

## ***UnityConnect* COVID-19 Assessment Centre (CAC) booking tool FAQs**

*Last updated: October 13, 2020*

### **1. I booked an appointment and didn't receive a confirmation. Is my appointment confirmed?**

The confirmation message may take up to 10 minutes to arrive. If you provided an email address, please check your Junk and Promotional folders, as the confirmation email may have gone there.

Please make sure that you are correctly entering your phone and email information or you will not receive an appointment confirmation. If you do not receive a confirmation email after 10 minutes, please call the Assessment Centre where you booked to ensure your appointment is confirmed:

- **St. Joseph's:** 416-530-6720
- **St. Michael's:** 416-864-5800

### **2. How do I cancel an appointment at the COVID-19 Assessment Centre?**

There is a button in the confirmation email and/or a link in the SMS confirmation that you can click on to cancel your appointment.

### **3. I'm facing technical issues with the online booking tool, how can I book an appointment still?**

We apologize that you are experiencing issues with the *UnityConnect* tool. The tool is best viewed on the Google Chrome browser, so please try it there to see if the issues continue.

If you are still facing issues, please contact the Assessment Centres directly:

- **St. Joseph's:** 416-530-6720
- **St. Michael's:** 416-864-5800

### **4. When should I arrive for my COVID-19 Assessment Centre appointment? Do I need to arrive early?**

Arrive promptly at your appointment time – there is no need to arrive early.