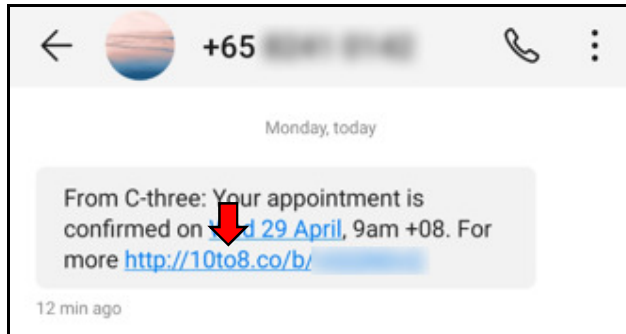


1. To reschedule or cancel appointment.

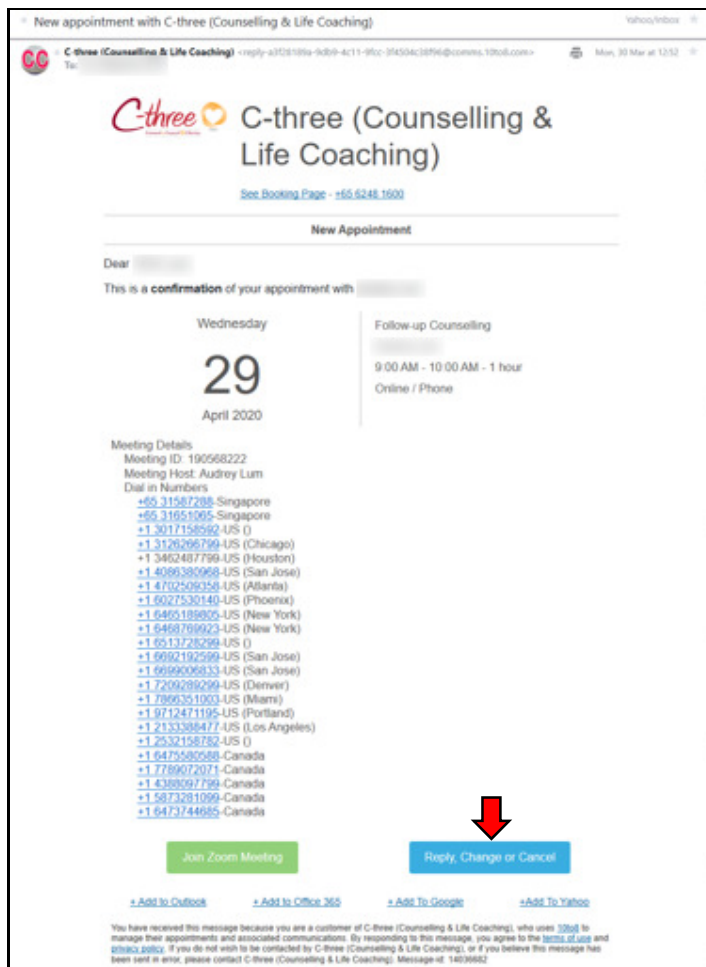
Open the appointment confirmation (SMS or Email). Then click on the link.

You will be re-directed to C-three booking page with your appointment details shown.

