longer available. Please select another time.'* message will appear at the top of the screen if an appointment is no longer available for booking after you've clicked **Book**. If this happens, you will need to select another appointment.

- You have now successfully changed your booking!** You will also receive a confirmation email. Please check your spam or junk folder.



Cancelling an Existing Appointment

- Once you're signed into the Vaccine Booking System, select **I need to change my existing vaccination appointment**.



- You will now see all your bookings, which includes bookings made for yourself and bookings made on behalf of someone else.
- Once you've found the booking you would like to change, simply press **Cancel** at the end of that booking.

Duration	Booking Status	
30	Committed	Change Booking Cancel

- In the **View details** window, select a **Cancellation Reason** from the drop down menu.

Provide any details in **Other** and then select **Submit**.

5. In your Manage Bookings screen, you will now notice that your cancelled appointment has disappeared from the list.

Note: Your cancelled booking may take a while to disappear from your list. If your booking still appears in your list as *Committed* or *Proposed* after cancelling, select the *Refresh* button on your web browser to update the page.