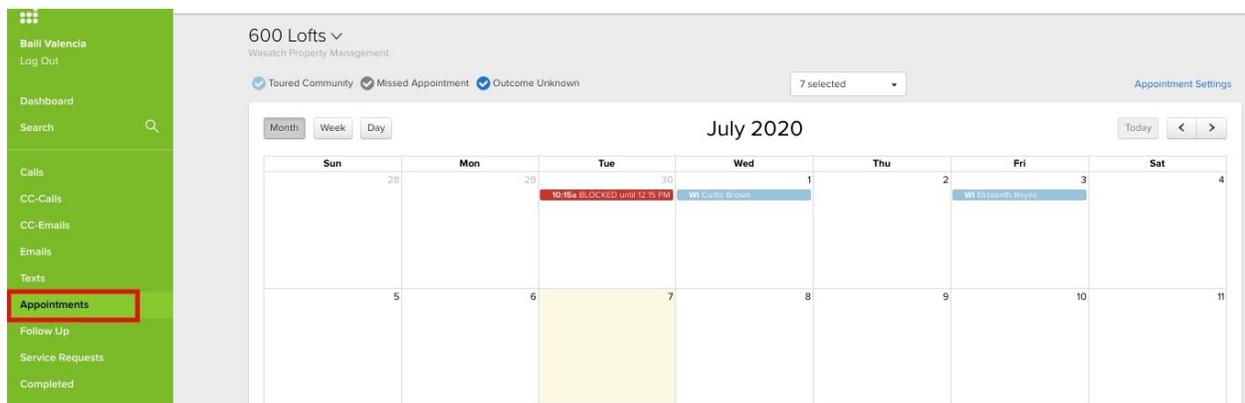


Modify Appointment Settings

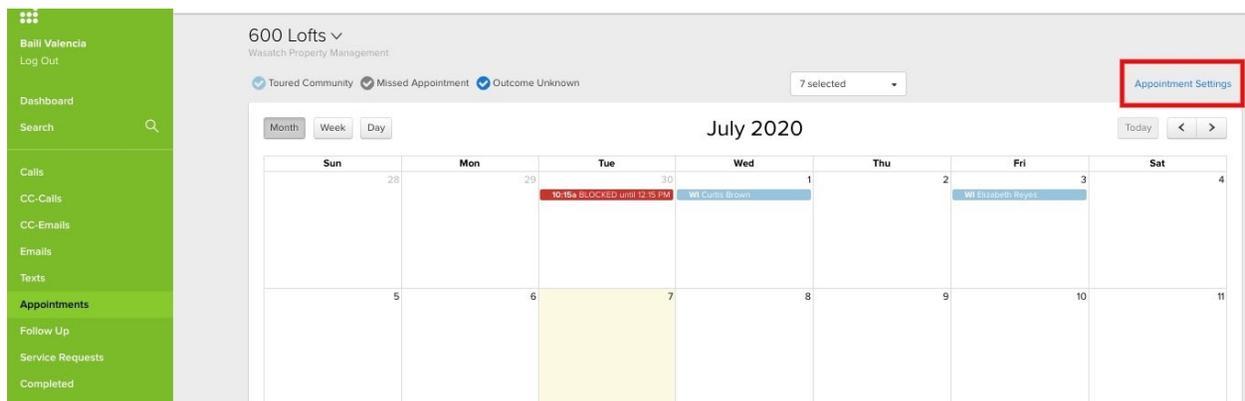
You have the ability to modify your appointment settings within Rent Dynamics. You can block out times you are unable to tour, set the duration of tours and select how many concurrent tours you can complete at a time, all from the appointment calendar.

To do this, select the **Appointments** tab located on the left side of the page.



