How Busy Time from Your Connected Calendar is Used to Manage Availability

OnceHub uses busy time from your connected calendars to automatically determine when you're unavailable, ensuring your guests can only schedule time with you when you're free. Here's a breakdown of what is considered "busy" time in each case.

Google Workspace

OnceHub retrieves busy times from:

- The Main calendar of the connected account.
- Sub-calendars you've created within your Google Workspace account.
- Calendars shared with you, provided you have at least Read-only permissions.

Calendar Event Statuses:

- **Busy**: These events block your availability in OnceHub.
- **Free**: These times are not considered busy and remain available for scheduling.

Please take a look **at this article** if you need any additional information on managing the OnceHub integration with Google Workspace.

Office 365

OnceHub retrieves busy times from:

- The Main calendar of the connected account.
- Sub-calendars created within your Microsoft 365 account.
- Shared calendars with at least Read-only permissions.

Calendar Event Statuses:

- **Working Elsewhere, Tentative, Busy, and Away**: These events block availability in OnceHub.
- **Free**: These times are available for scheduling.

Please take a look **at this article** if you need any additional information on managing the OnceHub integration with Office 365.

Microsoft Exchange

OnceHub retrieves busy times from:

- The Main calendar of the connected account.

- Sub-calendars created in your Exchange account.

- Shared calendars with at least Read-only permissions.

Calendar Event Statuses:

- **Working Elsewhere, Tentative, Busy, and Away**: These events block availability in OnceHub.

- **Free**: These times remain available for scheduling.

Please take a look **at this article** if you need any additional information on managing the OnceHub integration with Microsoft Exchange.

iCloud Calendar

OnceHub retrieves busy times from:

- The Main calendar of the connected account.

- Sub-calendars in your iCloud account.

- Shared calendars, as long as you have at least Read-only permissions.

Calendar Event Statuses:

- **Busy**: These events block availability in OnceHub.

- **Free**: These times remain available for scheduling.

Important Note for iCloud Users: All-day iCloud events cannot be marked as "Busy." To block out an entire day, create a specific event that spans your working hours.

Please take a look **at this article** if you need any additonal information on managing the OnceHub integration with iCloud Calendar.

Key Points to Remember

- The **Busy Time Is Retrieved From** setting allows you to include or exclude specific sub-calendars or shared calendars.

If you are using Booking Calendars [New]

- You can connect additional secondary calendars to retrieve busy times. For step-by-step guidance, refer to the **Connecting a Secondary Calendar article**.