M365 Bookings app

Creating a personal booking page

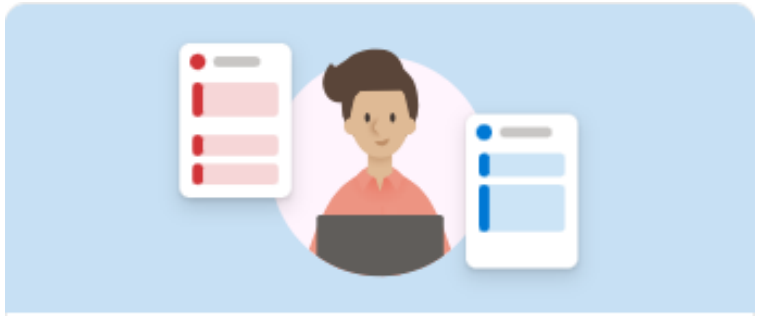


superhighways

harnessing technology for community benefit

What is the M365 Bookings app?

- ✓An online booking calendar which integrates with Outlook (& Teams)
- ✓Saves you time when arranging appointments
- ✓Flexibility for people to book a time that works best for them
- ✓Email (& SMS text) notifications can reduce no-shows
- ✓All round better ‘customer satisfaction’



Introducing bookable time

Set your bookable time and let others know when you're available.

Share a link of your booking page that can be used by people both inside and outside your organisation to schedule time with you based on mutual availability.



Your calendar remains private

Choose who can see your bookable time - anyone who has access to your booking page or only the people that you share a link with. In any case, the events on your calendar remain private to you.

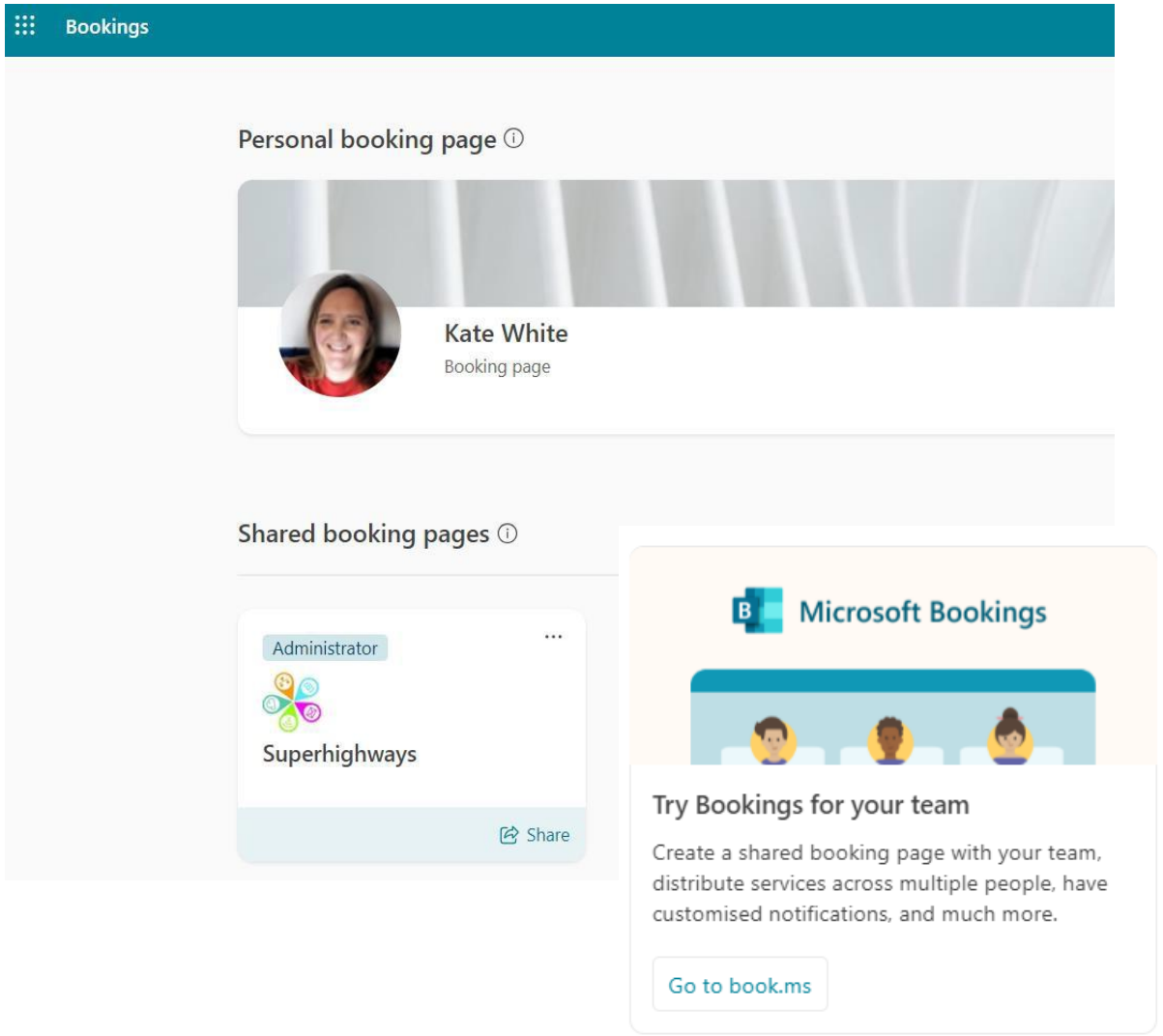


Put boundaries around your time

Be in control of your time by creating bookable time for different purposes and deciding when you're available to meet.

Two options

- ✓Create your own **personal** booking page to share with others & reduce to and from emailing
- ✓Create a **Shared** booking page with Services and booking across multiple staff (via calendar integrations)



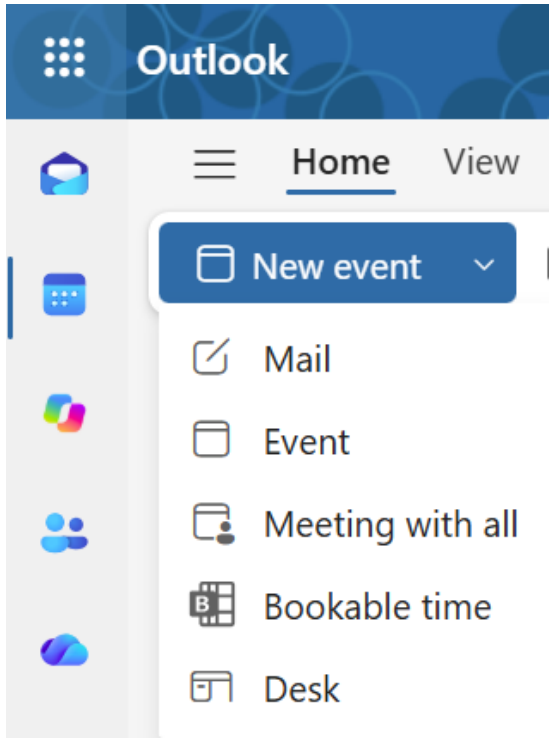
Two components

- ✓**Booking web page:** share a direct link, via Facebook or embed in a web page and people can book appointments for a specific service and / or with a specific person

- ✓**Bookings admin app:** customise the Bookings page to for your needs - define appointment types & details, manage staff schedules & availability, set business hours, and customise how appointments are booked including adding extra questions to the standard booking form

