

# How to Manage Appointment Blocks Using Scheduler

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## AVBS User Guide – Health Care Provider and Provincial Operations

As of October 5<sup>th</sup>, 2021

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- Saving lists locally on computer
- Saving lists on other storage media
- Printing lists
- Taking pictures
- Taking screenshots

# Managing Appointment Blocks Using the Scheduler: Overview

<b>Objectives:</b>	To manage vaccination appointment blocks at a vaccination site using the Scheduler, including setting up appointment blocks (custom and non-custom), adding appointment blocks, cancellation of appointments, and cloning.
<b>AVBS Role:</b>	Health Care Provider and Provincial Operations
<b>Pre-Requisite:</b>	Facility record needs to be available in AVBS and you should have reviewed the “Overview of Scheduler” User guide to understand all the features.

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# Updating Available Vaccines Field

! It is very important that you enter the vaccines available at your facility in the Available Vaccines field on the Details tab of the facility record, or else they will not appear as available for appointment booking. The Available Vaccines field on the facility record must be monitored and updated regularly to reflect the vaccine availability.

To enter the Available Vaccines at your facility, follow the steps below:

4a Click on the **Edit** (pencil icon).

*An editable window will display.*

4b Select the **vaccines available** at your facility.

4c Move the available vaccine types from the Available column to the **Chosen** column using the ► arrow.

*Repeat this steps until you've chosen all vaccine types available at your facility.*

4d Click **Save**.

*You can also use the ◀ to remove vaccine types from the Chosen column. Vaccine types that are left under the Available column will not appear as available for appointment booking.*

The screenshot shows the 'Details' tab of a facility record. The 'Available Vaccines' field is highlighted with a blue circle labeled '4a'. A tooltip points to this field with the text: 'Please indicate which vaccines are currently available at your Facility.'

Related	Details	Activity	Scheduler
Profile Name	101 PHARMACY	Active ⓘ	Yes
Health Authority	Alberta Health	Type	Pharmacy
Service Delivery Location (SDL) ⓘ	1.00E+14	Sub-Type	Existing HA Site
Health Zone ⓘ	Calgary	Parking Available	<input checked="" type="checkbox"/>
Security Group ⓘ	GCKW	Available Vaccines ⓘ	

The screenshot shows the 'Available Vaccines' dialog box. It has two columns: 'Available' and 'Chosen'. The 'Available' column contains AstraZeneca, Moderna, and Pfizer. The 'Chosen' column contains Influenza. A blue circle labeled '4b' points to the 'Available' column, '4c' points to the right arrow between columns, and '4d' points to the 'Save' button at the bottom. There are also 'Cancel' and 'Save' buttons at the bottom.

# Setting Up a Non-Custom Block

A Non-Custom Block is defined as a day that contains Appointment Blocks of equal duration and capacity. To set up a non-custom block, follow the steps below:

- 1 For the desired day in which you need to set the appointment blocks, e.g., Monday, define the **Start Time** of the appointment blocks by selecting from the drop-down list.

Note that the **Cancel** and **Save** buttons display at the bottom as soon as you select the start time.

- 2 Define the **End Time** of the appointment blocks.

- 3 Enter the **Duration (minutes)** per block.

- 4 Enter the appointment **Capacity (number of appointments)** per block.

- 5 Select **No** in Custom Block to set up as a non-custom block.

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM	7:00 PM	10	1			No	Active
<input type="checkbox"/> Tuesday September 14, 2021							-- Please select a	-- Please
<input type="checkbox"/> Wednesday September 15, 2021							-- Please select a	-- Please
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

# Setting Up a Non-Custom Block (Continued)

6 Select the **Status**.

7 Click **Save**.

8 Click **Confirm** in the confirmation window.

*A success message will display, and the **Total Capacity** and **Booking Counter** will be auto-populated.*

Alberta Health Services Scheduler interface showing the setup of a non-custom block. The interface includes a header with the Alberta logo, a search bar, and navigation tabs for 'Related', 'Details', 'Activity', and 'Scheduler'. The 'Scheduler' tab is active, displaying a table of appointment blocks for the week of September 13-19, 2021. The first row for Monday, September 13, 2021, is selected, showing a start time of 6:00 AM, end time of 7:00 PM, duration of 10 minutes, and a capacity of 1. A confirmation dialog box is overlaid on the table, asking to confirm the action. A success message is displayed at the bottom of the table, indicating a successful upload operation. The 'Total Capacity' and 'Booking Counter' columns are highlighted in blue, and the 'Status' column is also highlighted in blue. The 'Save' button is highlighted in blue.

