

# Fix preferred room unavailable when booking an appointment [Share](#)

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## Issue/Question

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

## Environment

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Jackrabbit application, Appointment Bookings

## Cause

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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

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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.
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