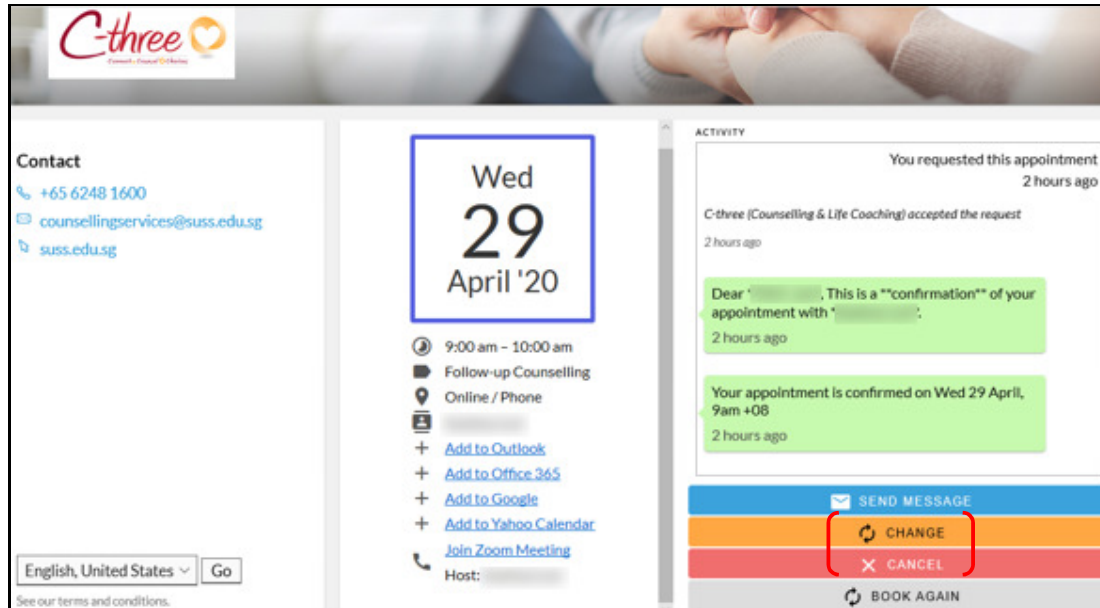
SMS



Email



2. Select request type (Change or Cancel).



Change button:

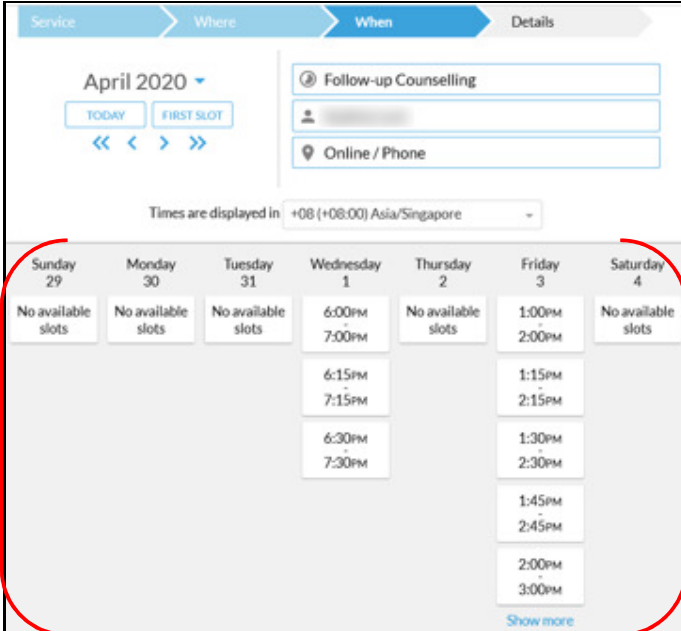
Reschedule your appointment to another date/time slot available.

Cancel button:

Cancel your appointment only if you are NOT going to make a new booking. Otherwise please use the Change button to reschedule your appointment instead of cancelling.

3. For Change request.

Select a new date/time slot to reschedule next appointment.



Service > Where > **When** > Details

April 2020
TODAY FIRST SLOT
<< < > >>

Follow-up Counselling
[User Name]
Online / Phone

Times are displayed in +08 (+08:00) Asia/Singapore

Sunday 29	Monday 30	Tuesday 31	Wednesday 1	Thursday 2	Friday 3	Saturday 4
No available slots	No available slots	No available slots	6:00PM 7:00PM	No available slots	1:00PM 2:00PM	No available slots
			6:15PM 7:15PM		1:15PM 2:15PM	
			6:30PM 7:30PM		1:30PM 2:30PM	
					1:45PM 2:45PM	
					2:00PM 3:00PM	

Show more

4. Change request confirmation.

The system will display “Your change request is waiting to be approved. You will be notified once it is confirmed”.



Service > Where > **When** > Details

11:00 AM
Fri 3 April

Follow-up Counselling
[User Name]
Online / Phone

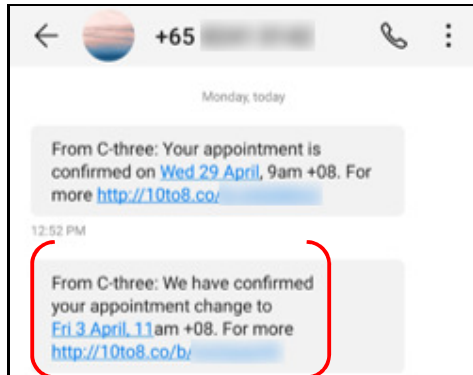
Times are displayed in +08 (+08:00) Asia, Singapore

Your change request is waiting to be approved. You will be notified once it is confirmed.