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/>	Monday September 13, 2021	6:00 AM	7:00 PM	10	1		No	Active
<input type="checkbox"/>	Tuesday September 14, 2021						-- Please select a	
<input type="checkbox"/>	Wednesday September 15, 2021						-- Please select a	
<input type="checkbox"/>	Thursday September 16, 2021						-- Please select a	
<input type="checkbox"/>	Friday September 17, 2021						-- Please select a	
<input type="checkbox"/>	Saturday September 18, 2021						-- Please select a	
<input type="checkbox"/>	Sunday September 19, 2021						-- Please select a	

Confirmation dialog box: Please confirm your action. [Cancel] [Confirm]

Success message: Success! Here are the records! Successful upload operation.

# Setting Up a Non-Custom Block (Continued)

If you need to make modifications to a Non-Custom Block, follow the steps below.

- 9 Make the necessary edits to the **Start Time**, **End Time**, **Duration per block (minutes)**, **Capacity per Block**, and the **Status**.

See the *Rules for Updating Information on a Schedule* section in this user guide for details.

- 10 Click **Save**.

Alberta Health Services Scheduler interface for 101 PHARMACY. The interface shows a table for scheduling blocks with columns for Start Time, End Time, Duration per block (minutes), Capacity per block, Total Capacity, Booking Counter, Custom Block, and Status. The first row for Monday, September 13, 2021, is highlighted with a blue box and a circled '9'. The 'Save' button at the bottom right is highlighted with a blue box and a circled '10'.

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM	7:00 PM	10	1			No	Active
<input type="checkbox"/> Tuesday September 14, 2021							-- Please select a	-- Please
<input type="checkbox"/> Wednesday September 15, 2021							-- Please select a	-- Please
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	--

# Setting Up a Custom Block

A Custom Block is defined as a day that contains modular appointment blocks with different duration and capacity. It allows you to create appointments adapted to the available resources. To set up a custom block, follow the steps below:

- 1 Define the **Start Time** of the appointment blocks by selecting from the drop-down list.
- 2 Define the **End Time** of the appointment blocks.
- 3 Enter the **Duration (minutes)** per block.
- 4 Enter the appointment **Capacity** per block.
- 5 Select **Yes** in Custom Block to set up as a custom block.
- 6 Select the **Status**.

*The duration entered must not exceed the time allotted for the block. Please ensure that the duration per block is less than or equal to the difference between the start and end time.*

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM	7:00 PM	View the custom block	View the custom	78	0	Yes	Active
<input type="checkbox"/> Tuesday September 14, 2021	7:00 AM	5:00 PM	15	1			Yes	Planning
<input type="checkbox"/> Wednesday September 15, 2021								
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

Clone Cancel Save

*You can set the status to planning so that you can adjust the appointment blocks before making them active for booking.*



# Setting Up a Custom Block (Continued)

7 Click **Save**.

8 Click **Confirm** in the Confirmation window.

A success message will display, and the **Total Capacity** and **Booking Counter** will be auto-populated.

! **Note:** You can also convert a Non-Custom block into a Custom block by replacing “No” with “Yes” in the **Custom Block** column. Once the **Custom Block** is changed to “Yes”, it cannot be changed back to “No”.

9 Click the **Yes** link to open the custom block.

A **Custom Blocks for the day** pop-up window will display and you will see all the appointment blocks for that day in different rows.

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM	7:00 PM	View the custom block	View the custom	78	0	<a href="#">Yes</a>	Active
<input type="checkbox"/> Tuesday September 14, 2021	7:00 AM	5:00 PM	15	1			Yes	Planning
<input type="checkbox"/> Wednesday September 15, 2021							-- Please select a	-- Please
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

Confirmation

Please confirm your action.

Cancel Confirm

Clone Cancel Save

	Start Time	End Time	Duration	Capacity	Booking Counter	Custom Block	Status	
<input type="checkbox"/> Monday September 13, 2021	6:00 AM	7:00 PM	View the custom block	View the custom	78		Active	
<input type="checkbox"/> Tuesday September 14, 2021	7:00 AM	5:00 PM	View the custom block	View the custom	40	0	<a href="#">Yes</a>	Planning
<input type="checkbox"/> Wednesday September 15, 2021							-- Please select a	-- Please
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

Success! Here are the records!  
Successful upload operation.

