

# Overview of Appointment Booking Through Albertan's Portal

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Reference Guide – Health Care  
Providers and Provincial Operations

As of March 21st, 2022

**Pharmacy Staff: For any guidance and/or technical support, please contact:**

 1-844-705-1265

 [AlbertaVaccineBookingSystemSupport@gov.ab.ca](mailto:AlbertaVaccineBookingSystemSupport@gov.ab.ca)

## Purpose Of This Document

This reference guide provides you with an overview of the **Albertan's Vaccination Portal**. It is an easy-to-use, secure, online tool to manage registration and booking of vaccination appointments from an Albertan's perspective. This reference guide will show you the step-by-step process of the vaccination appointment booking via the Appointment Booking Portal so that you are equipped to support Albertans if they call in for help while they try to book their appointments.

## Who Can Use This Document

- **Health Care Providers** and **Provincial Operations** supporting vaccination appointment booking.

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## Steps to Book a Vaccination Appointment

Albertans can book a vaccine appointment through the Appointment Booking Portal. Upon successful registration, Albertans will receive the link to Appointment Booking Portal via their preferred method of communication. This link will also display on the final page of registration. Albertans can also access the Appointment Booking Portal by clicking on **Book Online**, from the Registration Portal landing page.

*Emails will be received from [abvaccinebooking-perf@gov.ab.ca](mailto:abvaccinebooking-perf@gov.ab.ca) and SMS will be received from (587) 374-0040 number.*

## Overview of Appointment Booking Process



# Access Appointment Booking Portal

- 1 When a registered Albertan would like to book their vaccination appointment, they will be directed to the Appointment Booking Portal, as shown above. On this page, they will need to follow the steps below:

*Note: All fields marked in \* red asterisk are required. Select any of the links underlined for more detailed information.*

**1a** \* The Albertan must enter their **Alberta PHN or ULI**

or

\* The Albertan must enter their **Registration Number**.

*If the Albertan does not have an PHN or ULI, or a registration number they will not be able to book their appointment using the portal and will have to call 811 for further assistance. The following warning will pop-up: Our records show that you are missing information required to book an appointment. Please call Health Link at 811 to assist with booking an appointment. The individual must provide a verified ULI or PHN on their profile record for them to access the Booking Portal*

*If the Albertan does not yet registered in ABVS. They will be prompted to register before booking an Appointment.*

**Error**  
Our records show that you are missing information required to book an appointment. Please call Health Link at 811 to assist with booking an appointment.

# Access Appointment Booking Portal



## Alberta Vaccine Booking System

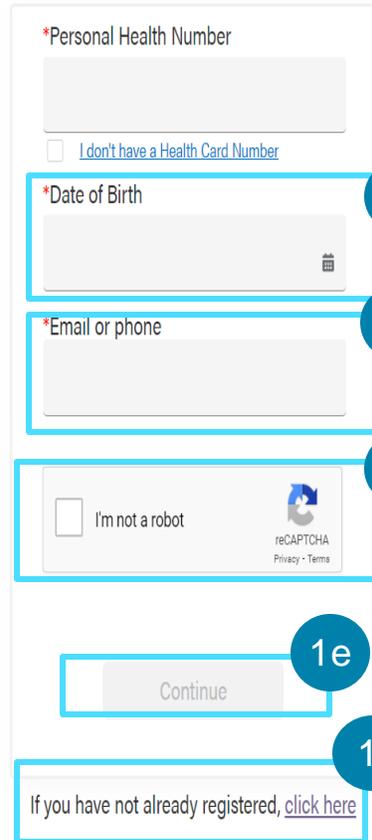
 To book a group appointment for Pfizer, you must book separate appointments for individuals 5-11 and 12 or older.

### Book a COVID-19 or Influenza appointment online

Please call Health Link at 811 for assistance to register and book appointments by phone.