Create from Outlook for web

1. Click on the down arrow by New event
2. Select the Bookable time option

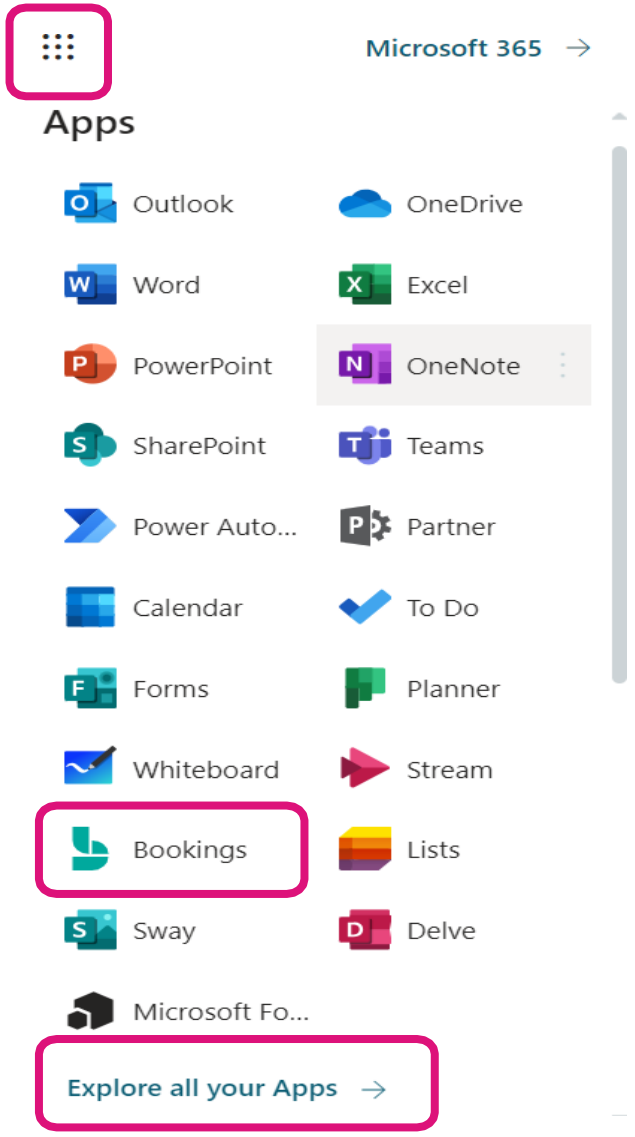


Or create from the Bookings app

Click on the ‘waffle’ or grid of 9 squares in the top left of your browser

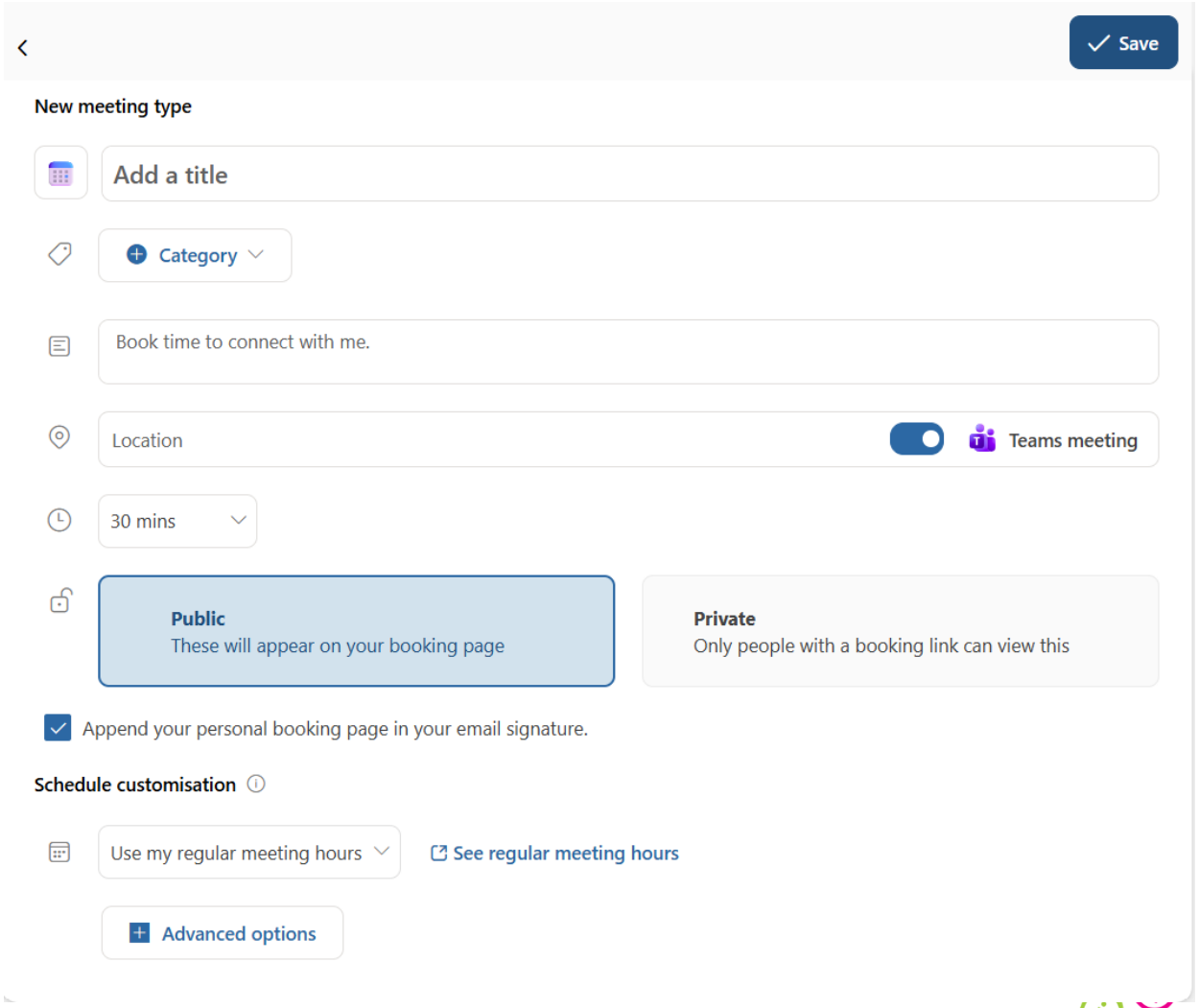
Choose the Bookings app

Explore all your Apps (if it’s not showing)



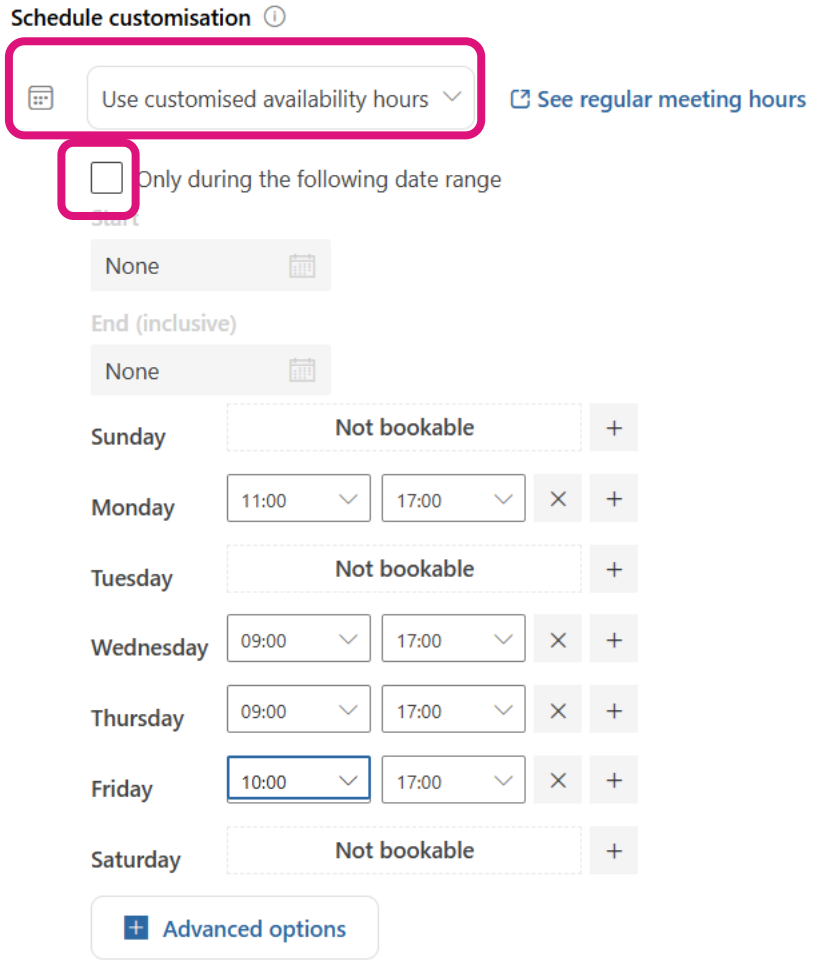
Add info and choose options

1. Add a title and description e.g. Book time to connect with me
2. Select Teams meeting (as appropriate)
3. Select appointment duration
4. Choose whether you want to share Publicly or Privately
5. Schedule customisation: change your availability

