Troubleshooting

Q: The Help Center references a Virtual Room column on the Appointments tab, but I don't see it. Why?

A: First, make sure your event has Virtual or In-Person/Virtual appointment slots.

To update the slots:

1. On the Settings/Admin View Settings tab, check the box **Show the "Appointment type" dropdown**.
2. On the Appointments tab, select the date on the calendar.
3. Click **Slots > Update Slots**.
4. Select Virtual or In-Person/Virtual and click **OK**.

Next, check that the Teams integration has not already been activated:

1. Go to **Online Scheduler Settings > Advanced Settings**.
2. Make sure the integration dropdown is empty.

Q: I have a user who can't get into the pickAtime system from Entra ID. What should I check?

A: Check that the user exists in both the pickAtime and Entra databases.

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