If you experience any technical issues, please email us at:

[AlbertaVaccineBookingSystemInfo@gov.ab.ca](mailto:AlbertaVaccineBookingSystemInfo@gov.ab.ca)



The screenshot shows a registration form with the following fields and callouts:

- 1b**: \*Personal Health Number (input field)
- [I don't have a Health Card Number](#)
- 1c**: \*Date of Birth (input field with calendar icon)
- 1d**: \*Email or phone (input field)
- I'm not a robot (reCAPTCHA box)
- 1e**: Continue (button)
- 1f**: If you have not already registered, [click here](#) (link)

**1b** \* The Albertan must enter their **Date of Birth**.

*To enter a date, the Albertan can click on the calendar icon and select the date or type it in using the following format: Mar 5, 1945.*

**1c** \* The Albertan must enter their **Email or Phone Number** provided during the registration process.

*If the Albertan registered with an Email, they must enter their Email in the field. If the Albertan registered with a Phone Number, they must enter their Phone Number. If they registered with an Email and a Phone Number, they must enter either their Email or their Phone Number in the field.*

**1d** The Albertan checks the **reCAPTCHA** box indicating **I'm not a robot**.

**1e** The Albertan clicks **Continue** to the next screen.

*They will be brought to a page where they will select a vaccination program.*

**1f** If the Albertan has not yet registered, they can click on the Click Here link to be redirected to the Registration Portal Landing Page (see screenshot on previous page).

# Step 1: Select Vaccination Program / Add Family Members

**Alberta** Alberta Vaccine Booking System

1 Select vaccination program      2 Select an appointment      3 Contact information      4 Review & Submit

## Schedule vaccination appointment

Please select the vaccine program you would like to book an appointment, please make sure that your immunizations are accurate. If you are booking for a family member, please make sure that you have their correct information before to upload it [here](#).

\* Please select a vaccine program

COVID-19      Influenza

\* Please select a COVID-19 vaccine type

Pediatric Pfizer (age 5 to 11)  
Pfizer (age 12 or older)  
Moderna (age 18 or older)

\* Which dose are you booking for?

First dose

**Do you want to add a family member?**  
You can add **up to six family members** to this appointment to create a group appointment. To add them to an appointment, they must be **eligible to book**. If you are booking for just yourself, click 'Continue'.

Add Family Member

Continue

**2a** \* The Albertan will **select the Vaccine Program** they would like to book an appointment for.

*If the Albertan selects Influenza, they will proceed with step 2b on page 7.  
If the Albertan selects COVID-19, two additional questions will display.*

**i** \* The Albertan will select a COVID-19 **Vaccine Type**.

*Families will be required to book **separate appointments** for the adult and pediatric versions of the Pfizer vaccination. Pediatric Pfizer can be booked for Albertans aged 5 – 11 and Pfizer can be booked for Albertans 12 or older according to birthdate and Moderna for age 18 or older.*

# Step 1: Select Vaccination Program / Add Family Members

## Schedule vaccination appointment

Please select the vaccination that you would like to book an appointment for. To book an appointment, please make sure that your immunizations are accurate. If you received a dose in another province or country, please make sure to upload it at [Alberta Health Services Immunization Record Submission](#).

\*Please select a vaccine program

COVID-19

\*Please select a COVID-19 vaccine type

Pfizer (age 12 or older)

\*Which dose are you booking for?

Additional dose

Please fill in the following additional dose eligibility question(s). Your answer(s) will be used to check if you are eligible to book. If you are not eligible, you will not be able to book. For more information on eligibility, visit [vaccine eligibility](#).

Do you have an [eligible immunocompromising medical condition](#)?

Do you want to add a family member?

You can add **up to six family members** to this appointment to create a group appointment. To add them to an appointment, they must be **eligible to book**. If you are booking for just yourself, click 'Continue'.

Add Family Member

Continue

First dose  
Second dose  
Additional dose

book. If you are not

### For Influenza:

- If one or more members of a group or individual booking are **less than 5 years old**, only **AHS Sites** that can accommodate **all members** on the same day will display.
- If all members of a group or individual booking are **5 years old or older** and **have a valid PHN**, then only **Pharmacies** and **remote AHS Sites**, that can accommodate **all members** on the same day will display.

### For COVID-19 and Influenza:

- If one or more members of a group or individual booking has an invalid PHN, only **AHS Sites** that can accommodate **all members** on the same day will display.

ii

\* The Albertan will select **which dose** they are booking for.

If the Albertan is booking for an **Additional Dose**, The Albertans would need to select an **“Do you have an Immunocompromised condition”** option in order to update the immunization forecast to give shorter spacing between their last and additional dose. If the Albertan is booking for their 4<sup>th</sup> dose due to an immunocompromised condition, they would need to select this field.

