

Troubleshooting Availability for Advisors and Managers

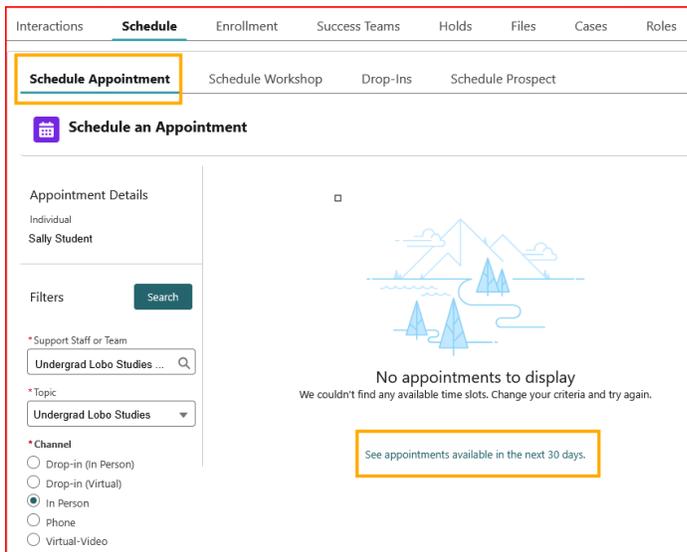
This guide provides advisors and supervisors first-level steps to troubleshoot some common issues in Student Hub regarding availability and appointment scheduling.

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A. I have availability built, but students can't schedule with me

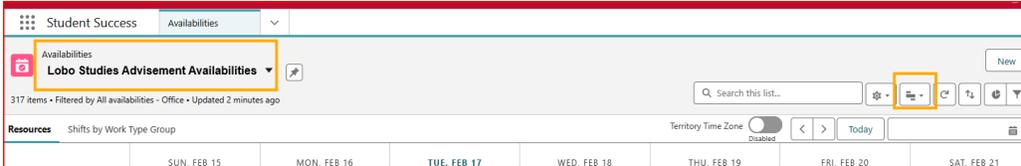
1. Newly created availability takes 10 minutes to become active in the system. If this is a newly created availability, please wait 15 minutes before continuing to next steps or trying to create the availability again.
2. Open the student's account tab and verify if *you* can see available appointments for the day/time/topic the student is looking for in the Schedule Appointment tab. Be sure to click the "See appointments available in the next 30 days" if nothing appears in your initial search.



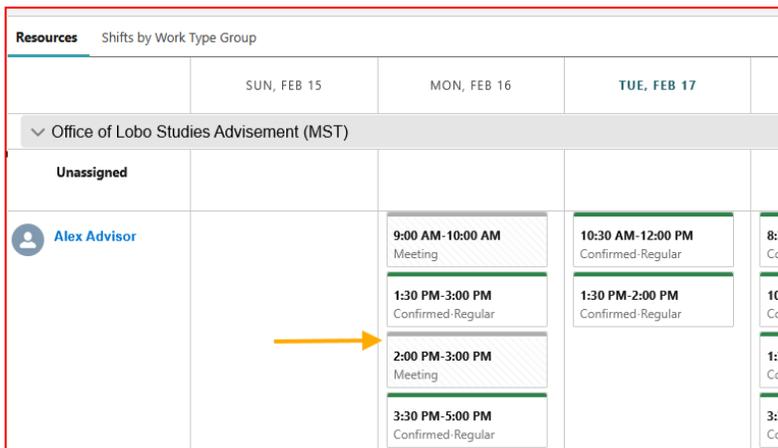
- a. If you can see availability, the student may need additional support in understanding how to use the Schedule Appointment flow (if you are officially connected to them in the system) or the Schedule with Any Office flow (if you are not officially connected to them in the system). Walk them through the process or schedule an appointment on their behalf.
- b. If you are unable to walk them through scheduling successfully on their own because the system is not working as expected on the student side, schedule an appointment on

their behalf and have them email shconnect@unm.edu with details about what is not working on their end so OAS and IT can review the issue.

3. If your availability is *not* showing up when you look at the Schedule Appointment menu, visit your Calendar and check to see if you have any open (unclaimed) appointment availability for the expected times and you do not have other events blocking the availability. If your appointments are all booked, build more future availability (if possible and supported through your advisement unit process) and/or discuss with the student other avenues to connect with you for support.
 - a. For appointments, events on your calendar will block only the portion of availability that overlaps with the event.
 - b. For drop-in availability, an event blocking any part of the availability means that the availability will not show up at all. If you plan to hold reduced drop-in hours due to a time conflict, build a new (additional) drop-in availability on your calendar for the new time that is not blocked by the event so it will be visible to students.
4. If your Calendar looks like you should have available meetings, go to your Availabilities menu to investigate. Choose your office in the drop-down of options and select the Schedule View.