# Setting Up a Custom Block (Continued)

- 10 Edit each row of appointment block and update as needed.

Make sure you check the **Booking Counter** if there are active appointments in the block before you make the updates.

- **Start Time** and/or **End Time**
- **Duration per block (minutes)** – You cannot update the duration of a block if it has active appointments.
- **Capacity per block** – To remove/delete the appointment block, you must enter 0 in this field.

! **Note:** If there are appointments booked for the appointment block you are updating, then the lowest **Capacity per block** you can put is the same number as the **Booking Counter**. The value in this field cannot be lower than the value in the **Booking Counter**. (See Rule for Editing Capacity per block section in this user guide for details.)

- **Status** – Update the status of the appointment block, if needed.

10a Click **Save**.

Custom Blocks: September 13, 2021

Total Bookings / Total Capacity: 0 / 78

> Filter

Add Block Modify Blocks

Blocks	Start Time	End Time	Duration per block (minutes)	Capacity per block	Booking Counter	Status
<input type="checkbox"/> Appointment Block-0000050053	6:00 AM	6:10 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050054	6:10 AM	6:20 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050055	6:20 AM	6:30 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050056	6:30 AM	6:40 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050057	6:40 AM	6:50 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050058	6:50 AM	7:00 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050059	7:00 AM	7:10 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050060	7:10 AM	7:20 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050061	7:20 AM	7:30 AM	10	1		Active

Close Save

10a

# Setting Up a Custom Block (Continued)

11 To mass update the **Capacity per Block** and **Status**:

11a Select the check box of each Appointment Block to be edited.

*You can also check off the box next to Blocks to select all appointment blocks.*

11b Click on **Modify Blocks**.

*A Modify Blocks pop-up window will display.*

11c Select the check box to mass update the **Capacity per Block** of the selected appointment blocks and enter the capacity per block in field.

11d Select the check box to mass update the **Status** of the selected appointment blocks and select the status from the drop-down menu options.

11e Click **Save**.

Custom Blocks: September 13, 2021

Total Bookings / Total Capacity: 0 / 78

> Filter

Add Block Modify Blocks

Blocks	Start Time	End Time	Duration per block (minutes)	Capacity per block	Booking Counter	Status
<input checked="" type="checkbox"/> Appointment Block-0000			10	1		Active
<input checked="" type="checkbox"/> Appointment Block-f				1		Active
<input checked="" type="checkbox"/> Appointment Blo						Active
<input type="checkbox"/> Appointment						
<input type="checkbox"/> Appointment						
<input type="checkbox"/> Appointment						
<input type="checkbox"/> Appointment						
<input type="checkbox"/> Appointment						
<input type="checkbox"/> Appointment						

Modify Blocks

Capacity per block

Status

-- Please select an option --

Save

Active

Inactive

# Rules for Updating Information on a Scheduler

There are certain rules for updating the information on the Scheduler regardless of whether the appointment blocks within are custom or non-custom blocks.

**1 Start Time:** You can update the Start Time to an earlier time of the day if you want to add additional appointment block(s) for the day before the existing start time. However, **you cannot update the Start Time to a later time if there are already active appointments for that time**, unless you cancel the active appointments.

**2 End Time:** You can update the End Time to a later time of the day if you plan to add more appointment blocks beyond the existing time blocks. However, **you cannot update the End Time to an earlier time if there are already active appointments for that time**, unless you cancel the active appointments.

**3 Duration per block (minutes):** You cannot update the duration of a block if it has active appointments, unless you cancel the active appointments.

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM	7:00 PM	View the custom block	View the custom	78	0	Yes	Active
<input type="checkbox"/> Tuesday September 14, 2021	7:00 AM	5:00 PM	View the custom block	View the custom	40	0	Yes	Planning
<input type="checkbox"/> Wednesday September 15, 2021	7:00 AM	4:30 PM	10	1			No	Active
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

Clone Cancel Save

# Rules for Updating Information on a Scheduler (Continued)

**4 Capacity per block:** If there are active appointments, then the lowest capacity per block you can include is the same number as the Booking Counter. **The value in this field cannot be lower than the value in the Booking Counter.**

**5 Status:** You can change the status to Inactive even if there are booked appointments. This will not impact the booked appointments, but it will not allow Albertans to book appointments for this time slot.