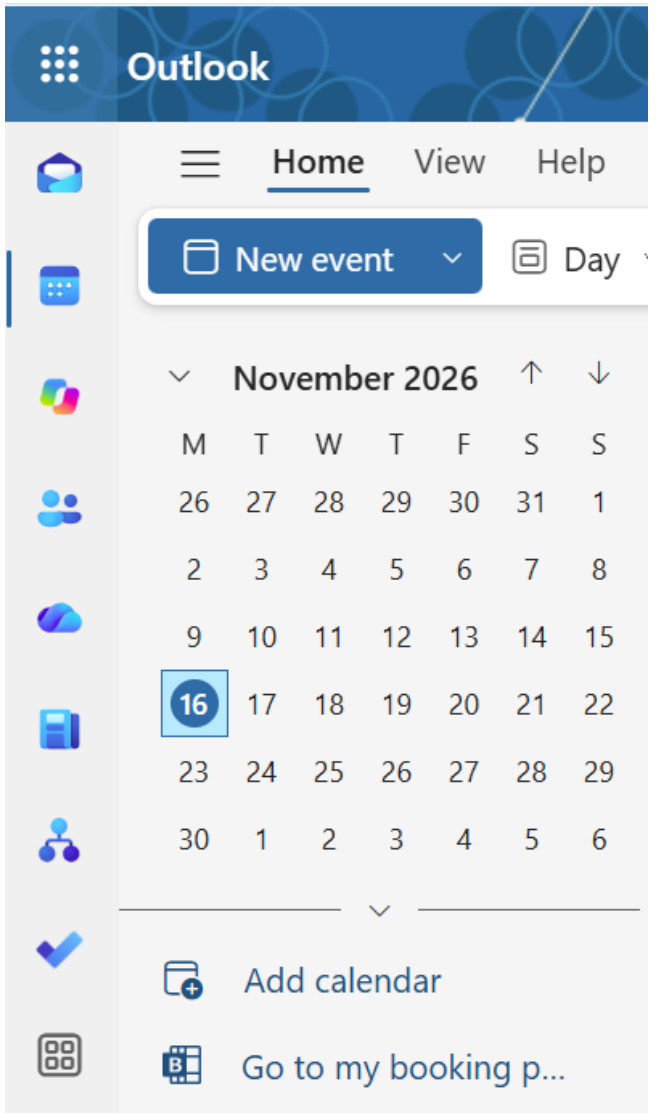


Change availability

- ✓Set your working hours and days
- ✓Tick the ‘Only during the following date range’ to choose a period for your availability

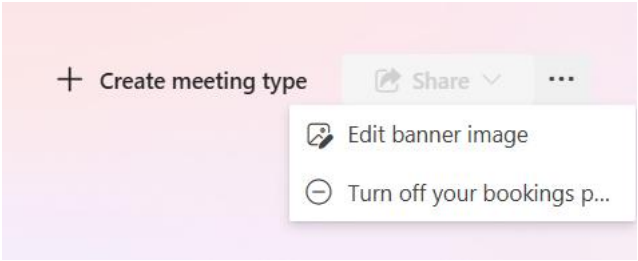


Accessing your Booking page via Outlook in the web

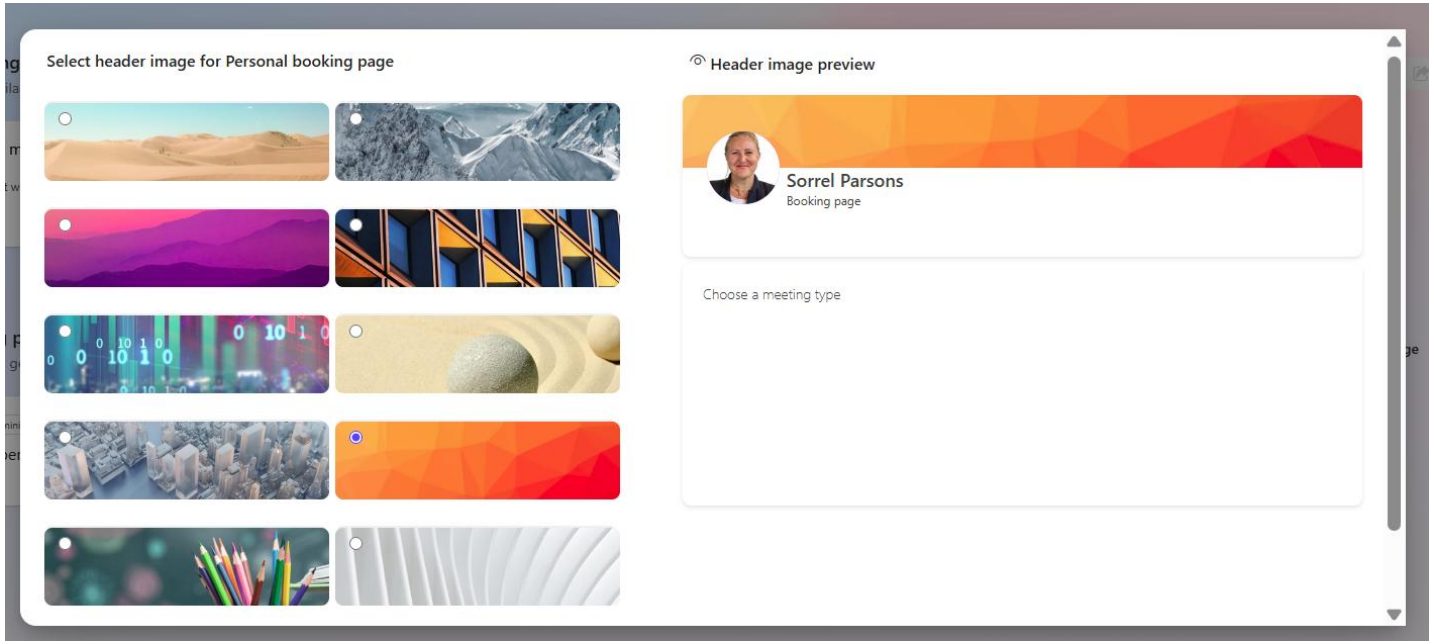


✓Click on *Go to my booking page*

Edit banner image

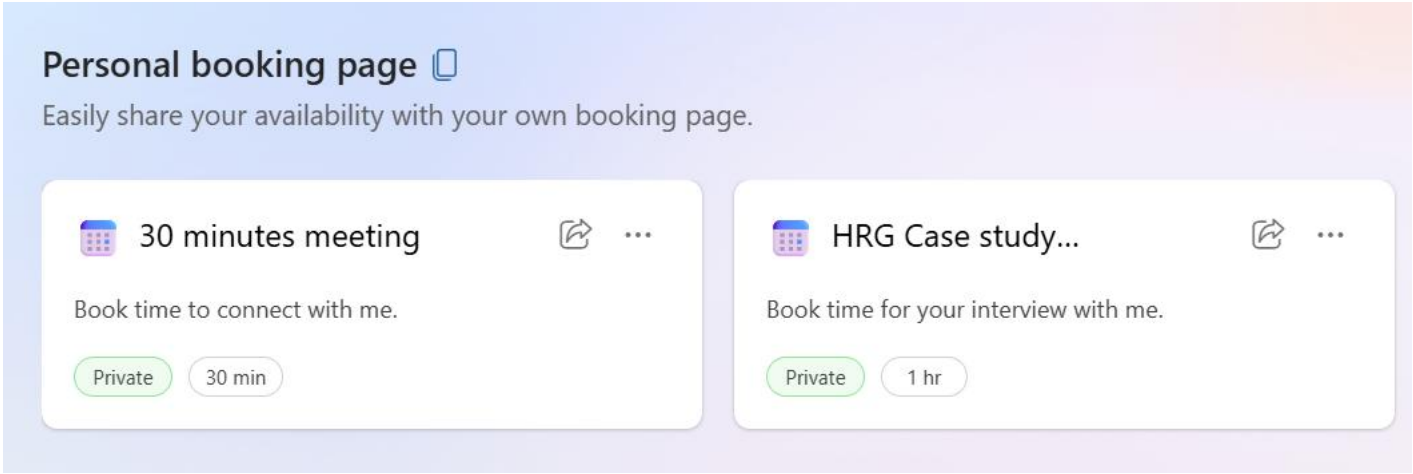


- ✓ Go the Bookings app
- ✓ You can *Edit banner image*
- ✓ Note you can also *Turn off your bookings page* here (this takes all Bookings offline)