- a. Click on the day/time of the availability that is not showing up as expected and review the Configuration for the availability. Make sure it is built with the channel (modality) and topic(s) the student was looking for. Verify that all modality and topic information is correct for your availability, including ensuring any prospective topics related to your office or position are included. **Availabilities not being configured (or missing configuration information) is the most common cause of issues for appointment scheduling.**
- b. Look at the days/times of your availability and verify there are no “Meeting” events that take place at the time of the availability.



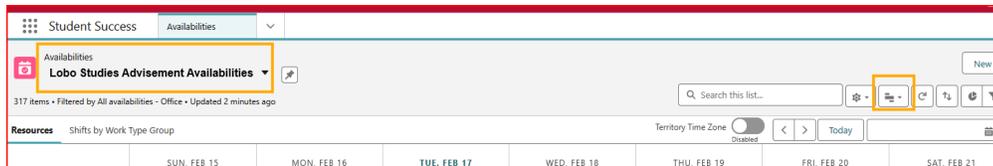
- i. Something labeled in this view as a “Meeting” should match an event on your Calendar. If it does not, reach out to shconnect@unm.edu for support.

B. Students are scheduling appointments with me at times that I am not supposed to have availability.

1. If you made an adjustment to your availability, did you do it on your *Calendar* or on the schedule view in *Availabilities*?



- a. The availability events on your Calendar are a shadow of your availability, not the actual Availability record. Adjusting an availability event in your calendar is an adjustment to the event, not your actual availability. Your Calendar view is best for seeing what your weekly schedule looks like in terms of booked appointments and meetings (if your Outlook is synced). This is where you can also create events to block availability. The schedule view in Availabilities is the best way to view your week’s availabilities and build new availabilities. To view, choose your office in the Availabilities menu and choose the Schedule View.



2. If students are making appointments that occur outside of business hours, double-check your availability to make sure that the start and end dates are the same. This is easiest in the Table view.

Availability ...	Status	Start Time	End Time	Type	Label
<input type="checkbox"/> SFT-16662	Confirmed	2/18/2026 3:00 PM	2/19/2026 5:00 PM	Regular	Example Mismatch Start End Date

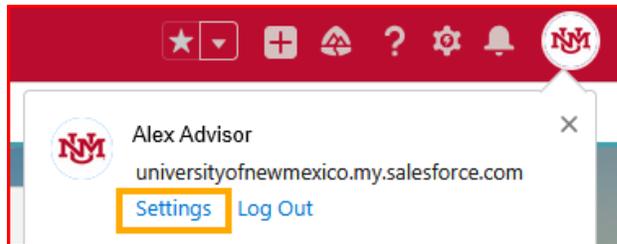
If the end date is different from the start date, it means that availability covers all hours from the start day/time to the end day/time, including overnight. You can also see this in the Schedule View in Availabilities as the block will stretch across date lines.

WED, FEB 18	THU, FEB 19
9:00 AM - 1:00 PM Confirmed-Recurring	9:00 AM - 11:00 AM Meeting
10:30 AM - 12:00 PM Meeting	1:30 PM - 3:00 PM Confirmed-Recurring
10:30 AM - 12:00 PM Confirmed-Recurring	3:30 PM - 5:00 PM Confirmed-Recurring
2/18 3:00 PM - 2/19 5:00 PM Confirmed-Regular	
3:30 PM - 5:00 PM Meeting	
3:30 PM - 5:00 PM Confirmed-Recurring	

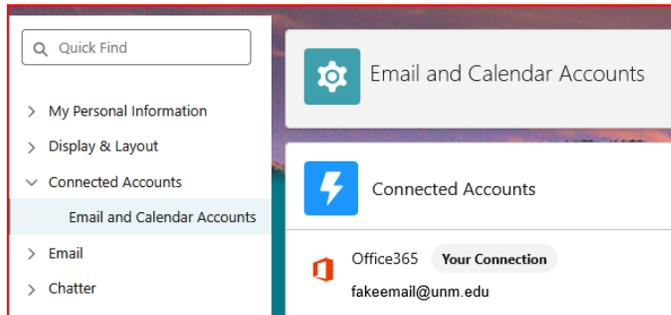
3. If you have an event on your Outlook calendar that should be blocking availability, but students are able to schedule:

a. Confirm that your Outlook calendar is synced with Student Hub.

i. Click your photo in the upper-right corner of Student Hub and choose Settings.



ii. In Connected Accounts>Email and Calendar Accounts, make sure your Office365 account is connected. If connected, move to next step. If not connected, follow the prompts to add a New Account. **Do not disconnect and re-connect your Outlook calendar.**



b. Confirm in your Outlook calendar that you accepted the event and the event is marked as Busy or Out of Office. Events marked as Free or as Private do not block your Student Hub availability.

