MAKING A BOOKING FAQ

○ **I've booked an appointment. How do I add the appointment to my calendar?**
First, check your calendar. Chances are your calendar event is already there, added automatically with all the information you need. In case the calendar event was not added automatically, you can add it by clicking the calendar invite icons in the scheduling confirmation page or the scheduling confirmation email that you received.

✔ **Your booking is confirmed**

An email confirmation was sent to **john.smith@example.com.**

Add the event to your calendar:

  Add to Outlook Calendar

  Add to Google Calendar

  Add to Apple Calendar

  Mobile and other calendars

○ **How do I cancel or reschedule my appointment?**
If you need to cancel or reschedule your appointment, you should click the Cancel/Reschedule link in the scheduling confirmation email or calendar event:

Booking details

Event type
30-minute meeting

Time
Thu, Aug 24, 2017, 04:00pm - 05:00pm
United states; Eastern time (GMT-4:00) [DST]
Cancel/Reschedule

Once you click the link, you will be directed to the Cancel/Reschedule page.

○ **I see a message that no times are currently available.**

This message is shown either because the person you would like to meet with has no availability or because they have disabled their page. For more information, please contact the person you would like to meet with directly.
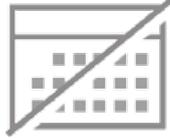
No times are currently available.
Please contact the person you would like to schedule with.

○ **I booked an appointment but no one called me**

Please contact the person who gave you the scheduling link. ScheduleOnce cannot help with this matter.

○ **What are the system requirements for using ScheduleOnce?**

This scheduling system uses advanced HTML and JavaScript technologies. Therefore, it performs best on modern browsers that support the latest internet standards:

On desktop:

• Microsoft IE: Version 8 and above
• Mozilla Firefox: Version 3.5 and above
• Google Chrome: All versions
• Apple Safari on a Mac*: Version 5 and above

*We recommend not to use Safari on Windows. Apple has stopped its development and it may contain bugs.

On mobile devices:

• Both iOS and Android devices are fully supported