

Rescheduling Portal Configuration Guide

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[Key configuration options](#) | [Example](#) | [Before going live](#)

The **Rescheduling Portal** is a web-based feature that lets patients cancel or reschedule their appointments using a personalized link. When you turn on this feature, FrontOffice+ gives patients a self-service interface to manage their booked, canceled, or missed visits according to your clinic's rules.

Key configuration options

Turn on and identify the portal

- **Enable Rescheduling Portal:** Main toggle to turn the portal on or off for patients on the account.
- **Hashtag:** A unique identifier used to recognize cancellation requests that come from the portal. Select **Copy link** to copy the direct portal URL.

Search period and included statuses

- **Lookback Days:** Defines how far back in time (for example, 90 days) FrontOffice+ looks for canceled or no-show appointments to display in the portal.
- **Appointment Statuses to Include:** Select which appointment statuses are eligible to display on the portal (for example, scheduled, noshowed, bumped, or declined).

Display modes

- **Show Closest Appointment per Type:** Displays only the nearest appointment per appointment profile, prioritizing upcoming visits.
- **Single Appointment Mode:** Restricts the portal view to display only the patient's single nearest appointment.

Example

- **Scenario:** A clinic wants patients to reschedule canceled or missed appointments from the last 3 months.
- **Setup:** Turn on **Enable Rescheduling Portal**, enter a unique account **Hashtag**, set **Lookback Days** to 90 days, and select noshowed, bumped, and declined under **Appointment Statuses to Include**.
- **Outcome:** Patients receive the direct link, open the portal, and view their eligible appointments from the past 90 days to pick a new date and time.

Before going live

Confirm:

- **Navigation path:** Find these settings in FrontOffice+ under **Workflows > Rescheduling**.
- **Unique hashtag:** The hashtag is unique to avoid conflicts with other accounts.
- **Allowed statuses:** Only statuses your clinic policy permits are selected under **Appointment Statuses to Include**.
- **Link testing:** Use **Copy link** to test the patient experience before sharing the portal URL.



If you require further assistance, contact our Customer Support team via in-app chat, email us at support@drchrono.com, or call us at (844) 569-8628.