Please fill in the following additional dose eligibility question(s). Your answer(s) will be used to check if you are eligible to book. If you are not eligible, you will not be able to book. For more information on eligibility, visit [vaccine eligibility](#).

Do you have an [eligible immunocompromising medical condition](#)?

## Citizen Eligibility and Age Restrictions

The system will prevent the Albertan from proceeding to the next step of the booking flow, if they are ineligible to book their next dose or if they are ineligible for the selected vaccine based on age.

1. To be eligible for **Pediatric Pfizer** Vaccine dose, the Albertan must be **5 – 11** years of age and must meet minimum eligibility factors based upon their Immunization history.
2. To be eligible for **Adult Pfizer** Vaccine dose, the Albertan must be **12+** years of age and must meet minimum eligibility factors based upon their Immunization history.
3. To be eligible for **Moderna** Vaccine dose, the Albertan must be **18+** years of age and must meet minimum eligibility factors based upon their Immunization history.
4. To be eligible for **AstraZeneca** Vaccine dose, the Albertan must be **18+** years of age and must meet minimum eligibility factors based upon their Immunization history.
5. To be eligible for **Janssen** Vaccine dose, the Albertan must be **18+** years of age and must meet minimum eligibility factors based upon their Immunization history.
6. To be eligible for an **Influenza** Vaccine, the Albertan must be older than 6 months of age in order to receive their Vaccine.

## Minimum Spacing Restrictions

1. There Albertan does not need to wait to become eligible in order to receive their first dose.
2. The Albertan must wait for **56 days** after they received their first dose to become eligible in order to receive their **Second dose**. Please note this does not apply to Janssen Vaccine.
3. The Albertan must wait for **153 days** after they received their second dose to become eligible in order to receive their **Third dose**. If the Albertan is **Immunocompromised**, then they will be able to book their appointment after **56 days**.
4. The Albertan must wait for **153 days** after they received their **Third dose** to become eligible in order to receive their **Fourth dose**. The Albertan must be **Immunocompromised** in order to receive their **Fourth dose**.
5. Please note that Albertans aged **12-17** are eligible for third doses with a minimum spacing of **153 days** and **28 days** for immunocompromised conditions

# Step 1: Select Vaccination Program / Add Family Members

The screenshot displays the 'Alberta Vaccine Booking System' interface. At the top, a progress bar shows four steps: 1. Select vaccination program, 2. Select an appointment, 3. Contact information, and 4. Review & Submit. The first step is active. Below the progress bar, the main heading is 'Schedule vaccination appointment'. The main content area contains two dropdown menus: '\*Please select a vaccine program' (set to 'COVID-19') and '\*Please select a COVID-19 vaccine type' (set to 'Pfizer (age 12 or older)'). A blue button labeled 'Add Family Member' with a circled 'i' is highlighted. Below it is a blue 'Continue' button. A pop-up window titled 'Add Family Member' is overlaid on the right. It contains the following text: 'Please fill in the following fields as it appears on the health card for the person you would like to add to this appointment. You may add up to six family members who are able to receive the same vaccine type as you. Different vaccines cannot be included as part of a family or group booking at this time. For example, if you received Pfizer and your family member received Moderna or requires Pediatric Pfizer, we recommend that you book your appointments separately.' The form fields include: '\*Legal First Name' and '\*Legal Last Name' (both highlighted with a blue box and a circled 'ii'), '\*Date of Birth' (with a calendar icon), '\*Postal Code', and '\*Which dose are you booking for?' (with a dropdown menu set to 'Select an Option'). At the bottom of the pop-up are 'Continue' and 'Cancel' buttons.

- 2b) Once the Vaccine Program is selected, the Albertan can add up to 6 family members to the appointment booking.

To add a registered family member, follow the steps below:

- i) The Albertan clicks the **Add Family Member** button.

*A pop-up window will display for the Albertan to enter the family member's information.*

- ii) \* The Albertan must enter their family member's **Legal First Name** and their **Legal Last Name**.

*If the Albertan does not have a Legal First Name, they must enter their Legal Last name in both the Legal First Name and Legal Last Name fields.*

# Step 1: Select Vaccination Program / Add Family Members

**1** Select vaccination program

**2** Select an appointment

**3** Contact information

**4** Review & Submit

## Schedule vaccination appointment

Please select the vaccination that you would like to book an appointment for. If you are booking for just yourself, click 'Add Family Member'.

