Zoom: Use Scheduler for appointment booking

Last Modified on 01/07/2025 11:30 am EST

Use Zoom's new **Scheduler tool** to enable other people to schedule **online or in-person meetings** with you or groups you belong to. You set up and share links to **an appointment booking page** that shows time slots when you are available for different types of meetings. When someone schedules an appointment, Zoom sends an email or calendar invite (with a Zoom link if needed) to the people involved and reminders or follow-up emails or texts (if desired). By default all messages contain links for rescheduling or cancelling the meeting.

⊞ See also: Welcome to Zoom Scheduler 🔒 video mini-course (14 min; requires SSO login). 🔒

> **Before you start**, yo need:
>
> - an account on Bryn Mawr's Zoom license
> - a Bryn Mawr college **Outlook/Office365 account** (see Microsoft 365: Overview). Zoom Scheduler requires an Outlook connection to determine when you are free and busy and create a calendar events when appointments are booked.

Connect Scheduler to your Outlook calendar

Note: All members of a team must do this before you can create a team booking schedule.

Reauthorizing your account

Zoom may send you an **Unable to access your calendar" email** asking you to reauthorize the connection to your Outlook calendar if updates or changes to security settings on either platform disrupt it. This is normal, but see Zoom's Reauthorizing Zoom Scheduler to maintain calendar connectivity 🔒 for tips on verifying the email comes from Zoom and alternative log in options.

Manage your availability

Zoom will **also check your connected calendar** and **excludes time slots** that are marked "busy" or "out-of-office."

Set your availability in Scheduler

Your **Availability** settings delineate the **time windows** in which Zoom should offer appointments. At a minimum, **you should edit your account-level Availability** settings to match your normal working hours (Zoom defaults to 9am-5pm, M-F). If your availability varies for different types of meetings (online vs. in-person or in a particular location), you can create multiple availability templates and apply them to different booking schedules.

Keep your connected calendar up-to-date

Block off the dates and time when you are busy or out-of-office in your Outlook calendar to prevent appointments from being scheduled at those times.

Create Booking Schedules

A **booking schedule** is a page you can share with people to allow them to book a certain type of appointment with either an individual or one or more members of a team. If your appointments are the same length and in the same place, you might need only one booking page. If you want to offer appointments of different lengths (30 mins, 1 hour, etc.), in different locations (office, lab, online, etc.) or a specified purpose, you will need multiple booking pages.
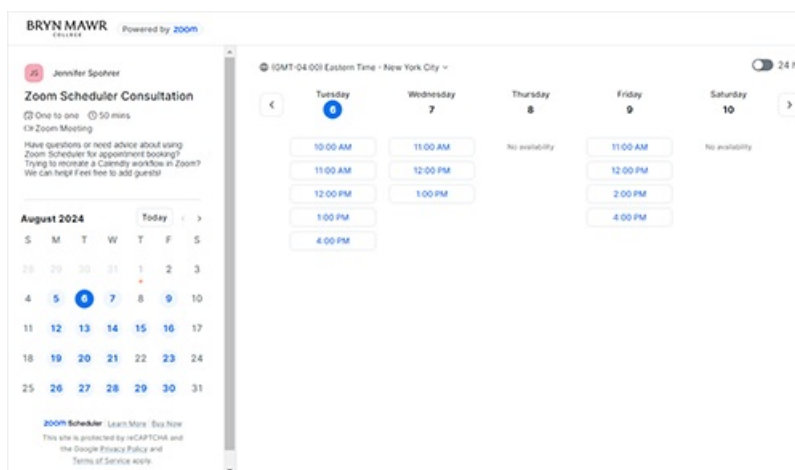
Customize reminders and follow-up notifications (optional)

When someone makes an appointment with you, Zoom immediately sends you and them a calendar invite and confirmation email. You can **turn on additional reminders and follow-up messages when setting up a**

booking schedule. Change format (email/SMS), recipients (you/attendee) and the messages in these from your main Scheduler page**.**

Test, activate, and share booking schedules

How to troubleshoot, activate and de-activate and share booking schedules with people who need to book appointments.

View scheduled appointments

When an appointment is booked, **Scheduler** automatically a meeting invite to your connected calendar, making that time unavailable for other bookings. You can **view, reschedule, cancel and join booked meetings using links in these calendar events** or from within Scheduler.

Appointment booking for groups

Create and share booking schedules that allow people to make appointments with **members of a group**.

Questions?

If you have any additional questions or problems, don't hesitate to reach out to the **Help Desk!**

Phone: 610-526-7440 │ Library and Help Desk hours
Email: help@brynmawr.edu │ Service catalog
Location: Canaday Library 1st floor