

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

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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.

onpatient Appointments Doctors Billing Messages 3 Documents Health Profile Laurie Sample

## Schedule Appointment

Doctor	Location	Book Appointment
<p>Dr. Jane Smith Family Practitioner</p> <p>Dr. James Smith Chiropractor</p>		No location selected

## Enabling Online Scheduling

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

Account Help

### PROVIDER SETTINGS

- Account Settings
- onpatient Settings
- Account Setup
- Custom Fields
- Copy Dashboard (Beta)
- API
- App Directory

### PRACTICE SETTINGS

- Offices
- Facilities
- Staff Members
- Staff Permissions
- eRx Settings

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.