**\*Please select a vaccine program**

COVID-19

**\*Please select a COVID-19 vaccine type**

Pfizer (age 12 or older)

Add Family Member

Continue

### Add Family Member

Please fill in the following fields as it appears on the **health card for the person** you would like to add to this appointment. You may add **up to six family members** who are able to receive the same vaccine type as you. Different vaccines cannot be included as part of a family or group booking at this time. For example, if you received Pfizer and your family member received Moderna or requires Pediatric Pfizer, we recommend that you book your appointments separately.

**\*Legal First Name**

**\*Legal Last Name**

**\*Date of Birth**

**\*Postal Code**

**\*Which dose are you booking for?**

Select an Option

First dose

Second dose

Additional dose

Continue

Cancel

**iii** \* The Albertan must enter their family member's **Date of Birth**.

*To enter a date, the Albertan can click on the calendar icon and select the date or type it in using the following format: Mar 5, 1945.*

**iv** \* The Albertan must enter their family member's **Postal Code**.

*A valid postal code must be entered in capital letters in A1A 1A1 format.*

**v** \* If the Albertan is booking appointments for COVID-19, they must specify the dose for each family member by selecting from one of the options in the drop-down menu.

*Note: Additional doses are not available for the Pediatric Pfizer Vaccine Type.*

**vi** The Albertan clicks **Continue**.

## Step 1: Select Vaccination Program / Add Family Members

*If an Albertan tries to add a family member to the group booking who has registered with an invalid PHN, the following error message will appear, and they will not be able to proceed without calling 811 :*

*Our records show that you are missing information required to book an appointment. Please call Health Link at 811 to assist with booking an appointment.*

*Our records show that this family member is missing information required to book an appointment. Please call Health Link at 811 to assist with booking an appointment.*

*If an Albertan tries to add a family member to the group booking who has not registered, the following error message will appear, and they will not be able to proceed without calling 811 :*

*The person cannot be found. [Click here](#) to register, and after successful registration, please proceed on this screen to add family member. For any assistance, please call Health Link at 811*

*This person cannot be found. [Click here](#) to register, and after successful registration, please proceed on this screen to add Family Member. For any assistance, please call Health Link at 811.*

*The Albertan will be able to click on the link in the warning message directly to register the family member.*

*While booking group appointments, Albertans will only be shown appointment dates on or after the entire group is eligible for the next COVID-19 vaccination. If the Albertans would like an earlier appointment, they would need to book separate appointments. The Albertan would click on **Continue** to book appointments together or click on **cancel** if they need to book separate appointments for each family member.*

*The warning pop-up will be shown as : Warning! If you are booking a group appointment, you will only be shown appointment dates on or after the entire group is eligible for their next COVID-19 vaccination. If you would like an earlier appointment, please book separate appointments. Please click 'Continue' to add this family member to the appointment or click 'Cancel' to book separately.*

*Warning! If you are booking a group appointment, you will only be shown appointment dates on or after the entire group is eligible for their next COVID-19 vaccination. If you would like an earlier appointment, please book separate appointments. Please click 'Continue' to add this family member to the appointment or click 'Cancel' to book separately.*

Please refer to page 8 for Eligibility criteria around Age and minimum spacing restrictions around Appointment Booking.

## Step 1: Select Vaccination Program / Add Family Members

The screenshot shows a four-step process: 1. Select vaccination program, 2. Select an appointment, 3. Contact information, and 4. Review & Submit. Step 1 is active. The form title is 'Schedule vaccination appointment'. Below the title is a paragraph: 'Please select the vaccination that you would like to book an appointment for. You can add people to this appointment to create a group appointment. If you are booking for just yourself, click 'Continue''. There is a dropdown menu for 'Please select a vaccine program' with 'Influenza' selected. Below it are two family member cards: 'Abby Tester' and 'Bradley Ojaz'. The 'Bradley Ojaz' card has an 'X' icon next to it, which is circled in blue with the label 'vi'. A pop-up window titled 'Remove Family Member?' is open over the 'Bradley Ojaz' card. The pop-up contains the text: 'Are you sure you want to remove Bradley Ojaz from this group appointment?'. At the bottom of the pop-up are two buttons: 'Continue' (circled in blue with 'vii') and 'Cancel'. At the bottom of the main form is an 'Add Family Member' button and a 'Continue' button (circled in blue with '2c').

