

How to Manage Appointment Blocks Using Scheduler

AVBS User Guide – Health Care Provider and Provincial Operations

As of March 15th, 2022

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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

Objectives:	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.
AVBS Role:	Health Care Provider and Provincial Operations
Pre-Requisite:	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 image shows a screenshot of a facility record in a system. The 'Details' tab is selected, showing fields for Profile Name (101 PHARMACY), Health Authority (Alberta Health), Service Delivery Location (SDL) (1.00E+14), Health Zone (Calgary), and Security Group (GCKW). The 'Available Vaccines' field is highlighted with a callout box that says 'Please indicate which vaccines are currently available at your Facility.' Below this, a dialog box titled 'Available Vaccines' is shown. It has two columns: 'Available' and 'Chosen'. The 'Available' column lists AstraZeneca, Janssen, Pediatric Pfizer, and Pfizer. The 'Chosen' column lists Influenza and Moderna. Arrows are used to move vaccines between the columns. The 'Save' button is highlighted at the bottom of the dialog box. The number 4a is in the top right corner of the facility record, and 4b, 4c, and 4d are in the dialog box.

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	

Available Vaccines

Available	Chosen
AstraZeneca	Influenza
Janssen	Moderna
Pediatric Pfizer	
Pfizer	

Cancel Save

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.

Alberta Pharmacy Console

Profile: 101 PHARMACY

Address 1: 1107 CENTRE ST NW | Active: Yes

Appointment Type: General

Week starting September 13, 2021

	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

Clone Cancel Save

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

Pharmacy Console

Home

Register

Profiles

Appointments

Reports

Login Defaults

Profile

101 PHARMACY

Address 1

1107 CENTRE ST NW

Active

Yes

Related

Details

Activity

Scheduler

Appointment Type:

General

Current Week

<

Week starting September

>

Total: 0 / 0

	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								
<input type="checkbox"/> Thursday September 16, 2021								
<input type="checkbox"/> Friday September 17, 2021								
<input type="checkbox"/> Saturday September 18, 2021								
<input type="checkbox"/> Sunday September 19, 2021								

Confirmation

Please confirm your action.

Cancel

Confirm

Clone

Cancel

Save

	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	78	0	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

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

Pharmacy Console

Home

Register

Profiles

Appointments

Reports

Login Defaults

Profile

101 PHARMACY

Edit

Address 1

1107 CENTRE ST NW

Active

Yes

Related

Details

Activity

Scheduler

Appointment Type:

General

Current Week

<

Week starting September

>

Total: 0 / 0

	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

Clone

Cancel

Save

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							-- 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

Clone Cancel Save

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	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							-- 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	0		Active
<input type="checkbox"/> Tuesday September 14, 2021	7:00 AM	5:00 PM	View the custom block	View the custom	40	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

Success! Here are the records!
Successful upload operation.

9

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

<input type="checkbox"/> 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-0				1		Active
<input checked="" type="checkbox"/> Appointment Blo						Active
<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	1 ⓘ	2 ⓘ	3 ⓘ				-- 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 the 'Custom Blocks' interface for September 13, 2021. The interface shows a table of appointment blocks with columns for Start Time, End Time, Duration per block (minutes), Capacity per block, Total Capacity, Booking Counter, Custom Block, and Status. The 'Capacity per block' column has a value of 2 highlighted with a blue circle and the number 1. The 'Booking Counter' column has a value of 2 highlighted with a blue circle and the number 2. A 'Filter' button is visible above the table. The total capacity is 78, and the total bookings are 0. The interface also includes a 'Save' button and a 'Close' button.

	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				Planning
<input type="checkbox"/> Wednesday September 15, 2021								
<input type="checkbox"/> Thursday September 16, 2021								
<input type="checkbox"/> Friday September 17, 2021								
<input type="checkbox"/> Saturday September 18, 2021								
<input type="checkbox"/> Sunday September 19, 2021								

	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

Filter Feature in Custom Blocks

The Custom Blocks page has a filter feature that allows you to filter the appointment blocks by Column and/or Time range. To filter the appointment blocks, follow the steps below:

1 Click the **Filter** button on the **Custom Blocks** page. *New fields where you can enter the filter criteria will display.*

1a Select the **Filter by Column** checkbox if you want to filter the appointment blocks by a particular column or all the columns.

i Select the **Column**, e.g., Status

ii Enter the **Filter Text**, e.g., active

iii Select the **Exact Match** checkbox to filter by the exact value you entered in the Filter Text field. If this is not selected, the system will pick all the items that has the filter text.

1b Select the **Filter by Time Range** checkbox if you want to filter the appointment blocks by a particular **Start Time** and **End Time**.

1c Click **Apply**.

The filtered results will display.

The screenshot shows the 'Custom Blocks' page for September 13, 2021. At the top right, it displays 'Total Bookings / Total Capacity: 0 / 78'. A table lists various appointment blocks with columns for 'Duration per block (minutes)', 'Capacity per block', 'Booking Counter', and 'Status'. A 'Filter' button is located at the top left of the table. Below the table, a filter panel is open, showing two options: 'Filter by Column' (checked) and 'Filter by Time Range' (unchecked). Under 'Filter by Column', there is a dropdown menu labeled 'All Columns' (callout i), a text input field for 'Filter Text' (callout ii), and an 'Exact Match' checkbox (callout iii). Under 'Filter by Time Range', there are two date/time input fields labeled 'Start Time' and 'End Time'. At the bottom of the filter panel is an 'Apply' button (callout 1c). Callout 1 points to the 'Filter' button on the table, and callout 1a points to the 'Filter by Column' checkbox.

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

1

2

3

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**.
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 **Total Capacity** will be reflective of the new total capacity.*

Custom Blocks: August 30, 2021

Add Block **Modify Blocks**

<input type="checkbox"/> 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						

Modify Blocks

☒ Capacity per block

0

☒ Status

Inactive

☒ Modify Custom Fields?

Cancel **Save**

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

1

<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 web interface for managing appointments. At the top, there's 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 has a link '0' for each day. A callout '1' points to this link. Below the table, a modal titled 'Appointment List for September 17, 2021' is open. Inside the modal, there's a 'Filter' button (callout '1b') and a 'Selected Appointments: 3' section. Below this, there's a table with columns: Appointments, Appointment ID, and Appointment Start Time. The first row has a checkbox checked (callout '1c') and the text 'Appointments'. The other two rows have checkboxes checked and show appointment IDs and start times. At the bottom right of the modal, there are 'Close' and 'Cancel Appointment' buttons (callout '1d').

	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 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	3	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

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 >

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

Close Cancel Appointment

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	a2V4g000000abbD	14:45
<input checked="" type="checkbox"/> SGI-0000000248	a2V4g000000abbX	14:45
<input checked="" type="checkbox"/> SGI-0000000258	a2V4g000000abqN	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