Does not block in Student Hub	Blocks availability in Student Hub
Free Event	Busy Event
Private Event	Out of Office Event
	Tentative Event

i. Pro tip: Drop-In hours show as a Free event on your Outlook calendar. To prevent people from booking meetings on your Outlook calendar during drop-ins, create a Private event in your Outlook calendar at the same time as your drop-ins. This blocks your Outlook calendar but leaves your drop-in availability in Student Hub unblocked and visible.

- c. Be mindful that Outlook events take some time to migrate to your Student Hub Calendar. Sometimes it takes minutes; sometimes it takes a few hours. If you have a busy calendar and need the availability blocked immediately, you can add an event in your Student Hub calendar to block the availability instantly. A student may book an appointment before the Outlook event migrates to Student Hub.
- d. If the event on your Outlook is accepted, is marked as Busy/Out of Office, and has migrated to your Student Hub calendar and a student is still able to book (or you can view appointments on your calendar in the Schedule Appointment flow on a student account), reach out to shconnect@unm.edu. Include screenshots of your Outlook calendar, your Student Hub calendar, and the Schedule Appointment flow where you see available meetings.

C. Top tips for availability building

1. Often, availability problems are due to availability not being configured correctly.
 - a. Be sure to select all of the topics associated with your office and role, but *do not use the “select all topics” button*. If you are not sure the complete list of your topics, consult with your manager or supervisor.
 - b. Drop-ins and appointments must be built as separate availabilities. Do not use drop-in channels or topics on appointment availability or vice versa.
 - c. Drop-ins and appointments cannot be built to occur at the same time – as soon as one student books an appointment, the drop-ins disappear. Please consult with shconnect@unm.edu if you would like to make same-day appointments an option for your office.
2. Use cloning to your advantage.
 - a. Student Hub does not handle edits to availability well. Use cloning instead of editing. Cloning creates an exact copy of an existing availability (including configuration) which can then be edited and saved to create a new availability. This can be particularly useful as a template to build new availability without having to remember all the details of your configuration (as long as you are cloning availability that was correctly configured).
 - b. To access cloning, click the arrow for the availability you want to clone and then choose Clone. Detailed labels help you identify which availability you’d like to adjust/extend.

Availability Number	Status	Start Time	End Time	Type	Label	Recurrence
1	Confirmed	1/19/2026, 1:30 PM	1/19/2026, 3:00 PM	Recurring	Monday PM Appts- In Person/Zoom	5/30/2026
2	Confirmed	1/19/2026, 3:30 PM	1/19/2026, 5:00 PM	Recurring	Monday PM Appts- In Person/Zoom	5/30/2026

- i. To extend a recurrence pattern on an availability that needs no other adjustments, clone the availability, chose a new start/end date (same date for both!) that begins when your old availability recurrence ends, and update your recurrence end date to a new future date.
- ii. To use cloning as a template for another availability, clone the availability, adjust the dates, times, label, configuration, and recurrence as desired and save.
- iii. To use cloning as a way to edit existing availabilities that need adjustment, first make note of the record number for the availability that needs editing (SFT-#####). Then, clone the availability, make the necessary adjustments (label, days/times, configuration – whatever you needed to edit) and save. Once saved, delete the old availability that had the incorrect information (use the SFT number you made note of to select the right one). Any already scheduled appointments on the deleted availability will remain scheduled, but no new appointments can be scheduled with that availability.

D. Next steps for getting more support

We hope this guide empowers you to do some first-level troubleshooting and resolve some of the most common issues users have experienced in Student Hub. Still, we know this guide won't resolve every issue, and that's why we're here.

Here are some things to keep in mind if you have run through these steps and something is still not working as expected:

1. Try refreshing the tab on your browser and/or using the refresh in the system as you perform your own troubleshooting. Sometimes a refresh is all that's needed.
2. Still not working? Email shconnect@unm.edu.
 - a. Be sure to include screenshots (full view of the website encouraged) and a narrative of what you were trying to do and what did or did not happen as expected. If possible, please also include what troubleshooting steps you already took on your own.
3. Keep an eye on your email and Teams – you may receive an email or instant message to ask for clarification. In some instances, our team may reach out to you to set up a time for a Teams call so you can demonstrate what's going on. We often find it's much easier to talk through issues together in real time.