To remove a family member, follow the steps below:

**vi** The Albertan clicks on the **X** next to the family member's name.

*A pop-up window will display to confirm removal of their family member.*

**vii** The Albertan clicks **Continue**.

**2c** The Albertan clicks **Continue** to the next step.

Please refer to the eligibility and spacing rules on page 7 for further details

*If the Albertan is not eligible for the selected Vaccine type and Program, the following error message will display specifying the vaccine type that they are ineligible for.*

Based on provincial health guidelines, this family member does not meet the eligibility criteria for this vaccination program. For assistance, please call Health Link at 811.

## Step 2: Select an Appointment

The screenshot shows the 'Alberta Vaccine Booking System' interface. At the top, there is a progress bar with four steps: 1. Select vaccination program, 2. Select an appointment, 3. Contact information, and 4. Review & Submit. Step 2 is currently active. Below the progress bar, the main heading is 'Schedule vaccination appointment'. Underneath, 'Step 1: Find a location' is displayed. There are two radio buttons for 'Search by': 'City or Town' (unselected) and 'Postal Code' (selected). Below these are two input fields: '\*Postal Code' (containing 'T1X 0L3') and '\*Search Radius (KM)' (containing '10'). A blue 'Search' button and a red 'Clear search' button are to the right. Three callout boxes are present: '3a' points to the Postal Code field, '3b' points to the Search Radius field, and '3c' points to the Search button. Below the search fields, 'Step 2: Select a Location' and 'Step 3: Select the date and time' are listed with instructions. At the bottom, there are 'Go Back' and 'Continue' buttons.

3 The Albertan may proceed with booking a vaccination appointment by searching the City or Town, or by Postal Code, for an available location, date and time. The search is defaulted to Postal Code. If the Albertan would like to search by **Postal Code**, they will follow the steps below.

3a The Albertan may edit the **Postal Code**.

*The postal code entered during registration will auto populate in this field. This field may be changed to another postal code. A valid postal code must be entered in capital letters in A1A 1A1 format.*

3b The Albertan will enter the preferred **Radius**.

*The search radius must be between 1 and 999km. The search radius will default to 10km.*

3c The Albertan will click **Search**.

*If no sites appear, the Albertan must select a different Postal Code or expand their search radius to find a vaccination site with available time slots. A list of **Vaccination Sites** with available appointment time slots for the selected vaccine program will display, in **order of proximity** to that postal code. The Albertan can also click **Clear Search** to clear the search fields.*

## Step 2: Select an Appointment (Continued)

 Alberta Vaccine Booking System

1 Select vaccination program      2 Select an appointment      3 Contact information      4 Review & Submit

### Schedule vaccination appointment

Search based on city or postal code to find the clinic with vaccine availability nearest to you. Once you have selected the clinic, pick from one of the available dates and time slots in the calendar view to book your appointment.

**Step 1: Find a location**

Search by **3d**

City or Town     Postal Code

\*City or Town **3e**

Q Calgary

**3f** Search    Clear search

**Step 2: Select a Location**

 There are no available appointments at this time. Please expand your search radius or select a different city to find a clinic near you.

For influenza vaccination for individuals five years of age and older, you can also contact your local pharmacy directly for appointments and walk-ins.

If you require booking assistance, please call Health Link at 811.

If the Albertan would like to search by **City or Town**, they will follow the steps below.

**3d** The Albertan will click the circle next to search by **City or Town**.

**3e** The Albertan will enter the preferred **City or Town** by beginning to type in the text box and clicking enter, or by clicking on the magnifier icon.

**3f** The Albertan will click **Search**.

*If no sites appear, an error message will appear. See an example of the error message above. The Albertan must select a different City/Town. Once the City or Town is selected, a list of **Vaccination Sites** with available appointment time Blocks will display, in **alphabetic order**. The Albertan can also click **Clear Search** to clear the search fields.*

## Step 2: Select an Appointment (Continued)

The screenshot displays a two-step process for selecting an appointment. **Step 2: Select a Location** shows a dropdown for page size set to 5, displaying one record for 'AHS EDMONTON EXPO CENTER (PFIZER)' with address '7515 - 118 AVENUE, HALL C, ENTRANCE 5, EDMONTON, AB T5B0J2'. A 'Previous' button, a page indicator '1', and a 'Next' button are visible. **Step 3: Select the date and time** features a calendar for November 2021. The 8th is highlighted in blue (3h), and the 9th is shaded in gray (3i). Below the calendar, a list of names (Gavin Walter, Abby Tester, Bradley Ojaz) is shown next to a time selection dropdown currently set to '8:00 AM (2 spots)'. A dropdown menu is open, showing options for 8:00 AM, 8:10 AM, 8:20 AM, and 8:30 AM, each with 2 spots. At the bottom, there are 'Go Back' and 'Continue' buttons.

