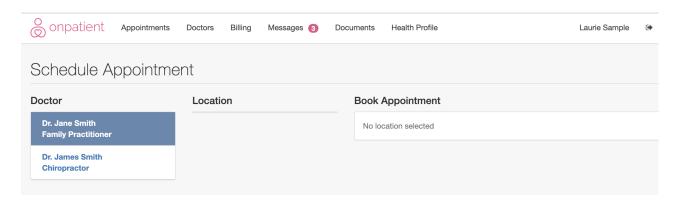
OnPatient FAQ: Why can't my patients select an office to schedule an appointment?

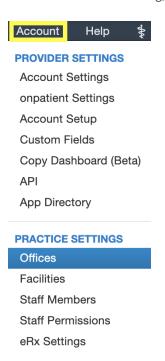
07/08/2024 7:51 pm EDT

If your patient tries to schedule an appointment through OnPatient and a location is not able to be selected, this indicates that your offices do not have online scheduling enabled. To allow your patients to schedule appointments through their patient portal, you need to enable online scheduling for that office.



Enabling Online Scheduling

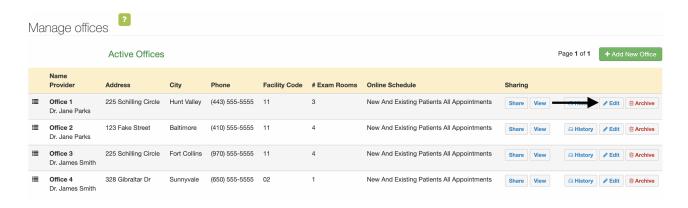
To enable online scheduling, go to Account and select Offices.



On the main **Offices** page, you'll be brought to your office manager. Here, you can see a list of your offices. Hit the edit (



) button to the right of the office you wish to show on OnPatient. This will take you to the office editor.



In the office editor, select the **Online Schedule** tab. The online scheduling tab allows you to select what hours are available for your patients to schedule online. You can enable or disable online scheduling with the **Show this office information online** and **Allow Online Scheduling** checkboxes. Upon checking the **Allow Online Scheduling** check box, a time selection box will appear for you to select all periods to allow online scheduling.