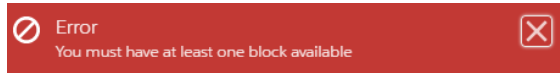
	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM	7:00 PM	View the custom block	View the custom	78	0	Yes	Active
<input type="checkbox"/> Tuesday September 14, 2021	7:00 AM	5:00 PM	View the custom block	View the custom	40	0	Yes	Planning
<input type="checkbox"/> Wednesday September 15, 2021	7:00 AM	4:30 PM	10	1			No	Active
<input type="checkbox"/> Thursday September 16, 2021				4			-- Please select a	5
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

Clone Cancel Save

# Rules for Updating Information in the Custom Blocks

The rules for updating information in the individual appointment blocks within a Custom Block is similar to updating information on a Scheduler at the day level. An example for updating Capacity per block within a custom block is shown below:

- 1 Once you are on the **Custom Blocks** page for the selected day, if there are appointments already booked for the appointment block you are updating, then the lowest **Capacity per block** you can put is the same number as the **Booking Counter**.
- 2 If **Booking Counter** = 2, that means there are 2 confirmed appointments. If you change the **Capacity per block** to any number less than 2, an error message will display.



*If you still need to reduce the capacity for an appointment block that has appointments, you must first cancel the active appointments and then reduce the capacity per block.*

*If you update the Capacity per block to 2 or more, you will be able to proceed with the changes.*

A screenshot of a web application interface for managing appointment blocks. The main table has columns for Start Time, End Time, Duration per block (minutes), Capacity per block, Total Capacity, Booking Counter, Custom Block, and Status. A modal window titled 'Custom Blocks: September 13, 2021' is open, showing a list of appointment blocks. The 'Capacity per block' column in the modal has a value of 2, and the 'Booking Counter' column has a value of 2. A red error message box is visible at the bottom of the modal. The background table shows a 'Monday September 13, 2021' row with a 'Capacity per block' of 78 and a 'Booking Counter' of 0. The modal also shows a 'Total Bookings / Total Capacity: 0 / 78' summary.

Blocks	Start Time	End Time	Duration per block (minutes)	Capacity per block	Booking Counter	Status
<input type="checkbox"/> Appointment Block-0000050053	6:00 AM	6:10 AM	10	2	2	Active
<input type="checkbox"/> Appointment Block-0000050054	6:10 AM	6:20 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050055	6:20 AM	6:30 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050056	6:30 AM	6:40 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050057	6:40 AM	6:50 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050058	6:50 AM	7:00 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050059	7:00 AM	7:10 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050060	7:10 AM	7:20 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0000050061	7:20 AM	7:30 AM	10	1		Active



# Adding Appointment Blocks in Custom Blocks

Once you are on the Custom Block for a day, you will be able to add new appointment blocks by following the steps below:

1 Click on the **Add Block** button.

2 Enter the information in the following fields:

- **Start Time** of the new appointment block (*You can select from the list of options from the drop-down or enter the time manually.*)
- **End Time** of the new appointment block (*You can select from the list of options from the drop-down or enter the time manually.*)
- **Capacity per Block**
- **Status** for the new block

3 Click **Save**.

*Note that this button will not be active until you complete all the fields. Once the new appointment block is saved, it will appear in the Custom Blocks page.*

Custom Blocks: September 13, 2021

Total Bookings / Total Capacity: 0 / 78

> Filter

Add Block

Blocks	Start Time	End Time	Duration per block (minutes)	Capacity per block	Booking Counter	Status
<input type="checkbox"/> Appointment		6:10 AM	10	1		Active
<input type="checkbox"/> Appointment			10	1		Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active
<input type="checkbox"/> Appointment						Active

Add an Appointment Block

Start Time

End Time

Capacity per block

Status

-- Please select an option --

Cancel Save



# Deleting Appointment Blocks in Custom Blocks

Once you are on the Custom Block for a day, you will be able to delete appointment blocks by following the steps below:

- 1 Select the check box of **each Appointment Block** to be deleted.
- 2 Click on **Modify Blocks**.
- 3 Select the check box to mass update the **Capacity per Block** of the selected appointment blocks and enter the capacity per block to **0**.
- 4 Select the check box to mass update the **Status** of the selected appointment blocks and set the status to **Inactive**.
- 5 Click **Save**.

The appointment blocks will no longer appear in the custom blocks page and the **Total Capacity** will be reflective of the new total capacity.

