Only practitioners can cancel certifications. Practitioners can cancel only those certifications that are issued by them. If a patient cancels their registration, its respective certification remains active until it’s canceled by the certifying practitioner or it reaches its expiration.

Canceling an active certification should be performed only when needed. Some valid scenarios for canceling an active certification include a patient who’s no longer willing to participate or is no longer suitable for the program; or an error that cannot be reversed unless a new certification is issued (see Exception below). Before canceling, first check if you, or the patient, or the call center help desk can correct the error. In the majority of cases, the errors can be corrected by either editing an existing certification or requesting a new card.

1. **Search for the patient certification on the home page.**

2. **Select the row with the identified certification.**
   
   You can only cancel active certifications. The functional buttons for expired or canceled certifications will be grayed-out.

3. **Perform a patient check: ensure that the information on the screen matches the patient you are working on.**

4. **Click the “Cancel” button.**
   
   Once you confirm Yes to Cancel, the certification will be canceled immediately. Any associated patient and caregiver registrations and registry ID cards will become inactive.

***Exception***

The “DOB” field or the “Capable of Consent” selection cannot be edited after the patient registration has been initiated. The patient (also) cannot formally request this change. If a patient’s date of birth or a “Capable of Consent” selection is incorrect on an existing certification, you must issue a brand-new certification. Please remember to cancel the certification that contains an error. The patient must register on a new certification.