Connecting a Secondary Calendar [New]

Connecting a secondary calendar allows you to pull busy time from additional calendars, ensuring events like personal appointments are considered when managing bookings. For example, connecting your personal calendar as a secondary calendar can prevent bookings from overlapping with events such as doctor appointments or family commitments.

How to Connect a Secondary Calendar

Follow these steps to connect a secondary calendar:

Accessing User Integrations

1. Click on your profile icon located in the top-right corner of the screen.
2. Select **User Integrations** from the dropdown menu.

Connecting Your Calendar

1. Select the type of calendar you want to connect under **Available Integrations** (e.g., Google Calendar, iCloud Calendar).
2. Click on **Connect a secondary calendar**.

3. Follow the on-screen prompts to complete the calendar connection process.

Managing Your Secondary Calendar

Secondary calendars are used exclusively to retrieve busy time—OnceHub bookings can not be created in them directly. If your connected secondary calendar includes multiple sub-calendars, you can specify which sub-calendars should be used to pull busy time.

Follow these steps to manage your secondary calendar:

Accessing User Integrations

1. Click on your profile icon located in the top-right corner of the screen.
2. Select **User Integrations** from the dropdown menu.

Managing Your Secondary Calendar

1. Click on the tile representing the secondary calendar you want to manage.
2. Click **Edit** next to the option labeled **Busy Time Is Retrieved From**.
3. Use the checkboxes to choose which sub-calendars should be used to pull events indicating busy time.
4. Click **Save** to confirm your changes.

Additional Actions:

Disconnecting a Secondary Calendar: If you no longer wish to use the secondary calendar, you can disconnect it:

- Click **Disconnect** to remove the secondary calendar.
- Remember, disconnecting a secondary calendar will stop busy time retrieval.

Frequently Asked Questions (FAQs)

Can I connect more than one secondary calendar?

Yes, multiple secondary calendars can be connected as long as they are supported.

Can I connect different types of calendars, such as Google and Microsoft 365?

Yes, you can connect calendars of mixed types to pull busy time.

What happens if there's a connection issue with my secondary calendar?

If a connection error occurs:

- Busy time from the secondary calendar will temporarily not be retrieved.
- Bookings may overlap with events on the secondary calendar since only busy time from your primary calendar will be used.
- You will receive an email alert and see an in-app notification to help you reconnect the secondary calendar.

What happens if I disconnect my primary calendar?

If your primary calendar is disconnected, all secondary calendar connections will automatically be disconnected. You will need to reconnect both the primary and secondary calendars to resume pulling busy time.

Can I use this feature with Booking Pages?

No, the secondary calendar feature can only be used with Booking Calendars.