The screenshot shows the 'Custom Blocks: August 30, 2021' interface. At the top, there are 'Add Block' and 'Modify Blocks' buttons. A table lists appointment blocks with columns for 'Blocks', 'Start Time', 'End Time', 'Duration per block (minutes)', 'Capacity per block', 'Booking Counter', and 'Status'. A blue box highlights the 'Modify Blocks' button (step 2) and a vertical blue box highlights the check boxes for the first four rows (step 1). A 'Modify Blocks' pop-up window is open, showing options for 'Capacity per block' (step 3), 'Status' (step 4), and 'Modify Custom Fields?'. The 'Capacity per block' field contains '0'. The 'Status' dropdown is set to 'Inactive'. At the bottom right of the pop-up are 'Cancel' and 'Save' buttons (step 5).

Blocks	Start Time	End Time	Duration per block (minutes)	Capacity per block	Booking Counter	Status
<input checked="" type="checkbox"/> Appointment Block-0001293971	6:05 AM	6:15 AM	10	1		Active
<input checked="" type="checkbox"/> Appointment Block-0001293972	6:15 AM	6:25 AM	10	1		Active
<input checked="" type="checkbox"/> Appointment Block-0001293973	6:25 AM	6:35 AM	10	1		Active
<input checked="" type="checkbox"/> Appointment Block-0001293974	6:35 AM	6:45 AM	10	1		Active
<input type="checkbox"/> Appointment Block-0001293975				1		
<input type="checkbox"/> Appointment Block-0001293976						
<input type="checkbox"/> Appointment Block-0001293977						
<input type="checkbox"/> Appointment Block-0001293978						

# Deleting Appointment Blocks in Custom Blocks (Continued)

Once you are on the Custom Block for a day, you will be able to delete an entire appointment day by deleting all appointment blocks for that day. Follow the steps below for detailed instructions.

1 Select all Appointment Blocks for that day.

2 Click on **Modify Blocks**.

A *Modify Blocks pop-up window* will display.

3 Select the check box to mass update the **Capacity per Block** of the selected appointment blocks and enter the capacity per block to **0**.

4 Select the check box to mass update the **Status** of the selected appointment blocks and set the status to **Inactive**.

5 Click **Save**.

The appointment blocks will no longer appear in the custom blocks page and the appointment day will be deleted. You will be able to modify all information of the appointment day, except if the appointment day was originally a custom block. **Once a block is changed to a custom block, it cannot be changed back to a non-custom block.**

Custom Blocks: September 01, 2021

Total Bookings / Total Capacity: 0 / 33

> Filter

Add Block

Modify Blocks

<input checked="" type="checkbox"/> Blocks	Start Time	End Time	Duration per block (minutes)	Capacity per block	Booking Counter	Status
<input checked="" type="checkbox"/> Appointment Block-0001294084	2:35 AM	2:45 AM	10	1	0	Active
<input checked="" type="checkbox"/> Appointment Block-0001294085	2:55 AM	3:05 AM	10	1	0	Active
<input checked="" type="checkbox"/> Appointment Block-0001294086						
<input checked="" type="checkbox"/> Appointment Block-0001294087						
<input checked="" type="checkbox"/> Appointment Block-0001294088						
<input checked="" type="checkbox"/> Appointment Block-0001294089						
<input checked="" type="checkbox"/> Appointment Block-0001294090						

Modify Blocks

Capacity per block

0

Status

Inactive

Modify Custom Fields?

Cancel Save

# Cancelling Booked Appointments

To cancel the booked appointments for custom or non-custom blocks, follow the steps below:

- 1 For the desired day for which you need to cancel the appointments, click on the link under **Booking Counter**.

The Appointment List for the day will display.

- 1a Use the **Previous** and **Next** buttons to navigate to the specific appointment that you need to cancel if it is not on the landing page.

- 1b Click the **Filter** button to filter the appointments by specific **Column** or **Time Range**.

To know how to use the filter feature, refer to page 23 of this User Guide.

- 1c Check off the individual appointments or check off the checkbox next to **Appointments** to select all appointments.

- 1d Click **Cancel Appointment**.

Note that this button will be inactive until you select an appointment to cancel.

