FAQs

1. How do I cancel my booking?
   1.1 Click on ‘Amend’ and ‘Proceed’ to log into your booking:

   ![Amend Registration Form]

   1.2 Then click ‘Edit Registration’

   ![Edit Registration Form]
1.3 Click ‘Cancel Registration’

1. How do I add more dates to my booking?
   2.1 Follow steps 1.1 and 1.2 above
   2.2 Click ‘Edit’
   2.3 On the following screen, click ‘Proceed’ without changing anything else. You should then see on the following screen, the whole selection of available dates and be able to tick extra days then select the time slot on each day that works best for you.

It does not matter at this point if you cancel test slots on past dates by unticking the date. You will still be able to add future dates. You may add any day or days you wish, but you are only able to book one test slot per day. Guidelines currently recommend a minimum of two tests weekly.
2. How do I change the time of my booking/s?
   
   3.1 Follow steps 1.1 to 1.3
   
   3.2 On the next screen, click ‘Proceed’ without changing anything else. You should then see on the following screen, the whole selection of available dates.
   
   3.3 Keeping the same date selection, click ‘Proceed’

   3.4 Untick the slot you want to change before selecting the new slot. The system will only allow you to book one testing slot per day.

You can apply the filters at the top of the screen to view one day at a time. This will reduce the amount of scrolling on smaller screens such as phones and tablets.

3. Why can’t I find my registration?

Each series of booking slots has a maximum ‘event’ duration of 30 days. If you have previously registered to book a testing slot at the end of 2020, or earlier in 2021, your details will be recorded on the earlier series of booking slots but do not transfer automatically. If you save the test registration websites as ‘bookmarks’ on your web-browser, bookmarks for previous months will no longer work. We are also ‘anonymising’ your personally identifiable information 30 days after each event, as set out in our data protection policy.
We are repurposing a booking system designed, first and foremost, for conference and event attendance. We aim to make the booking process quick and easy. At the same time, we are constrained by the system’s features and therefore unable to edit, for example, page descriptions, wording on navigation buttons etc.

Thank you for patience and understanding whilst we organise testing for staff and students in challenging and unprecedented times.