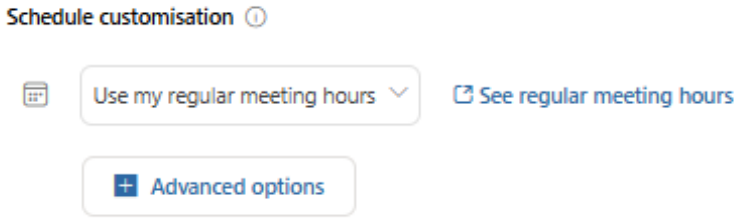


Managing your Bookings times

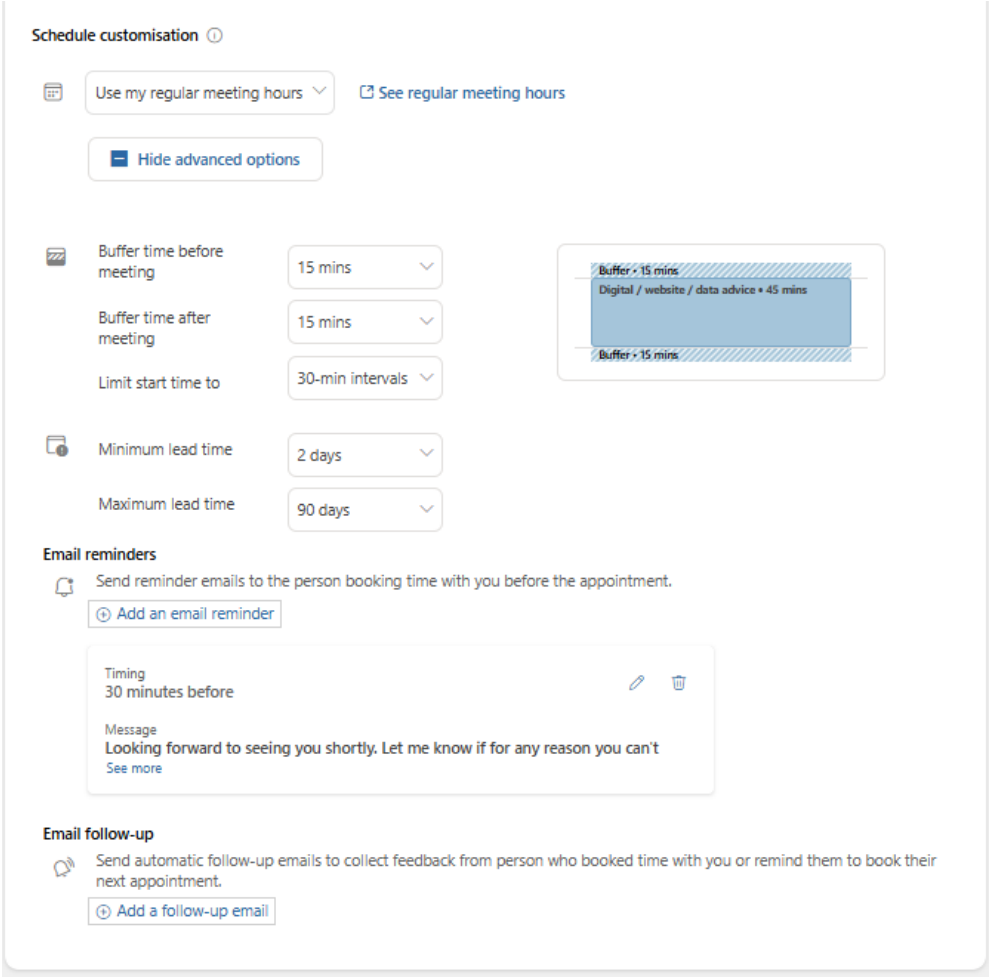
- ✓Click on an individual timing to edit if you have set up multiple instances/



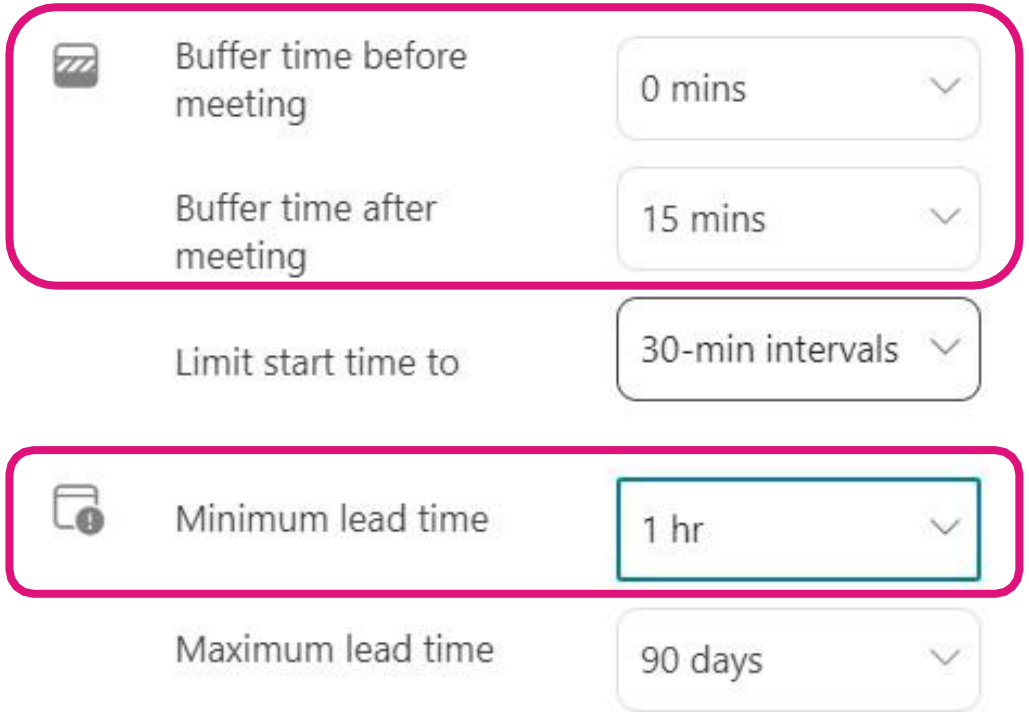
Advanced options



Click on *Advanced options* for additional settings



Give yourself some space!

