Fix preferred room unavailable when booking an appointment share

Last Modified on 11/25/2025 10:35 am EST

Issue/Question

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

Environment

Jackrabbit application

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.