Simplybook Quick Reference Guide

Introduction

This Quick Reference Guide provides clear, step-by-step guidance on releasing and managing your availability in SimplyBook.

SimplyBook is Crystal Health Group's (CHG) booking platform used to manage appointments at selected locations. This guide focuses only on the operational steps that most commonly cause issues, including:

• Navigating to the correct availability settings
• Enabling the correct scheduling toggle
• Releasing availability correctly
• Avoiding common mistakes that prevent bookings showing

For full system instructions, please refer to the Service Provider Instructions document.

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Setting Your Availability – Where to Start

1. Log in via a web browser (not the SimplyBook app).
2. Go to **Manage → Service Providers** and select your name.
3. Scroll down to the **Service Provider Schedule** section.

⚠️ If you go to the Calendar tab first, you will not be able to set your availability correctly.
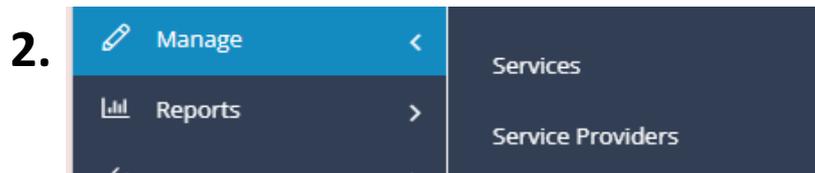
2.

3.

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CRITICAL: Enable Special Days Scheduling

1. In the **Service Provider Schedule** section, locate:
   "Do you want to set provider's schedule on special days only?"
2. Switch this toggle **ON (blue)**.
⚠️ This must remain ON permanently.

If this setting is OFF:
- Your availability will not display.
- Clients will not be able to book.
- The office will not see your released days.

2.

🗓 Service provider schedule	✕ Cancel	🖫 Save & Close

Please note that schedule changes will be applied automatically to previously saved service providers, regardless of "Save&Close" button

🔵 Do you want to set provider's schedule on special days only? ℹ️

Must stay ON

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Selecting Dates & Using Group Date Selection

1. Select the day you want to release availability for.
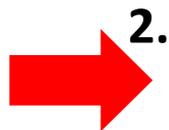2. If setting availability for multiple days, enable:
   "Enable group dates selection?"

⚠️ Only use Group Date Selection if all selected days have **identical working hours**.

If the hours are different on each day:
- Set each day individually.
- Do not group them.

Use only if hours are the same

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Setting Your Working Hours

1. Click "Set up schedule".
2. Toggle "**Is working day?**" ON.
3. Adjust the time span to reflect your actual availability.
4. Click **Done** to save.
5. To add a break (e.g. lunch), click the "**+**" button to create an additional time field.
6. Use **"Show advanced settings"** only if you need 10-minute time adjustments.

1.

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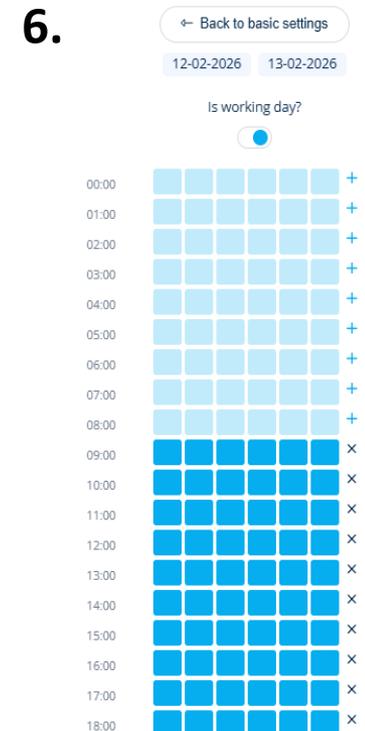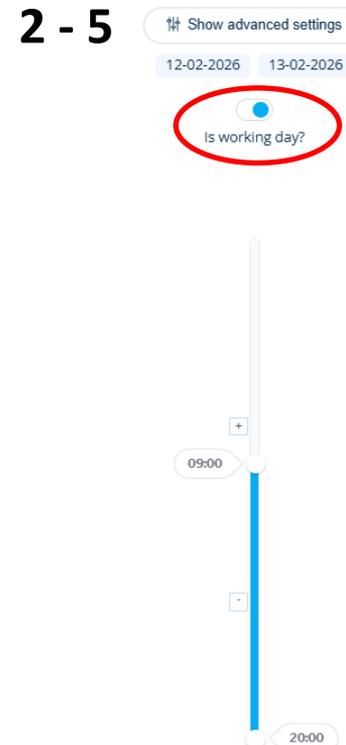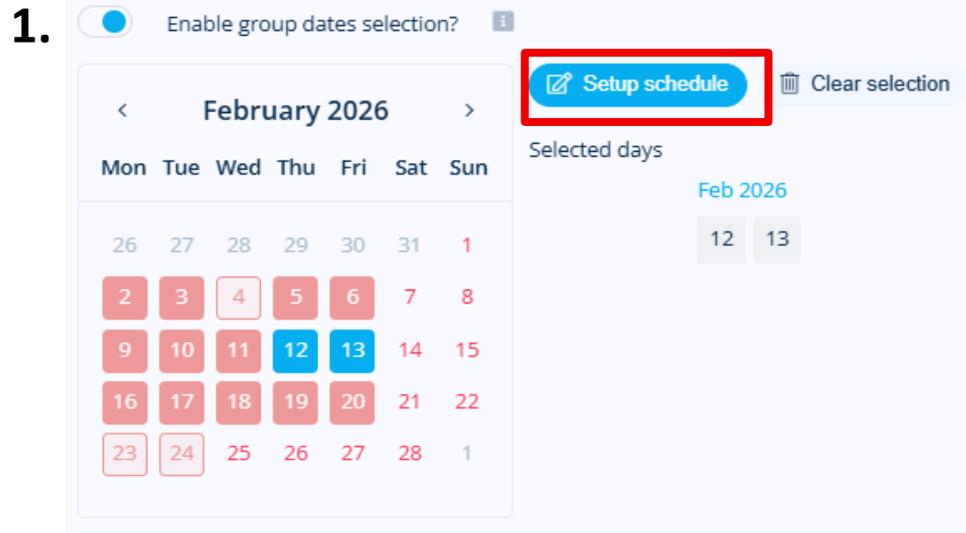
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Availability – Important Reminders

1. **Keep your availability accurate and up to date.**
   Only release days and times you can genuinely attend.
2. **Availability must be released via a web browser.**
   The SimplyBook app does not allow you to set or amend availability.
3. **Do not add, edit, or delete bookings.**
   All bookings are managed by the CHG office.
4. **Only confirmed bookings will appear in your calendar.**
5. If your availability is not showing, check:
   → "Set provider's schedule on special days only?" is ON
   → You clicked Done after setting hours