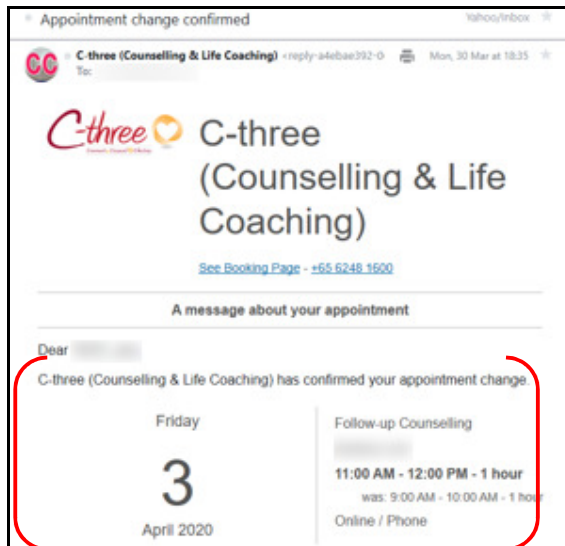
Book Another

You will receive a SMS and Email confirmation of your appointment change.

SMS

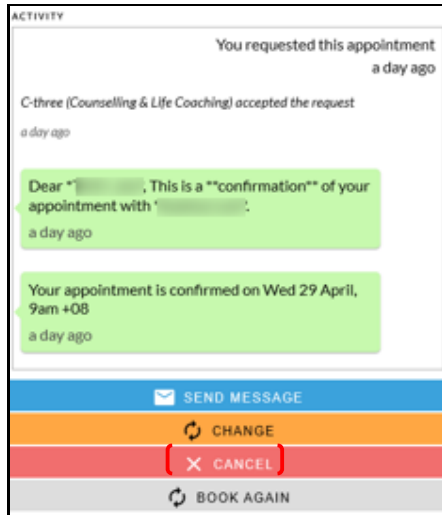


Email

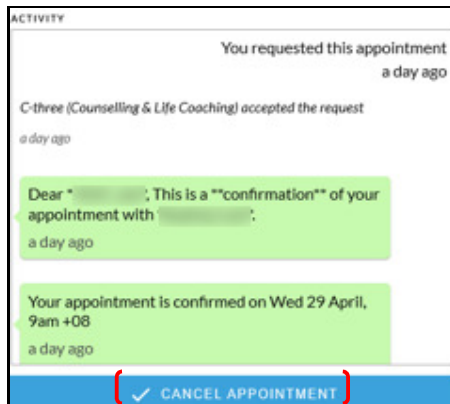


5. For Cancel request.

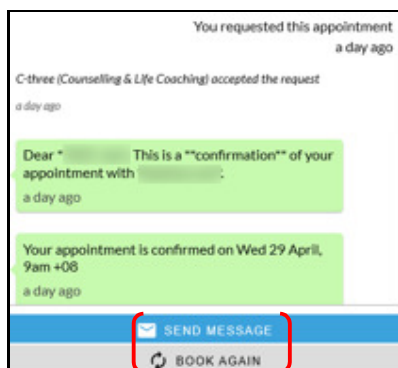
Click on the Cancel button.



Then click on the Cancel Appointment button to confirm.

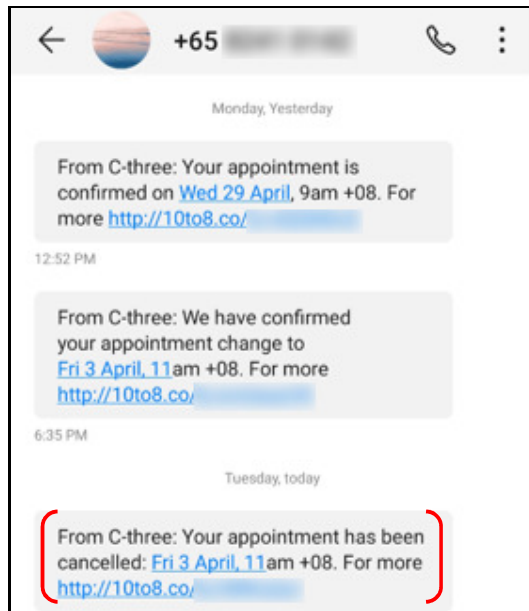


Once done the system will display 2 buttons: "Send Message" and "Book Again".



6. Cancel request confirmation.

You will receive a SMS and Email confirmation on your appointment cancellation.



Email

