**Calendly Guidance – Availability**

**TROUBLESHOOT TOOL:**

1. In the ‘Booking Page’ view, click on the Troubleshoot button.
2. Select the date you think should be available.

It should give you an idea of why this date/time is unavailable, E.g. this day is set as unavailable in your calendar or it overlaps with another event in your calendar.

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1. You can click on ‘details’ to see why a specific time on that date is unavailable.

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1. If you have an event in your calendar, but you do not want the day/time blocked out (i.e. reminders, birthday etc.) – then ensure the event in your calendar is set a ‘free’ and not ‘busy’.

In Outlook you need to right click on the event and in ‘show as’ select ‘Free’.

The event will remain in your calendar but appear as free – so making you available at this time.

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**In the EVENT SETTINGS**:

* **Date Range**

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1. The default is set to showing availability for ‘60 days into the future.
2. If you are happy for participants to be able to book at any time you can change to ‘Indefinitely into the future’ or ‘within a date range’ (if you want to keep within session windows).

* **Duration**

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1. Check the duration is long enough – with events set up as ad-hoc (which we don’t encourage!), the duration will need to be updated to reflect the length of the session.

* **Schedule – use an existing schedule**

1. You can set your days & hours as the regular days you are free or unavailable.

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* **Schedule – Set custom hours**

1. If there are dates or times you would like to block out (i.e. for holidays or other commitments) then select ‘Set custom hours’ and ‘Add a date override’
2. You can set full days as unavailable or change the hours for a date (i.e. you want to book a session earlier than your normal hours e.g. 9am instead of 10am)
3. If you only want the ‘override dates/times’ to be used – deselect the check boxes in the weekly hours.

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* **Buffer time:**

1. You can choose to have a buffer time before/after meetings – so they do not all run concurrently. This may be a reason why you are not available at a certain time. You can deselect the check boxes if you do not mind.

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* **Additional Rules:**

1. Click on the down arrow to see additional rules for your availability.
2. The default is set to increments of 30 mins – this can be changed to your preference.
3. The default is set so invitees can not book within 4 hours of an event time. If you would like an invitee to be able to book at short notice, or more than 4 hours, then you can amend this time.

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