The screenshot shows a table with columns: Start Time, End Time, Duration per block (minutes), Capacity per block, Total Capacity, Booking Counter, Custom Block, and Status. The Booking Counter column for Friday, September 17, 2021, has a value of 3 and is highlighted with a red box and a '1' callout. Below the table, a modal titled 'Appointment List for September 17, 2021' is open. It features a 'Filter' button (1b) and a 'Selected Appointments: 3' section. The 'Selected Appointments' section includes a checkbox for 'Select all 3 appointments (based on current filtering criteria)' and a table with columns: Appointments, Appointment ID, and Appointment Start Time. Three appointments are listed, each with a checked checkbox (1c):

Appointments	Appointment ID	Appointment Start Time	
<input checked="" type="checkbox"/>	SGI-0000000247	a2V4g000000abbD	14:45
<input checked="" type="checkbox"/>	SGI-0000000248	a2V4g000000abbX	14:45
<input checked="" type="checkbox"/>	SGI-0000000258	a2V4g000000abqN	16:45

At the bottom of the modal, there are 'Close' and 'Cancel Appointment' buttons (1d).

# Cancelling Booked Appointments (Continued)

- 2 On the confirmation pop-up window that displays, review the cancellation information and then click the **Confirm** button.

*A success message will display, which will also have the number of appointments that were cancelled.*

- 3 Click **Close**.

*You will be navigated back to the Scheduler.*

*Note that the **Booking Counter** will decrease by the number of appointments cancelled.*

*At this point, **all the Albertans associated with the cancelled appointments will receive a notification** (through their preferred communication channel in AVBS record) that their appointments have been cancelled.*

Appointment List for September 17, 2021

> Filter

**Selected Appointments: 3**

Select all 3 appointments (based on current filtering criteria). < Previous 1 - 3 of 3 Next >

<input checked="" type="checkbox"/> Appointments	Appointment ID	Appointment Start Time
<input checked="" type="checkbox"/> SGI-0000000247	<a href="#">a2V4g000000abbD</a>	14:45
<input checked="" type="checkbox"/> SGI-0000000248	<a href="#">a2V4g000000abbX</a>	14:45
<input checked="" type="checkbox"/> SGI-0000000258	<a href="#">a2V4g000000abqN</a>	16:45

Close Cancel Appointment

Appointment List for September 17, 2021

**Cancel Appointment**

Please confirm you want to cancel 3 appointment(s). This operation may take up to 1 minute(s) to complete.

**Please note:** A list with the cancelled appointment information will be automatically downloaded to your device once you confirm this action.

Back Confirm

Appointment List for September 17, 2021

There are currently no appointments booked

Success! Here are the records!  
3 of 3 appointments were cancelled.

Close Cancel Appointment

# How to Clone Appointment Days

Once an Appointment Day is created, you can clone one Appointment Day at a time, for multiple future Appointment Days. To clone an Appointment Day, follow the steps below:

1 Select the **Appointment Day** you would like to clone.

*The Clone button will become enabled.*

2 Click **Clone**.

*A Cloner window will display.*

3 Select the **Start Date** and the **End Date** of your target period.

4 Using the **checkboxes**, specify which days of the week of the target period that you would like cloned.

5 Click **Clone**.

*A success banner will appear, and you will be brought back to the appointment scheduler. All information of the Appointment Day will be cloned except for the Status. The Status field will automatically be set to Active for all appointment blocks.*

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM	5:00 PM	15	10	440	0	No	Active
<input type="checkbox"/> Tuesday September 14, 2021	6:00 AM	5:00 PM	15	10	440	0	No	Active
<input type="checkbox"/> Wednesday September 15, 2021	6:00 AM	5:00 PM	15	10	440	0	No	Active
<input checked="" type="checkbox"/> Thursday September 16, 2021	6:00 AM	5:00 PM	15	10	440	0	No	Active
<input type="checkbox"/> Friday September 17, 2021	6:00 AM	5:00 PM	15	10	440	0	No	Active
<input type="checkbox"/> Saturday September 18, 2021	6:00 AM	5:00 PM	15	10	440	0	No	Active
<input type="checkbox"/> Sunday September 19, 2021	6:00 AM	5:00 PM	15	10	440	0	No	Active

Cloner

1. Select the Start Date and the End Date of your target period.  
2. Using the checkboxes below, specify which days of the week you would like cloned.  
3. Click "Clone Blocks".  
Note: If there is an existing block within this time period, cloning will not be possible.

Start Date  
Sep 6, 2021

End Date  
Sep 10, 2021

Select All  
 Monday  
 Tuesday  
 Wednesday  
 Thursday  
 Friday  
 Saturday  
 Sunday

Close Clone