



Online Booking Checklist

Need assistance making your availability appear for Online Booking?
This checklist can help.

Availability blocks

Make sure your [Availability](#) blocks have been created and have **Available for Online Booking** selected.

No conflicting appointments

Review your [calendar](#) to make sure that you don't have any conflicting appointments or all-day events during the same time as the appointment slot.

Check your Online Booking settings

Double check your Online Booking settings by going to **My Account > Settings > [Client Portal](#)**. Make sure that your appointment slot works within the parameters that you've set up here—for example, when clients can book appointments, how far in advance they can book, and when they must call to book.

Check your services settings

Check if you're offering the right Services for each [Availability](#) block. A service must be included in an Availability block to be bookable.

Review before and after time blocks

Go to **My Account > Settings > Billing and Services > [Services](#)** and review the time you've blocked before and/or after each service. Keep in mind that blocked time gets added to a service duration, so the total service duration must fit within an Availability block to appear for Online Booking.

Individual location and clinician blocks

Make sure that you have separate [Availability](#) blocks set up for each individual location and clinician. Each block is designated for 1 location and 1 clinician, and Telehealth is its own office location.

Consider using longer blocks

Consider updating multiple [Availability](#) blocks to a single full-day block. A long block for your entire workday will allow for more seamless booking and take blocked off time into account more efficiently.

Still have questions? Send us a [help request](#)—our team will be happy to help.