

## Canceling Your Appointment

If you cannot keep your original appointment, please cancel or reschedule it as far in advance as possible, in order to make it available to other taxpayers. **PLEASE DON'T BE A NO-SHOW!**

The steps to cancel an appointment are the following:

1. Go to the [Our Sites](http://www.taxaide-southbay.org/our-sites.html) page of the TaxAide-Southbay.org website ([www.taxaide-southbay.org/our-sites.html](http://www.taxaide-southbay.org/our-sites.html))
2. Under the site where you made the original appointment, click on the line Click here to make an appointment in . . .
3. The "Tax-Aide Appointment Reservation" screen for that site will appear
4. Click on "Edit or Cancel Appointment"
5. Enter your appointment reference number (see your confirmation notice) or your phone number and last name
6. Click the down-arrow in the "Select Action" drop-down box and select "Cancel"
7. Click the yellow "Search" button (may need to scroll down)
8. Click on your original appointment time that appears (may need to scroll down)
9. Scroll down below the "Your Information" box; click in the "Cancellation Reason" box; and select a reason in the "Cancellation Reason" drop-down box
10. Click the red "Cancel Appointment" button. An appointment isn't cancelled until the "Cancel Appointment" button is clicked
11. Confirm that you wish to cancel the appointment by clicking the red "Yes" button in the confirmation pop-up. Click the "No" button to keep your appointment and revert to the previous screen

If you wish to escape the cancellation process at any time, click the yellow "Back" button at the bottom of each step, or X out of your browser tab and start over.

During the appointment cancellation process, the browser back and forward buttons are inoperative. Use the yellow "Back" button at the bottom of each screen to restart the process. If you wish to escape the process at any time, X out of your browser tab and start over.