

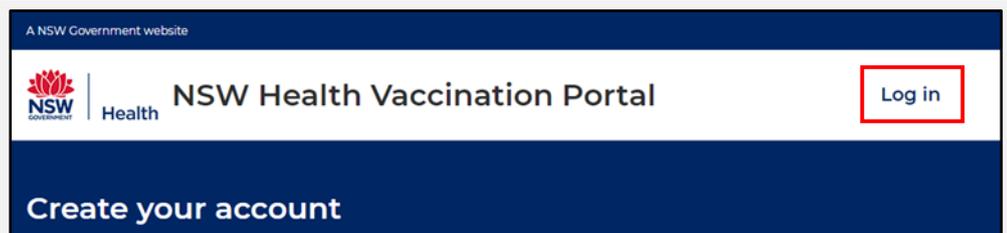
# Cancelling your appointment

If you have booked your COVID-19 vaccination appointment in the NSW Health Vaccination Portal, you can return to the portal to cancel your appointment.

If you cancel your Dose 1 appointment, your Dose 2 appointment will also be cancelled. You can only cancel your Dose 2 appointment **on its own**, if a) you have already received Dose 1, or b) it is the only appointment that you have booked.

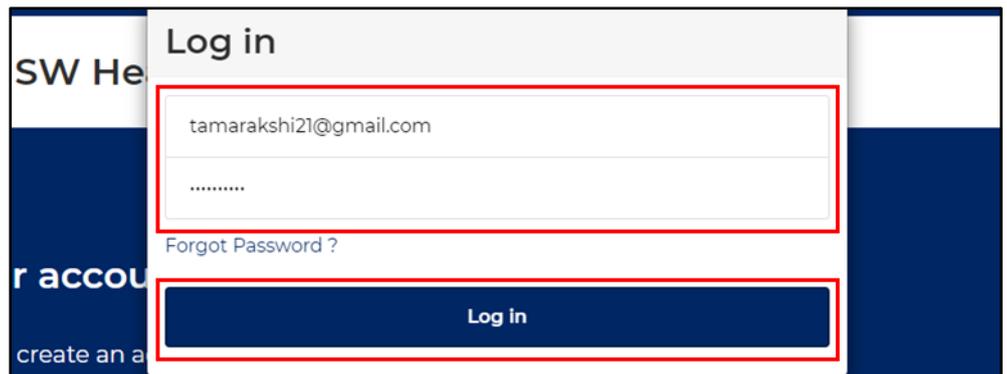
1. From the **NSW Health Vaccination Portal** home page, click **Log in**.

*The Log in window will display.*

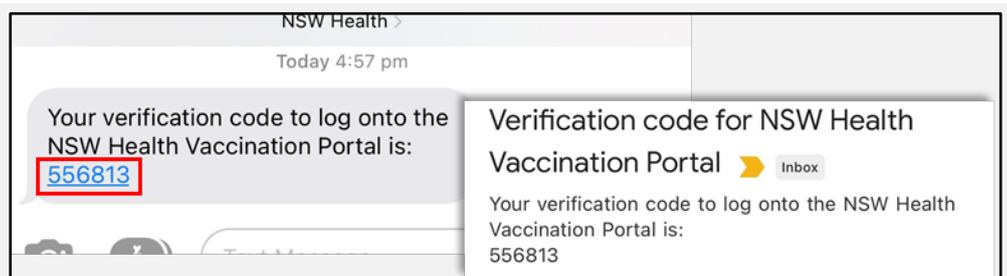


2. Enter your **user name** (email address) and **password**.
3. Click **Log in**.

*A Two-step Authentication screen will display and you will be sent a 6-digit one-time verification code.*

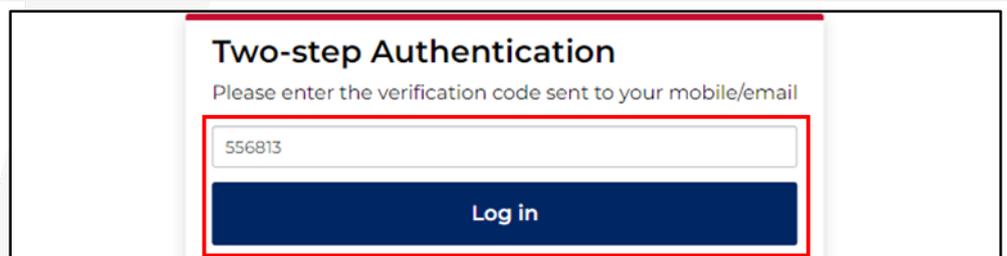


4. Return to your inbox and find the email which contains the verification code (or SMS if you registered a mobile) and enter it in the Two-step Authentication screen on the portal.



5. Enter the **verification code** in the **Two-step Authentication** screen and then click **Log in**.

*The NSW Health Vaccination Portal home page will display.*



6. If you have:

- a. Two upcoming appointments, click **Manage appointment** under **Dose 1**.
- b. Only one upcoming appointment, click **Manage appointment** on the relevant appointment.

Your booking confirmation will display.

**Upcoming appointments**

First dose of COVID-19 vaccine  
Thursday, 17 Feb 2022 at 1:45 pm  
Clinic 1  
**A** [Manage appointment](#)

Second dose of COVID-19 vaccine  
Thursday, 10 Mar 2022 at 12:00 pm  
Clinic 1  
[Manage appointment](#)

**Upcoming appointments**

Third Dose of COVID-19 vaccine  
Thursday, 17 Feb 2022 at 1:45 pm  
Clinic 1  
**B** [Manage appointment](#)

7. Click **Cancel appointment**.

**Note:** If you have two open appointments, both appointments will be cancelled. You will need to cancel and rebook both appointments to ensure they are booked at an appropriate interval between doses.

A confirmation window will display.

**Reschedule this appointment**

You can choose a new site and time for the first appointment. After you reschedule, we'll check if you need to reschedule your next appointment, too.

[Reschedule appointment](#)

**Cancel this appointment**

Cancelling this appointment will cancel all the open appointments you have. So, if you have two open appointments, it will cancel both of them.

[Cancel appointment](#)

8. Click **Cancel appointments** to proceed with the cancellation.

**Are you sure you want to cancel this appointment?**

This step can't be undone, and you'll need to reschedule your vaccination.

[Cancel appointments](#) [Don't cancel](#)

9. A confirmation will display to show you have successfully cancelled your appointment.

**You have successfully cancelled your upcoming appointment for Covid 19 vaccination.**

You can register for this program again and schedule your vaccination.

[Back to home](#)

## Important Information

For help with the booking process call the **NSW Health Vaccination Booking Support Service** on **1800 57 11 55**.