



How to Cancel your Appointment

Follow this guide to cancel your appointment using our platform. You may cancel your appointment by logging into your portal and locating the appointment.

Desktop - Laptop - Web Instructions

Login to your account to see your upcoming appointments. On the appointment you wish to cancel, click on the **"Cancel appointment"** button.

A screenshot of a web portal titled "Appointments". It shows a list of appointments, with the first one being "Individual Therapy" on Thursday, September 4, 2025, from 11:50 AM to 12:50 PM (60 Minutes). The provider is listed as "Berry Shortcake". A green box highlights the "Cancel appointment" button in the top right corner of the appointment card. There is also an "Add file" button next to it. A "View all appointments" link is visible in the top right corner of the page.

You will be asked to provide a reason for the cancellation before being able to cancel the appointment.

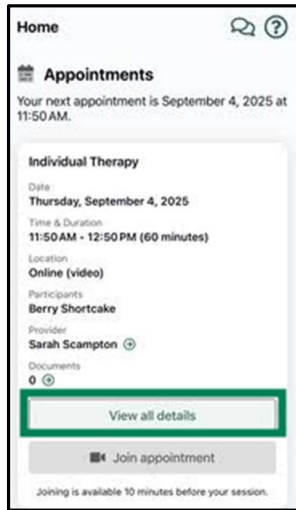
A screenshot of a "Cancel appointment?" dialog box. It contains a message: "A notification will be sent once the appointment is cancelled." Below this is a section titled "Reason for cancellation (Required)" with a dropdown menu that currently shows "Select an option". At the bottom of the dialog is a button labeled "Cancel appointment".

Clicking on the dropdown will display a list of suggested responses, as well as the option to provide a custom response using the 'Other' option.

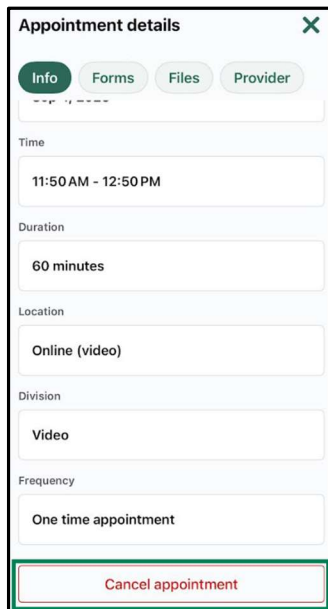
Once you have selected the response you'd like to send to the provider from the dropdown (or have provided your custom response), you can click on Cancel appointment. Upon clicking "Cancel appointment", a notification will be sent to your provider alerting them of the cancellation.

Mobile App Instructions

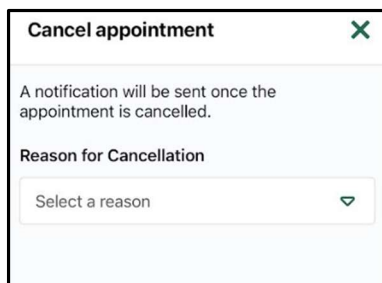
Log into your account and locate the upcoming appointment. Click “View all details”



Scroll down until you see “Cancel Appointment”



Clicking on the dropdown will display a list of suggested responses, as well as the option to provide a custom response using the 'Other' option.



Click on "Cancel appointment" button at the bottom of your screen to proceed with the cancellation.
Upon clicking "Cancel appointment" your provider will be notified of the cancellation.

Cancel appointment

A notification will be sent once the appointment is cancelled.

Reason for Cancellation

I am no longer available at this time

Cancel appointment