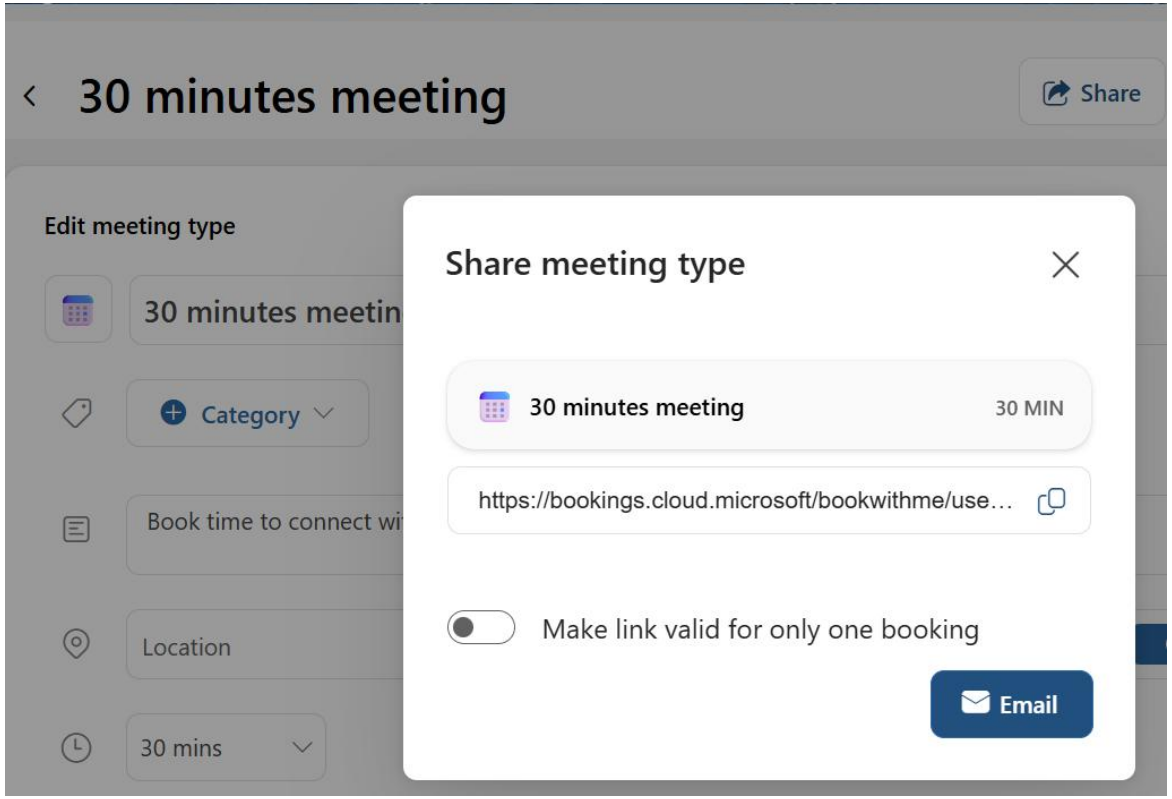




- ✓Add Buffer times between appointments
- ✓Adjust lead time (you're more likely to want this to be 12 or 24 hours than 1 hour!)

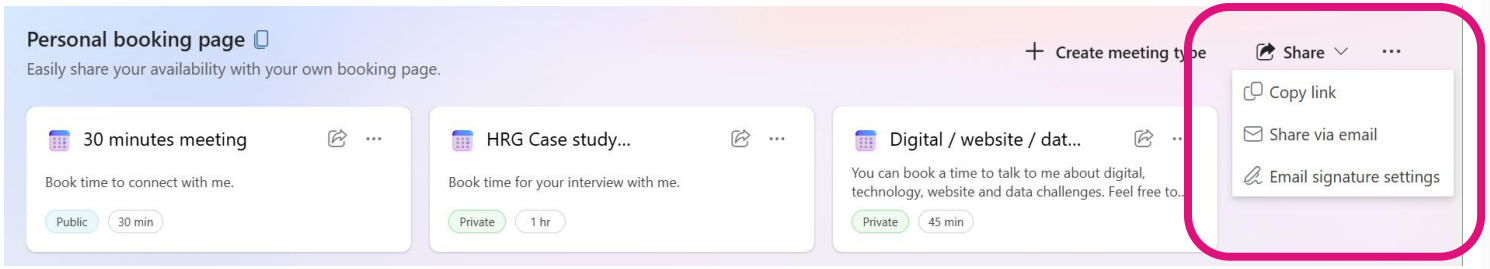
Sharing your bookable time

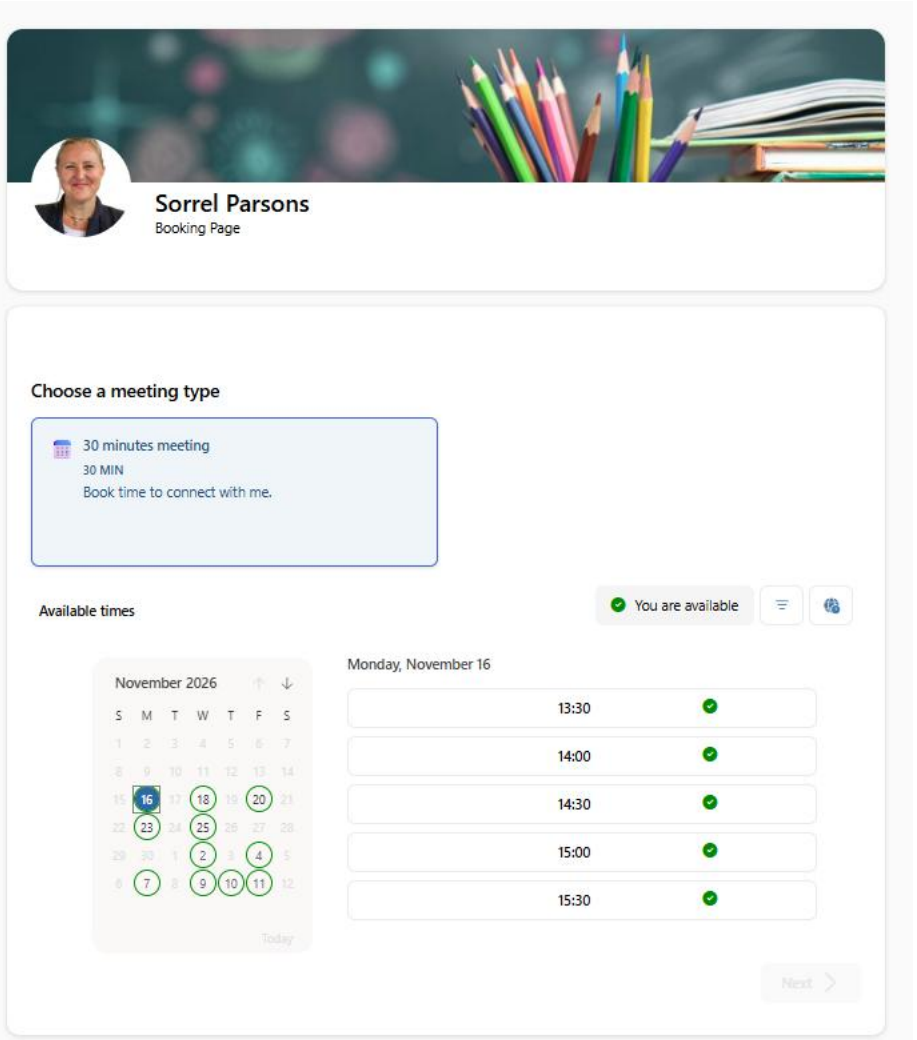
- ✓Click on your bookable time
- ✓Share button
- ✓Copy the booking link or Email.



You can do this for public and private bookable times.

