

How to cancel an appointment on the ASKFIRST APP



Welcome to AskFirst
I'm Olivia, your virtual health assistant. How are you feeling today? Here to provide personalised health and care advice when you need it.

CREATE ACCOUNT
SIGN IN

LOGIN

Login to the AskFirst App or via your practice website 'Askfirst' widget, you can login by selecting 'Sign in'

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Symptom Checker >
Self-Care >
General Enquiry (inc. Sick Note) >
Covid 19 >
Book Routine Appointments >
Flu Jab >

Manage appointments

On the main menu, scroll down and select 'Manage appointments'

02



Let me see if you have any appointments or telephone callbacks already scheduled.

Continue

SEARCH FOR APPOINTMENT

The app will say 'let me see if you have any appointments or telephone callbacks already scheduled' you need to select 'continue'

03



Here are your scheduled appointments and telephone callbacks. Please select one.

Friday, January 13th 11:55 am
Ms. Ana Mangu
Poplar Grove Practice

CANCELLING

You will then see a list of all your appointments, click on the appointment you wish to cancel

04



What would you like to do?

Cancel Appointment Main menu

CONFIRMATION

You will be asked what you would like to do, you need to select 'Cancel appointment'

Another prompt will ask if you are sure you want to cancel, you can then select 'yes' - THE PRACTICE SYSTEM WILL UPDATE IMMEDIATELY

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