

# Troubleshoot instructor unavailable when booking an appointment [Share](#)

Last Modified on 09/08/2025 2:43 pm EDT

## Issue/Question

---

I'm unable to select a specific instructor when booking an appointment. Why isn't the instructor available?

## Cause

---

An instructor may not appear as available for an appointment if they have a scheduling conflict, have not set their availability, or have marked themselves as away during the selected date and time.

## Resolution

---

When troubleshooting why an instructor is not available for selection, check the following:

- Is the instructor already assigned to a class, event, or appointment at the same time?
- Has the instructor added their availability for the selected date and time in their Staff Availability?
- Has the instructor marked themselves as away during the selected date and time?

If any of these apply, update the instructor's availability, adjust their schedule, or choose a different date/time.

---