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

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.

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