

## Calendar Sync FAQs

### *When and where should I sync my calendar?*

Sync the calendar once if possible. Don't sync your calendar on your training site! Sync only on your actual Navigate site so that no sample appointments appear on your personal calendar.

### *What does Free/Busy mean?*

These are events that have synced from your professional calendar into the Navigate platform. They show in your Navigate calendar as either free or busy times.

### *What are Blocked times on my calendar?*

Blocked times may appear on your calendar if you have an appointment made from a Care Unit for which you do not have the permissions to view appointments.

### *How many calendars can I sync with Navigate?*

You can only choose one calendar to sync with Navigate. If you are trying to sync multiple calendars with Navigate, there will be errors, and it will not be successful.

### *What do **Tentative** appointments on my calendar sync as on Navigate?*

Tentative, busy, and away appointments all sync as **Busy** on your Navigate calendar.

### *How long does it take to sync my calendar with Navigate the first time I do so?*

The first time you sync your calendar with Navigate, it may take up to 10 minutes to complete the sync.

### *Why can't I cancel my appointment in Navigate?*

The appointment was probably created in your professional calendar. You need to edit your appointment in your professional calendar application, not in Navigate.

### *Why can't I cancel my appointment in my professional calendar?*

The appointment was probably created in Navigate. If an appointment is created in Navigate, you must cancel it in Navigate.

*Every time I create an Appointment Summary Report for a student, it automatically creates an appointment on my professional calendar. Is there a way to turn that off?*

No, there is no way to change this behavior. When you create an ad-hoc summary report, the Navigate platform is automatically creating an appointment in the past based on the information you include in that summary report. The past appointment then syncs to your professional calendar. This process ensures the appointment data is accurate, even if you did not use the scheduling workflows to create that appointment.

*Does the Navigate calendar read or display details of my personal or professional appointments?*

No. The Navigate calendar does not see details of your personal or professional appointments. It only pulls in your appointments to list time as **Free/Busy** to prevent scheduling appointments conflicts.

*What information can be synced to my professional calendar from Navigate?*

Navigate appointments synced to your professional calendar should display the type of appointment, time, and location by default. Your institution may decide to sync additional information, including student ID (in both the body and title), student name (in both the body and title), and student phone number.

*Is it possible to include student email address in the synced appointment within my professional calendar?*

No, it is not possible to include student emails. The only information that can sync to your professional calendar are those listed in the answer to the question above – type of appointment, time, location, student ID, student name, and student phone number.