**3g** The Albertan must **select the preferred location** from the list of available vaccination sites.

*The list of vaccination sites will show only facilities Only facilities with availability to accommodate all family members on or after the group's most restrictive eligibility date will be displayed.*

**3h** The Albertan will select the **Preferred Date** by clicking on a date shaded in gray on the calendar.

*All appointments must be on the **same day**. The calendar view will default to the month with the nearest available date. To navigate between the months, click on the left or right arrows. Once the date is selected, the date will be shaded in blue.*

**3i** The Albertan will select the preferred **Time(s)** to accommodate their entire family by selecting from the options displayed in the drop-down menus.

*The Albertan has the option to select concurrent, consecutive or individual time slots for the same day based on availability/preference. The number of slots available for each time slot will be displayed and will update only once the appointments have been confirmed.*

**3j** The Albertan will click **Continue**.

*A **Contact Information** will display for the primary contact.*

# Step 3: Contact Information

Alberta Alberta Vaccine Booking System

1 Select vaccination program 2 Select an appointment 3 Contact information 4 Review & Submit

## Contact details

Your appointment details and booking confirmation code will be sent to you after booking an appointment. Please select whether you would like to receive this information and appointment reminders through text message or email. If booking as a group, each member will receive their notification based on their preferred contact method chosen at registration. If you do not provide consent to receiving these messages, please call Health Link at 811 to book an appointment.

Email address you check regularly: siddiqimali@gmail.com Phone number that can receive text messages: (123) 456-7890

\*Preferred contact method  
 Email  Text message  
Please ensure that the phone number you provided is able to receive text messages. Only Canadian phone numbers are accepted at this point. Standard international rates may apply.

Go Back Continue

**4a** \* The Albertan will confirm their **Contact Details** and select their **Preferred Contact Method**.

*All individuals who are part of the booking will receive individual booking confirmation notifications via their preferred method of communication.*

**4b** The Albertan clicks **Continue**.

*An appointment confirmation page will display to **Review and Submit** the appointment details for the primary contact and their family members.*

If the Albertan is under the age of 20 and is booking their first dose of a COVID-19 Vaccine, they will be automatically emailed a link to complete the **COVID-19 Vaccine Safety Monitoring Study**.

# Step 4: Review and Submit

**Alberta** Alberta Vaccine Booking System

1 Select vaccination program      2 Select an appointment      3 Contact information      4 Review & Submit

### Confirm appointment information

**Appointment Details: Amy Tester**

Vaccine Program	Location	Date	Time
COVID-19	101 PHARMACY	2021-09-30	12:15 p.m.

**Appointment Details: Bob Right**

Vaccine Program	Location	Date	Time
COVID-19	101 PHARMACY	2021-09-30	12:15 p.m.

**Appointment Details: Kayla Test**

Vaccine Program	Location	Date	Time
COVID-19	101 PHARMACY	2021-09-30	12:15 p.m.

Go Back      Confirm Appointment

5a The Albertan will confirm the **Appointment Details** for all family members.

5b The Albertan clicks **Confirm Appointment**.

*A confirmation screen will be displayed.*

*If the appointment is booked up in between the time the Albertan selects the appointment and confirms the appointment, a warning message will appear prompting them to select a new appointment. The Albertan will click **Continue** and be redirected to the previous screen.*

## Step 4: Review and Submit (Continued)



### Appointment Confirmed!

Details and your confirmation code have been sent to test@tester.ca which you will need to bring to your appointment. Please check junk/spam folders if not received.

Individuals requiring both a COVID-19 and influenza immunization are asked to book separate appointments for each vaccine. Please talk to your immunizer if you wish to receive both vaccines, and every effort will be made to accommodate this at your first appointment.

