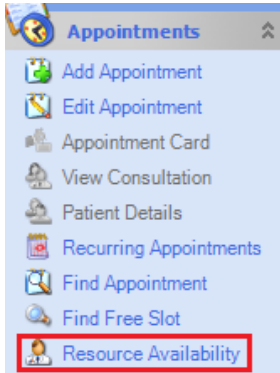


To define each HCP's daily availability (working week) and their unavailability e.g. Annual Leave click **Appointments** from the main menu and select **Resource Availability** from the explorer bar on the left-hand side.





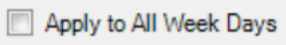
Define Availability – normal weekly working hours for the HCP e.g. Monday to Friday from 9 to 5 with a lunch break from 1 to 2.

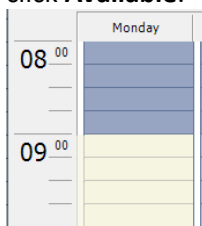
Define Availability Exceptions – exceptions to the normal weekly working hours, e.g. Once off period - 16th to 20th July (Standard Exception) or every Monday for the month of August (Recurring Exception).

Availability (Normal Working Hours)

Select the HCP from the dropdown list to begin.




- Click **Define Availability**  and choose the appropriate time slot **interval** (bottom left of screen). 
- Click the '**Apply to All Week Days**' checkbox to apply the time slots for the day selected to all week days. 
- Select the time slots this HCP is available for 1 of the days e.g. Monday using the mouse and click **Available**.



4. Click **Yes** to apply to all weekdays. This will apply the same time slots to all days of the week.
5. To remove timeslots that are not open on the other weekdays:
 - Uncheck **'Apply to All Week Days'**.
 - Select the day e.g. Friday and select the time slots using the mouse and click **Unavailable**.

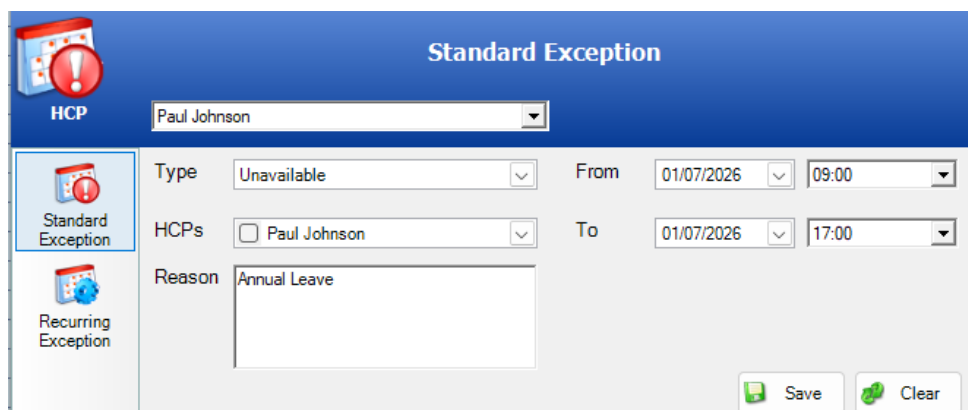
Repeat the process for each HCP in the practice. Close and reopen **Appointments** to confirm that the availability is correct for each HCP on the diary.

Availability Exception

Click Define Availability Exceptions  to add exceptions to the normal working week e.g. Annual Leave, Meetings etc.

Standard Exception (Once off)

To add a once off availability exception (Annual Leave), select the 'From' date and time, the 'To' date and time, add the reason, and click **Save**. E.g. Annual leave 1st July.



Recurring Exception

Recurring exceptions are exceptions to the normal working week for a set period of time. *Example: Office Meeting every second Thursday 9 to 10 in November.*

Select **Unavailable** as Type, Start & End Dates, time, pattern e.g. Weekly, and the occurrence e.g. every 2 weeks on a Thursday.

Select the HCP's that this exception applies to from the HCP's dropdown list and click **Save**.

View Exceptions

The **Filter By Date** button is automatically selected to show you today’s exceptions. Click the ‘Filter By Date’ toggle button to view all exceptions added.

Start	End	From	To	Type	Pattern	Unit	Reason
23/04/2026	23/04/2040	09:00	10:00	Unavailable	Weekly	2	Meeting ever

Delete Availability Exception:

To delete an exception, select it from the list and click the red X button. Once deleted, an exception cannot be reactivated.