Share your personal Page

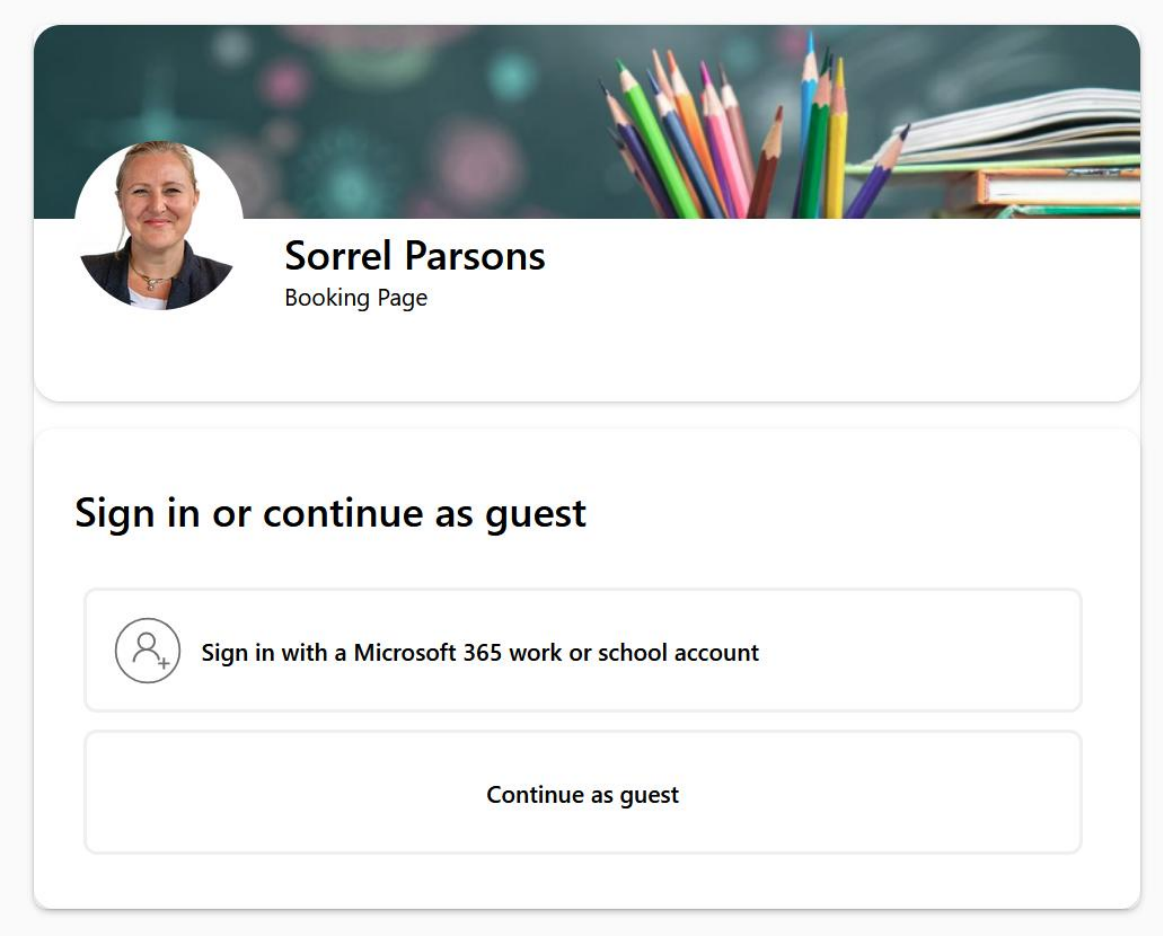




- ✓If you are sharing a link to your Personal booking page, your bookable time must be Public.
- ✓Private timing availability will not show (share from the bookable time).
- ✓You can also add your Page to your email signature.

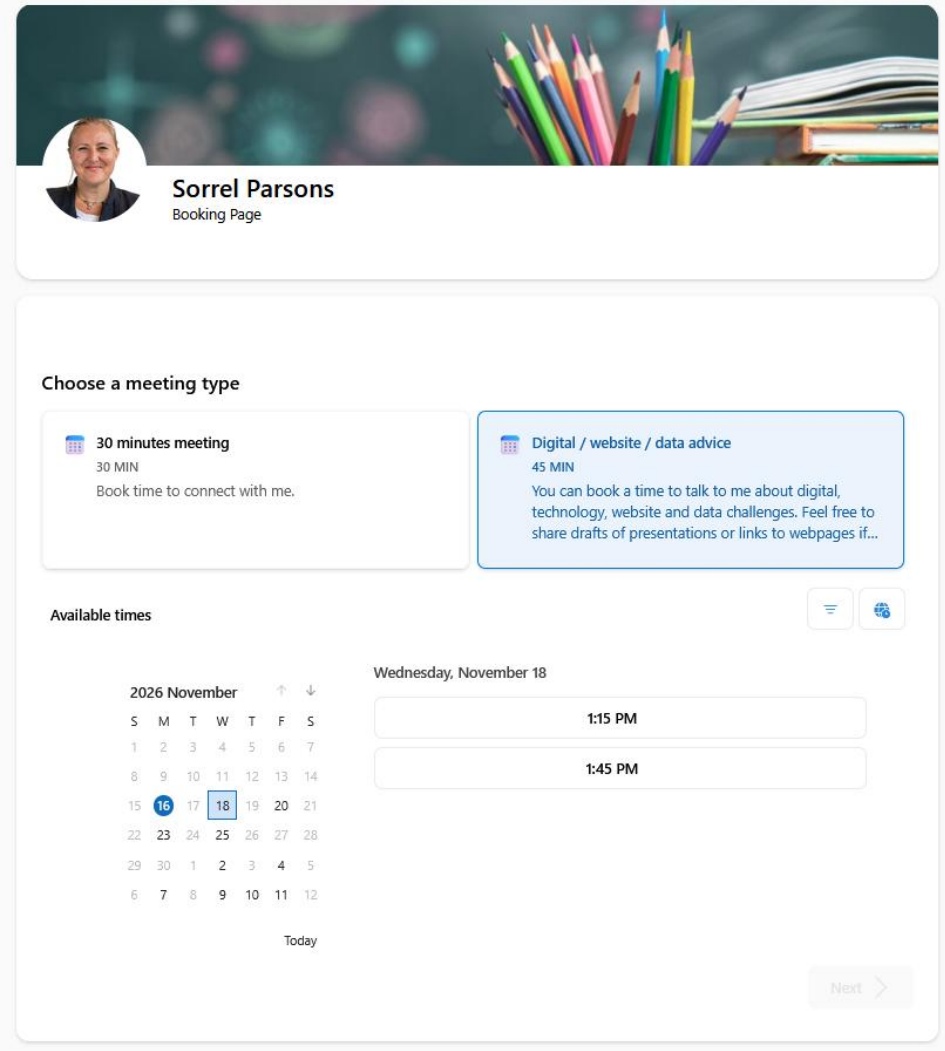
Booking view for ‘clients’

- ✓People choose to either Sign in if they have a M365 account (optional)
- ✓Or to Continue as guest (might be good to direct them to this option)

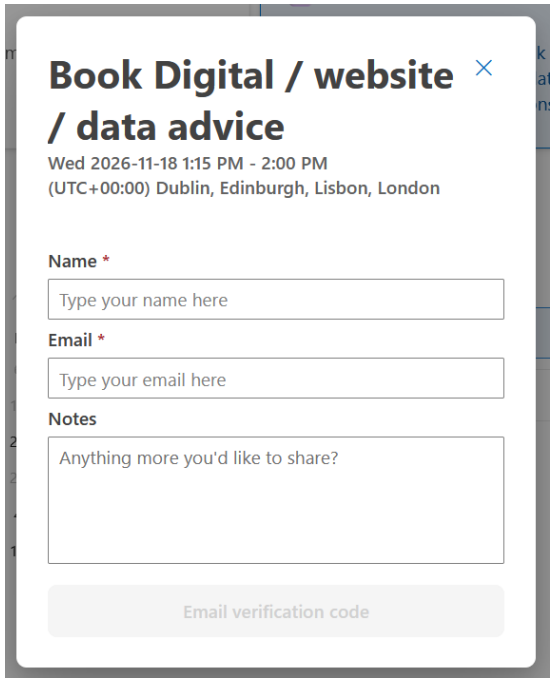


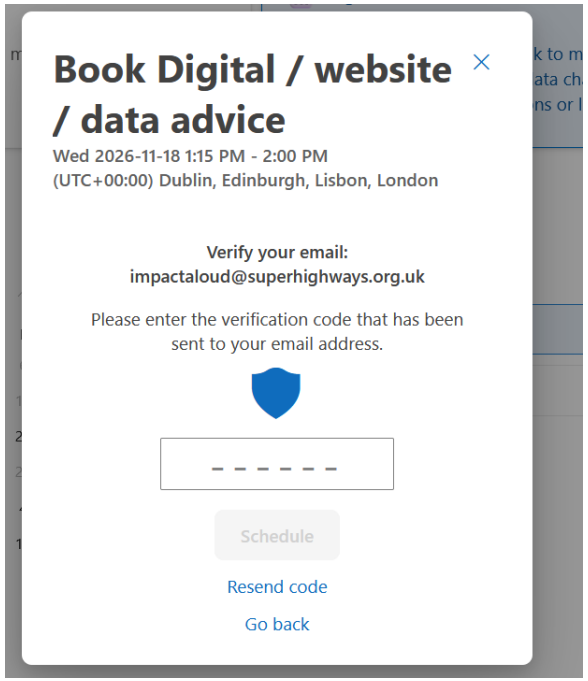
Booking an appointment (client view)