[Book another vaccination](#)

#### What to bring to your appointment?

Please bring the following documents:

- Your booking confirmation code or QR code
- Your Health card, driver's license, birth certificate or passport
- Proof of vaccination if you received a first dose outside of Alberta

*Each Albertan of the group booking will receive individual confirmation messages via their preferred method of communication which includes the booking confirmation number, QR Code, and a link to the cancellation portal. Each Albertan should take their QR code with them to facilitate checking in for their vaccination. If the QR code is not brought to their vaccination appointment, the Albertan may also be searched for by using their Legal First Name, Legal Last Name, appointment booking confirmation number, or Health Card Number. Each Albertan will receive a reminder for their scheduled appointment 24 hours before their appointment time (via their preferred contact method).*

*Albertans should check their spam folders if they have not received an email.*

## Step 4: Review and Submit (Continued)

i

### Your Influenza vaccination appointment is confirmed

**MAURDIYA,**

This message is to confirm your Influenza vaccination appointment has been scheduled at AHS EDMONTON EXPO CENTER (PFIZER), Address: 7515 - 118 AVENUE, HALL C, ENTRANCE 5, EDMONTON, AB. Here are your appointment details and booking confirmation code:

#### Appointment Details: MAURDIYA MZALLOSWER

Date	Time	Booking Confirmation Code	QR Code
2021-11-8	08:30 AM	B-PJ3WCM2H	

**Save your booking confirmation number and QR code to bring to the clinic for your vaccination.** It will be used to verify your vaccination appointment. Please also bring one piece of identification with you that proves your age. This could include your Alberta Health Care card, a driver's license, birth certificate or passport.

If you are feeling ill on the day of your appointment or need to cancel for any other reason, [click here](#) to reschedule.

This email address is not monitored so please do not reply. Please call Health Link by dialing 811 if you no longer wish to receive email communications.

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### Your COVID-19 vaccination appointment is confirmed

**MAURDIYA,**

This message is to confirm your COVID-19 vaccination appointment has been scheduled at ABEX PHARMACY, Address: 103-121 TOWN CREST RD, FORT SASKATCHEWAN, AB. Here are your appointment details and booking confirmation code:

#### Appointment Details: MAURDIYA MZALLOSWER

Date	Time	Booking Confirmation Code	QR Code
2021-11-7	12:00 AM	B-SHTS8FD6	<a href="#">Click here</a> to access the QR code

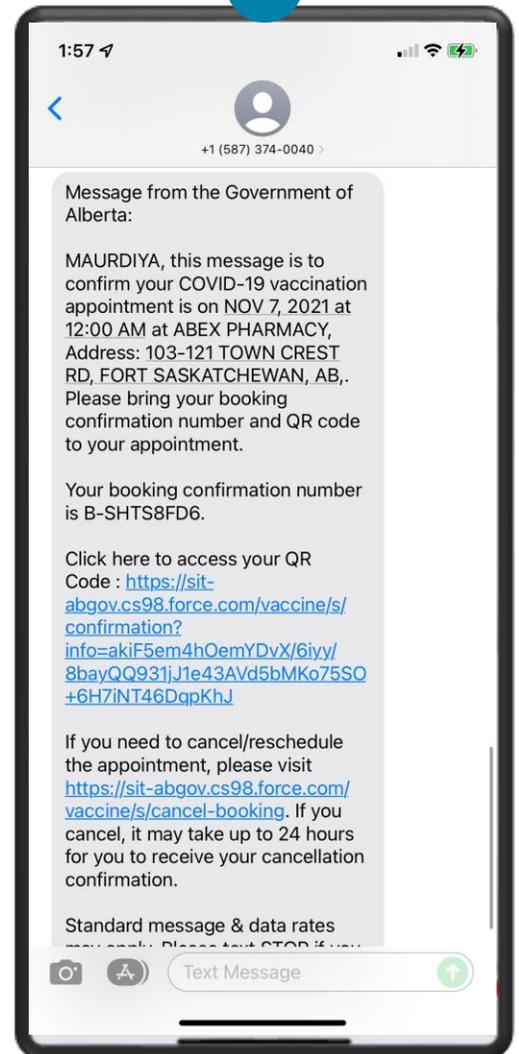
**Save your booking confirmation number and QR codes and bring it to the clinic for your vaccination.** It will be used to verify your vaccination appointment. Please also bring one piece of identification with you that proves your age. This could include your Alberta Health Care card, a driver's license, birth certificate or passport.

