My Availability

Availability lets staff indicate the days, times, locations, and services they offer when they meet with students.

There is significant flexibility when you create availabilities. Staff can choose the length of the availability’s duration, which can range from a specific set of dates to forever. Availability can be set for appointments, drop-in visits, and/or appointment campaigns. Staff can create course-specific availability such as course-based tutoring. For group appointments, staff can set the maximum number of students for a single appointment slot.

Application administrators can determine which Care Units, Locations, and Services staff users can create availability for. They can also set role permissions so staff can edit, copy, and delete their own availability or other users’ availability.

Creating Availabilities for Yourself

To have the ability to schedule appointments with students in Navigate and have students schedule appointments with you, you must have at least one availability set up. The following instructions are meant for a staff user creating availabilities; see the article Creating Availability with Navigate Standard Reports to see how to create availabilities for others.

1. Go to Staff Home > My Availability. You should see a table of existing Availabilities, if any, and your Personal Availability Link.
2. Open the **Actions** menu and select **Add Time**.
3. The **Add Availability** dialog opens.

1. Choose days of the week for the availability.
2. Select the start and end time for the availability in the *From* and *To* fields.
3. Set the length of the availability with the *How Long Is this Availability Active?* field.
4. If you want this availability added to your personal availability link, select *Add This Availability to Your Personal Availability Link?* You can put the personal availability link in an email or text or on a website. Students are taken to a scheduling workflow that has the staff member's chosen availabilities pre-filled.
5. Select your Availability types. You can choose more than one at a time. For example, an availability can be for both Drop-In and Appointments.
6. Select your Meeting Types. You can choose more than one at a time. For example, an availability can be In-Person, Phone, or Virtual.
7. Select *Care Unit*. This determines which location and services can be added to the availability.
8. Select a *Location*.
9. Select *Services*. You must choose at least one service, but can pick more.

**Important.** You must select a **Care Unit**, **Location**, and at least one **Service** for any availability.

12. If any service you select is tied to a course, a *Course* field appears. Select the courses you are available for.
13. Enter a phone number or URL in the *URL / Phone Number* field. Anything included in this field stamped at the time of appointment creation, and is not expected to retroactively apply to appointment notification/reminder emails sent before or after it was added/edited. A clickable version of this link
appears for students who create an appointment during the availability on the Appointment Confirmation page.

14. **Optional.** Enter special instructions for this availability.
15. Determine how many students can be in one appointment. If you do not select a Max Number of Students per Appointment, the maximum number stays 1.
16. Click **Save** to create the availability.

**Note.** The special instructions will be included in the initial notification to the student regarding this scheduled appointment. We recommend including general instructions, like your office location or how to check-in for the appointment upon arrival.

Repeat this process any time you want to add another availability. You can have as many availabilities as you want.

**Managing Existing Availabilities**

When you create availabilities, you can usually edit, copy, or delete availabilities.

To edit an existing availability, click the **Edit** link next to the entry you want to change. Editing an availability is very similar to adding an availability, so refer to the instructions above for information. Please note: editing or deleting an existing availability DOES NOT edit or change already scheduled appointments. In addition, changes made to availability will be immediately reflected in the Student Scheduler.

To copy an existing availability, select the time you would like to copy, open the **Actions** menu and click **Copy Time**. The availabilities are copied and a **Modify Availability** dialog opens, allowing you to make edits or to save your newly created availability.

To delete an availability, simply select the time, open the **Actions** menu and click **Delete Time**.

**Using Personal Availability Links (PAL)**

Personal Availability Links (PAL) are a useful tool for scheduling. Each PAL is unique to a staff member in Navigate. The link does not change over time.

![Personal Availability Link](https://school.campus.eab.com/pal/l3xVhPwT6B)

When you include a PAL in a URL field, website, email, or SMS and students click the link, they are taken to the **New Appointment** page in student scheduling. If your institution uses Navigate Student, the link redirects to the scheduling page in the student’s browser and asks if they want to continue in the browser or open Navigate Student app.