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

07/24/2024 7:00 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.

onpatient Ap	pointments Docto	ors Billing	Messages 3	Documents	Health Profile	Laurie Sample	•
Schedule App	pointment						
Doctor	Lo	cation		Book	Appointment		
Dr. Jane Smith Family Practitioner				No lo	cation selected		
Dr. James Smith Chiropractor							

## **Enabling Online Scheduling**

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

AccountHelpPROVIDER SETTINGSAccount Settingsonpatient SettingsAccount SetupCustom FieldsCopy Dashboard (Beta)APIApp 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 (

🖋 Edit

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

Ma	Manage offices ?										
	Active Offices									ge 1 of 1 + Add New Office	
	Name Provider	Address	City	Phone	Facility Code	# Exam Rooms	Online Schedule	Sharing			
=	Office 1 Dr. Jane Parks	225 Schilling Circle	Hunt Valley	(443) 555-5555	11	3	New And Existing Patients All Appointments	Share View	Corniste	e Edit	B Archive
=	<b>Office 2</b> Dr. Jane Parks	123 Fake Street	Baltimore	(410) 555-5555	11	4	New And Existing Patients All Appointments	Share View		🖋 Edit	Archive
=	Office 3 Dr. James Smith	225 Schilling Circle	Fort Collins	(970) 555-5555	11	4	New And Existing Patients All Appointments	Share View	🕀 History	🖋 Edit	Archive
=	Office 4 Dr. James Smith	328 Gibraltar Dr	Sunnyvale	(650) 555-5555	02	1	New And Existing Patients All Appointments	Share View	🔒 History	🖋 Edit	il Archive

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.

## Edit Office

Basic	Billing	Online Sch	edule
Show this	s office infor	maton online	
Allow	online sche	duling in this office	
Allow ex	isting patien	ts follow ups	
А	-	patient new	
Allow n	ew patient a	ppointments	
		nts to cancel ments online	
	No confirm	nation emails	
	-	ytics code to appointment	
		46121010-1)	
		ppointments ne scheduler.	0 hou

Highlight the hours for which you want to allow online scheduling of appointments. Click the name of a day to select the entire day.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
6:00 a.m.	+	+						
6:15 a.m.								
6:30 a.m.								
6:45 a.m.								
7:00 a.m.								
7:15 a.m.								
7:30 a.m.								
7:45 a.m.								
8:00 a.m.								
8:15 a.m.								
8:30 a.m.								
8:45 a.m.								
9:00 a.m.								
9:15 a.m.								