

Resolve a student's preferred date and time unavailable when booking appointments [Share](#)

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Issue/Question

I'm unable to select the student's preferred date and time when booking an appointment. Why isn't the time available?

Cause

A student's preferred date and time may not be available if there is a conflict with other scheduled activities or if the date is closed.

Resolution

When troubleshooting an unavailable date or time for an appointment, check the following:

- Is the student scheduled for a class or event at the same time?
- Has the student scheduled an absence during that time?
- Has the student booked a Makeup Class at the same time?
- Is the preferred date marked as a Closed Date in the system?

If any of these apply, adjust the student's schedule or select a different date/time for the appointment.
