Fix preferred room unavailable when booking an appointment   Share

Issue/Question

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

Cause

A room will not appear as available for selection if it is already in use by another appointment, class, or event on the same date and time.

Resolution

When troubleshooting why a preferred room is unavailable:

1. Check if the room is already occupied by an appointment, class, or event at the same time.

2. If it is already occupied, do one of the following:

   a. Select a different available room.

   b. Choose a different date/time for the booking.