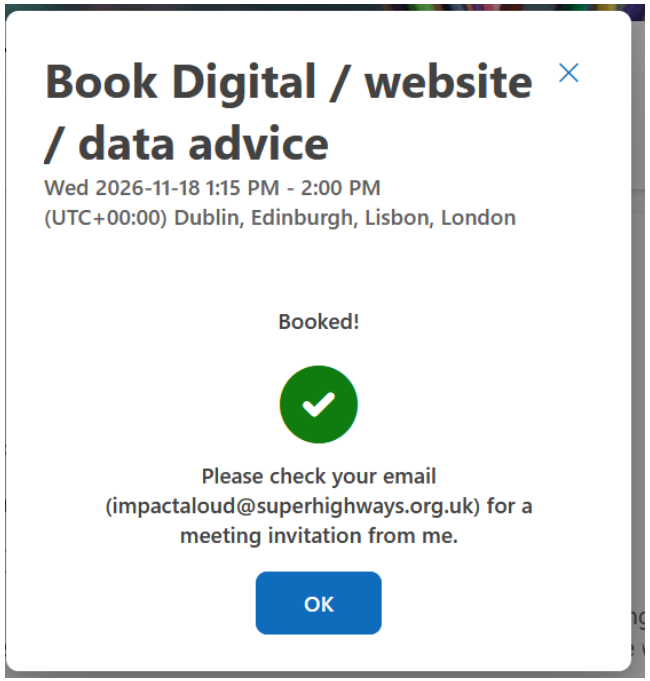
- ✓People choose the meeting they want to book (this is where the description is important to explain what each booking type is where you have more than one)
- ✓And then the slot that's most convenient for them



The person booking may need to authenticate their email



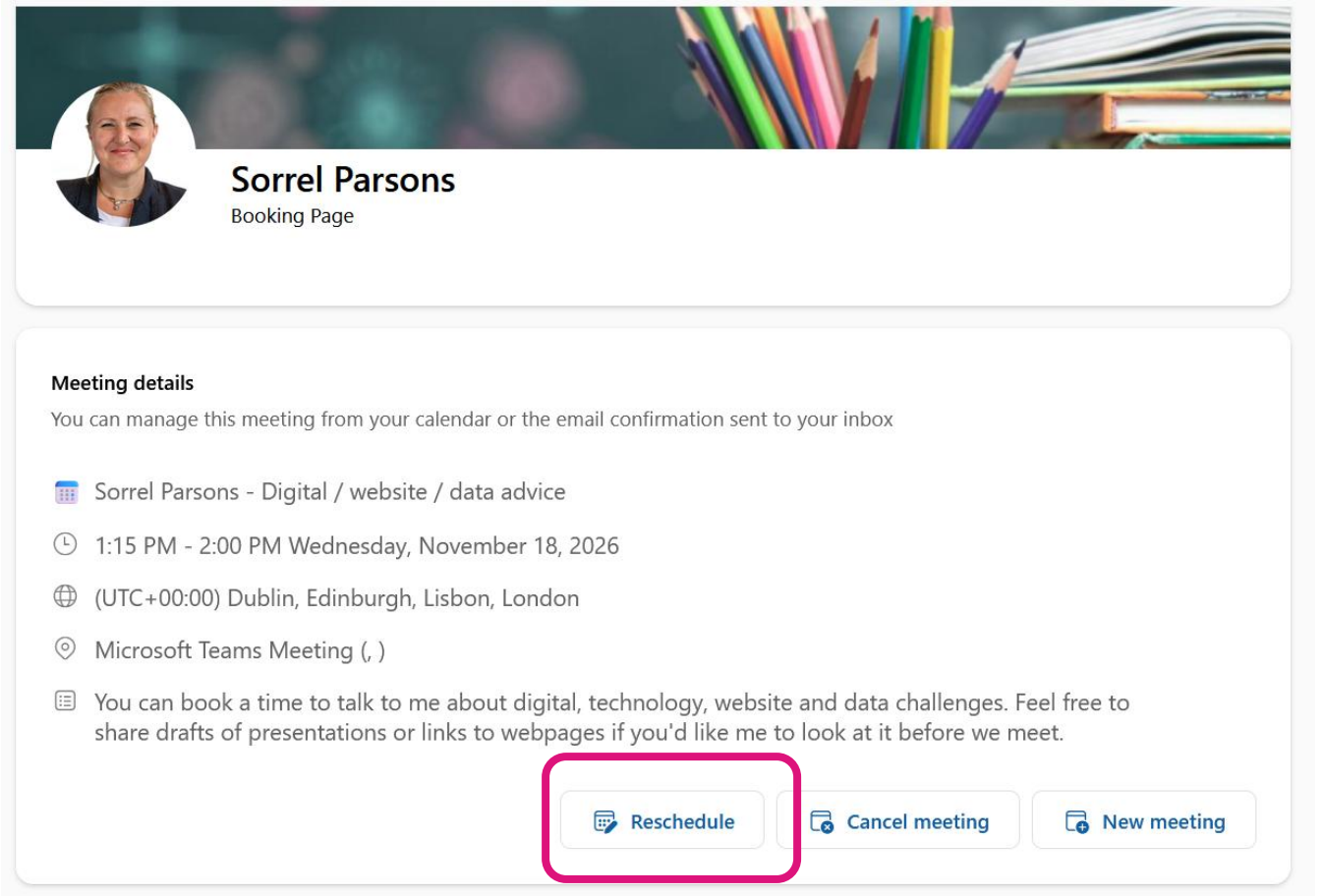




Your ‘bookee’ may need to verify their email address using a code before the appointment is accepted.

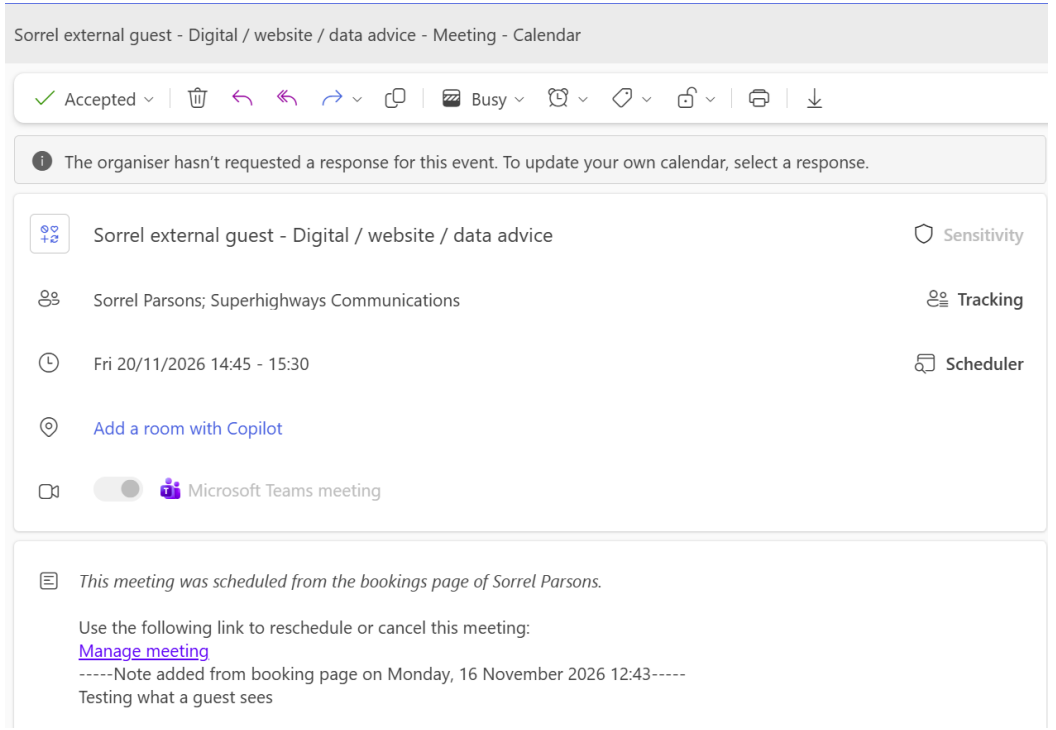
Bookee success browser page

On completion of the booking the browser or completion screen will take them straight to their details on your booking page where they can reschedule or cancel the meeting.