If you are feeling ill on the day of your appointment or need to cancel for any other reason, [click here](#) to reschedule.

This email address is not monitored so please do not reply. Please call Health Link by dialing 811 if you no longer wish to receive email communications.

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ii



5c

The appointment booking notification will be sent to all Albertan(s) via their preferred method of communication.

i

This is an example of the message sent via **Email**.

ii

This is an example of the message sent via **SMS**.

# How to Cancel a Booked Appointment

Alberta Alberta Vaccine Booking System

## Cancel Appointment

6a \*Health Card Number  
[I don't have a Health Card Number](#)

6c \*Date of Birth

\*Email or phone

I'm not a robot reCAPTCHA Privacy - Terms

Continue

Alberta Alberta Vaccine Booking System

## Cancel Appointment

Health Card Number  
 [I don't have a Health Card Number](#)

\*Registration Number ⓘ

6c \*Date of Birth

\*Email or phone

I'm not a robot reCAPTCHA Privacy - Terms

Continue

- 6 When Albertans receive their appointment booking confirmation via their preferred method of contact, they will also receive a link to cancel their appointment, if needed. Once they click the link, they will be directed to the cancellation portal where they may proceed to cancel their appointment. On this page, they will need to complete the following information:

*Note: All fields marked in \* red asterisk are required. Select any of the links underlined for more detailed information.*

- 6a \* The Albertan must enter their **Alberta PHN or ULI**

or

- 6b \* The Albertan must enter their **Registration Number**.

*If the Albertan does not have an PHN, they will select the **I don't have a Health Card Number** box and they will be prompted to enter their Registration Number. The Albertan receives their **Registration Number** upon successful registration via their preferred method of communication.*

- 6c \* The Albertan must enter their **Date of Birth**.

*To enter a date, the Albertan can click on the calendar icon and select the date or type it in using the following format: Mar 5, 1945.*

# How to Cancel a Booked Appointment

The image displays two side-by-side screenshots of the 'Cancel Appointment' page in the Alberta Vaccine Booking System. Both screenshots show the same form with different callouts. The left screenshot has callouts 6d, 6e, and 6f. The right screenshot has callouts 6d, 6e, and 6f. The form includes fields for Health Card Number, Date of Birth, and Email or phone, along with a reCAPTCHA box and a Continue button.

**6d** \* The Albertan must enter their **Email or Phone Number**.

*The Albertan must enter the Email or Phone Number that was entered at the time of registration.*

*If the Albertan registered with an Email, they must enter their Email.*

*If the Albertan registered with a Phone Number, they must enter their Phone Number.*

*If the Albertan registered with an Email and a Phone Number, they must enter either their Email or their Phone Number.*

**6e** The Albertan checks the **reCAPTCHA** box indicating **I'm not a robot**.

**6f** The Albertan clicks **Continue** to the next screen.

*They will be taken to the next step where their appointment will be displayed on the cancellation page.*

# How to Cancel a Booked Appointment (Continued)

Alberta Alberta Vaccine Booking System

1 Cancel Appointment 2 Reschedule Appointment

## Your Booking Details

Appointment details

Vaccine Program: Influenza

Location: CALGARY CO-OP PHARMACY #10, 8220 CENTRE ST NE, CALGARY AB T3K1J7

Date: Sep 30, 2021

Time: 10:00 AM

If you are here to reschedule your appointment, you need to cancel the existing appointment first. If you mean to cancel your appointment, this cannot be undone so please review all the information before cancelling.

6g

6h Cancel Appointment

Alberta Alberta Vaccine Booking System

1 Cancel Appointment 2 Reschedule Appointment

✓

## Your Appointment(s) have been Cancelled

If you would like to reschedule, please click the button below. You can also reschedule later using the link in the cancellation email.

6i Reschedule

6g The Albertan will be able to see any upcoming appointments and select the appointment they wish to cancel.

6h The Albertan will click **Cancel Appointment**.

*A confirmation screen will display indicating that the appointment has been cancelled successfully.*

6i The Albertan may reschedule their appointment right away by clicking on the **Reschedule** button.

*The Albertan will be brought back to the Appointment Booking Portal landing page where they can book a new vaccination appointment.*

*The Albertan will also receive a cancellation notification with the link to the Appointment Booking Portal via their preferred communication channel.*