

Fix unable to add students to appointment bookings in Jackrabbit [Share](#)

Last Modified on 09/05/2025 5:44 pm EDT

Issue/Question

I created individual private lessons through Appointment Types, but can't add students to these bookings in my Jackrabbit system. They show as available to book, but I can't complete the booking on my end.

Environment

Jackrabbit application, Staff Availability, Appointment Bookings

Cause

The staff assigned to the appointment type had not entered their Staff Availability in their staff record, so no appointment time slots were available for booking.

Resolution

To enable student bookings for an appointment type, ensure that a staff member has been assigned to the appointment and has filled out their Staff Availability:

1. Go to **Appointments > Appointment Types** and ensure that at least one staff member is assigned to the appointment type.
2. Go to the **Staff** record > **Availability** tab.
3. Select **Add Availability**.
4. Add a **From** date for when the availability will take effect.
5. (Optional) Add a **To** date for the last day the availability applies.
6. Enter the start and end times the staff member is available each day.
7. Click **Save**.

Once availability is entered and the staff is assigned, Jackrabbit will show open slots for both the student and instructor, excluding times where either is already booked in a class, event, or other appointment.