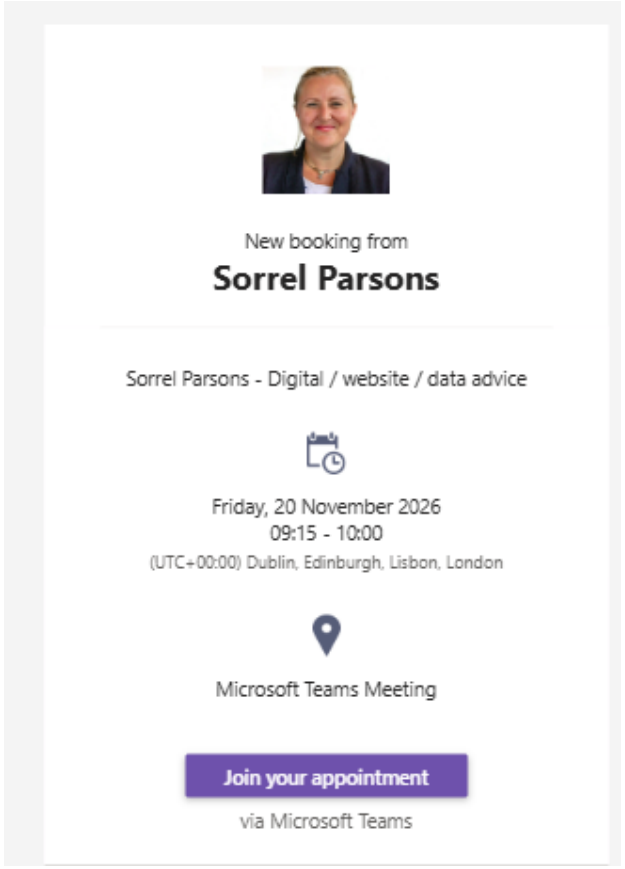
Notification of a booking for bookee

- ✓They'll receive a calendar invite email
- ✓They should then RSVP to add to their calendar
- ✓They can also click on the Manage meeting link to reschedule or cancel



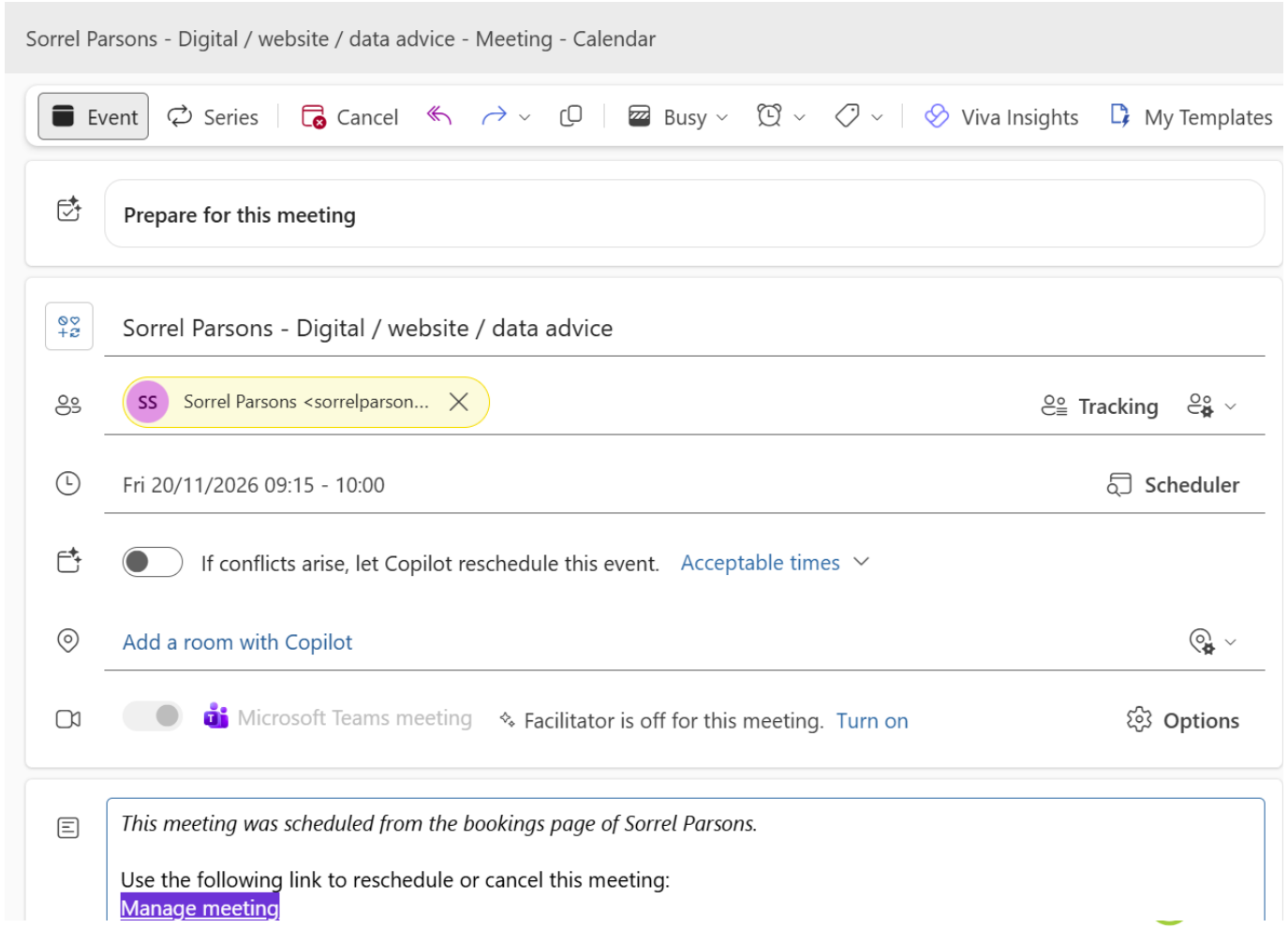
This example is a M365 Calendar appointment that has been accepted. Other calendars look similar or the 'Manage meeting' link will be in their email. If they choose Manage meeting it will take them back to your booking page (previous page).

Confirmation of a booking for you



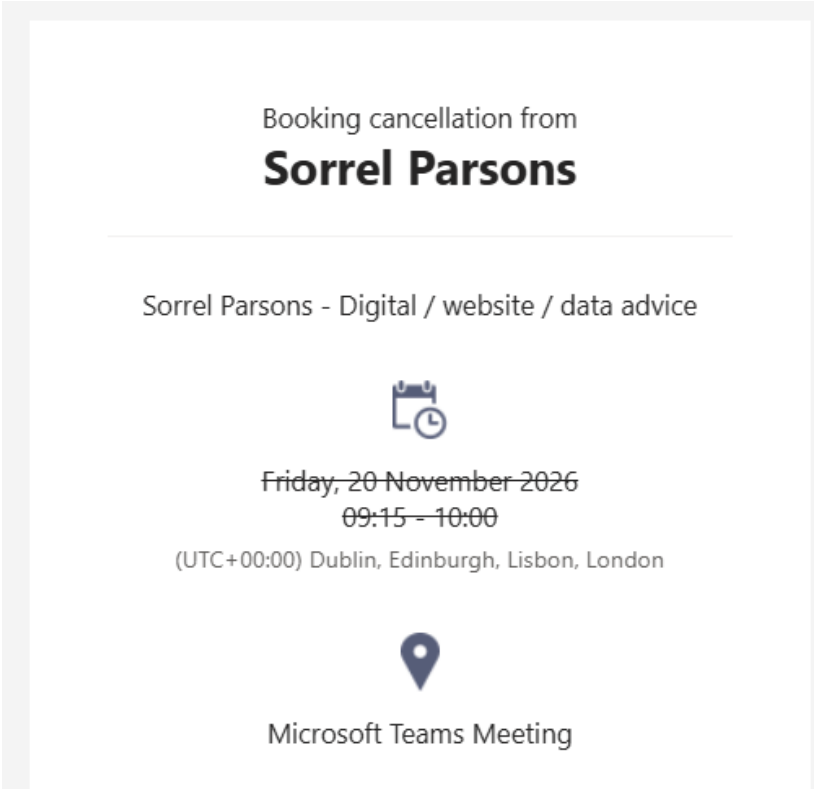
Managing your meeting

- ✓You can go to your calendar appointment to make changes e.g. edit the time or cancel.
- ✓You can also click on Manage meeting.



Cancellation notifications

You will receive a notification by email if the person cancels the meeting.



What does Superhighways do?

Superhighways helps small charities and community groups gain essential digital and data skills backed by the right tech to achieve their goals.

Contact us



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