

Simplybook Quick Reference Guide

February 2026



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.

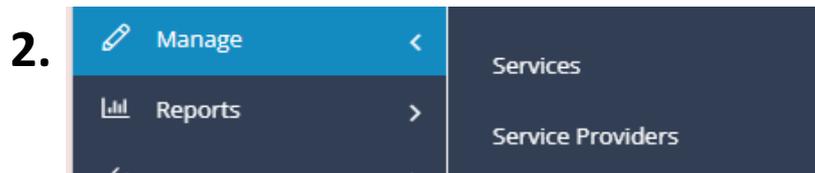
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Setting Your Availability – Where to Start

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.



3.

A screenshot of a web form for editing a service provider named 'Paddy Calvert'. The form includes fields for 'Service provider name', 'Service provider description', 'Phone', 'Email', and 'Service provider image'. There are also checkboxes for 'Display provider on the booking page' and a field for 'Provider's booking link'. At the bottom, a red box highlights the 'Service provider schedule' section, which is currently collapsed.

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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.

A screenshot of a software interface for managing a service provider's schedule. The window title is "Service provider schedule" and it has "Cancel" and "Save & Close" buttons. A yellow warning banner states: "Please note that schedule changes will be applied automatically to previously saved service providers, regardless of 'Save&Close' button". Below this, a toggle switch for the question "Do you want to set provider's schedule on special days only?" is shown in the "ON" position (blue). A red box highlights the toggle, and a red arrow points to it from below.

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:

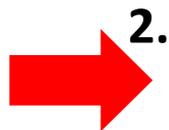
“Enable group dates selection?”

⚠️ 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



2.

1.

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? ⓘ

You can set your service provider schedule per day here. Just click on a date to set the working hours.

Enable group dates selection? ⓘ

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Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1

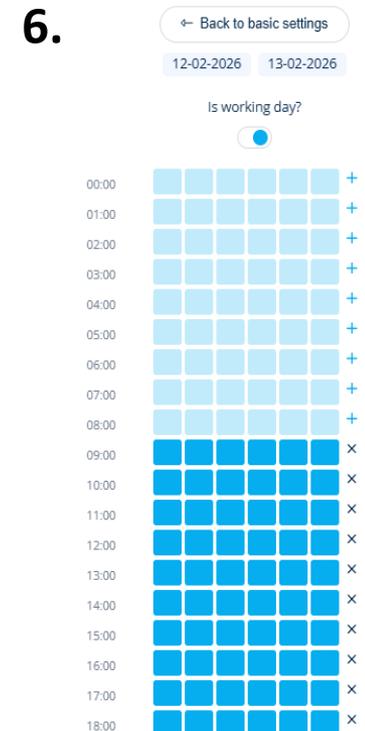
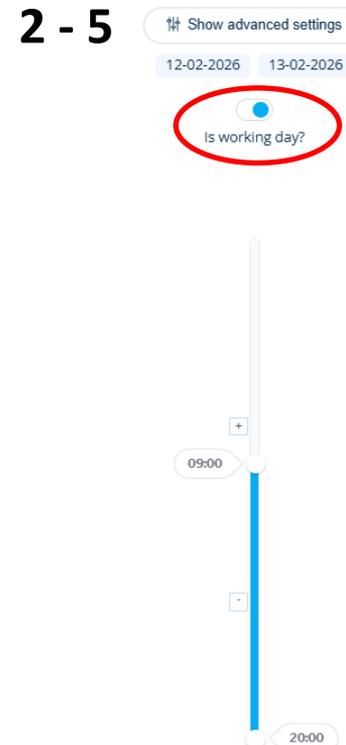
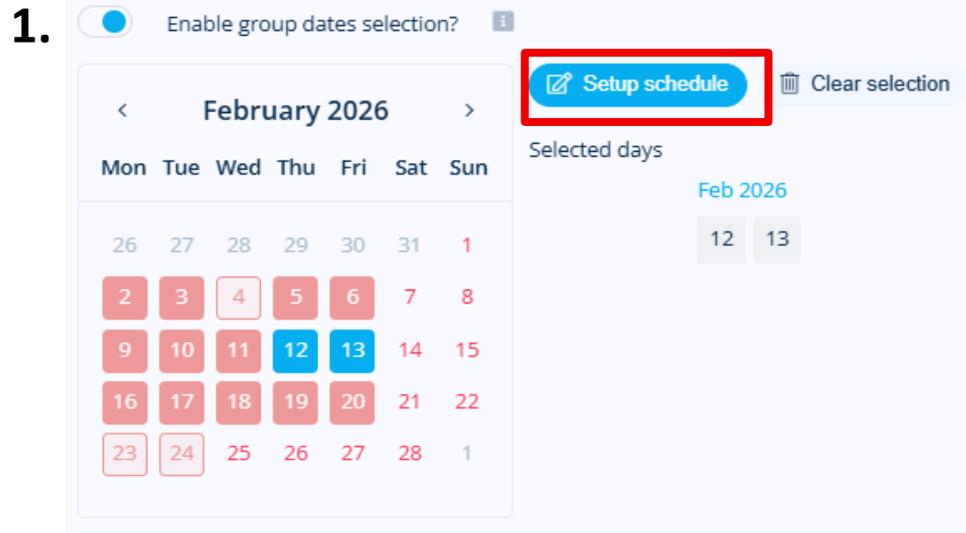
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Setting Your Working Hours

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.



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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