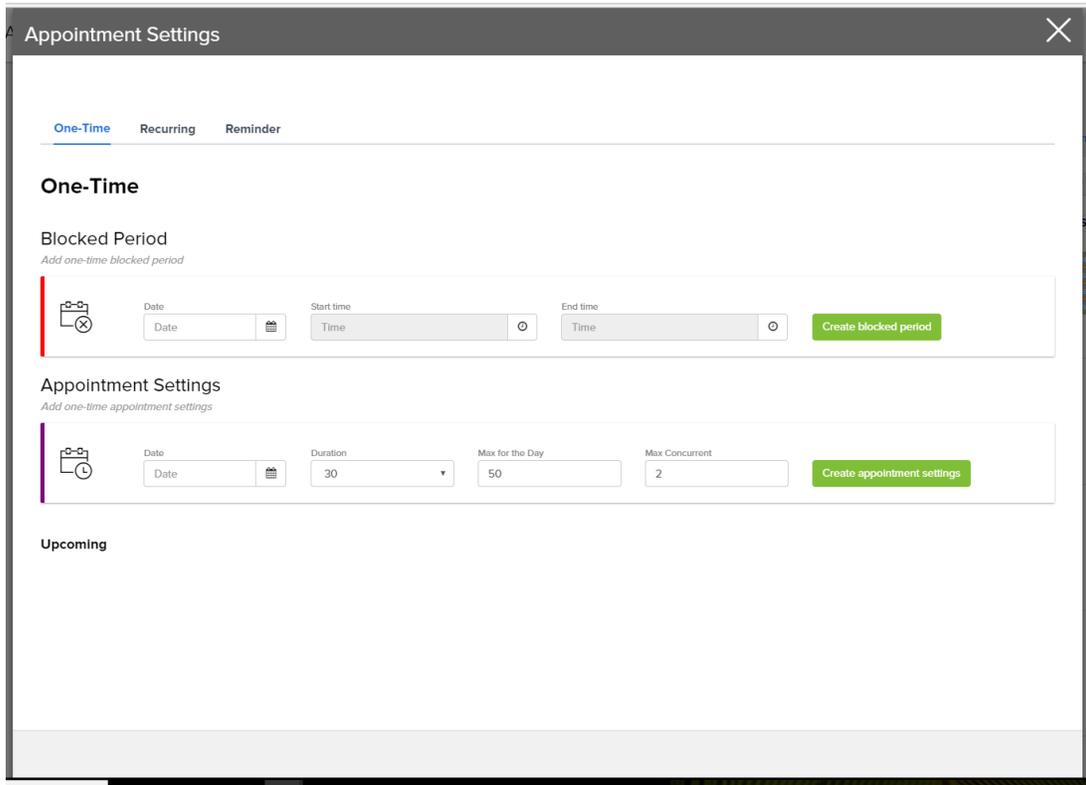
The screenshot shows the Rent Dynamics interface for '600 Lofts'. The left sidebar is green and contains a menu with the following items: 'Balli Valencia Log Out', 'Dashboard', 'Search', 'Calls', 'CC-Calls', 'CC-Emails', 'Emails', 'Texts', 'Appointments' (highlighted with a red box), 'Follow Up', 'Service Requests', and 'Completed'. The main content area displays a calendar for July 2020. The calendar shows a '10:15a BLOCKED until 12:15 PM' on Tuesday, July 29th, and a 'WI Curtis Brown' appointment on Wednesday, July 30th. The 'Appointment Settings' link is visible in the top right corner of the main content area.

Next, select **Appointment Settings** located in the top right-hand corner.



This screenshot is identical to the previous one, but the 'Appointment Settings' link in the top right corner of the main content area is highlighted with a red box.

You will be redirected to a new page where you can add One-Time blocked periods and appointment settings, or Recurring blocked periods and appointment settings.



To add a one time blocked period, you will need to select the date, start time, end time, and then select create block period.

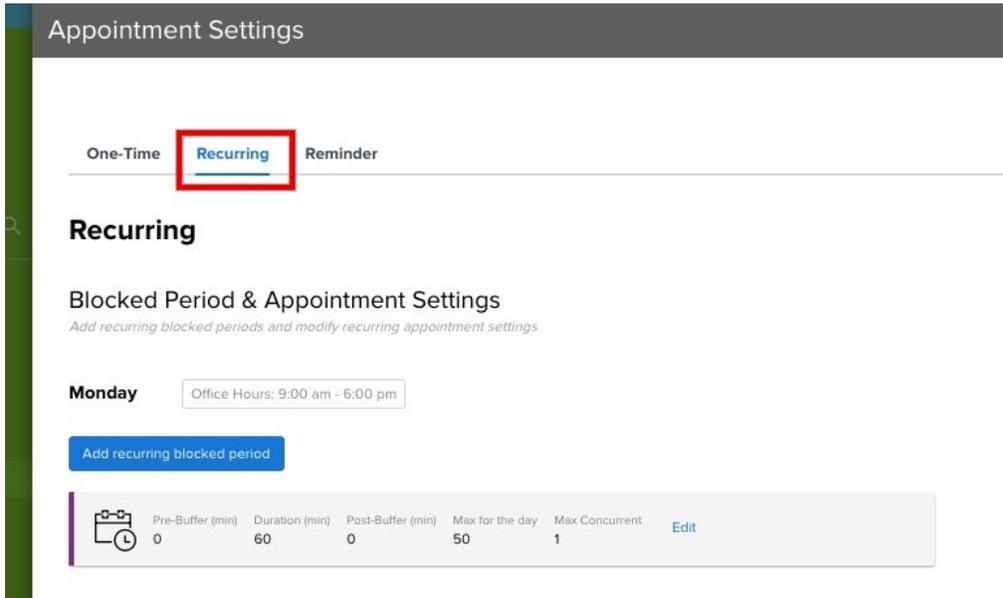
One-Time

Blocked Period

Add one-time blocked period

A close-up view of the "Blocked Period" form from the previous image. A red rectangular box highlights the entire form area, including the calendar icon, the "Date" input field, the "Start time" input field, the "End time" input field, and the "Create blocked period" button.

To add a recurring blocked period, select the **Recurring** tab.



The screenshot shows the 'Appointment Settings' interface. At the top, there are three tabs: 'One-Time', 'Recurring', and 'Reminder'. The 'Recurring' tab is highlighted with a red box. Below the tabs, the section is titled 'Recurring' and 'Blocked Period & Appointment Settings'. Under 'Monday', there is a text box for 'Office Hours: 9:00 am - 6:00 pm'. A blue button labeled 'Add recurring blocked period' is visible. Below this, a table lists appointment settings:

Icon	Pre-Buffer (min)	Duration (min)	Post-Buffer (min)	Max for the day	Max Concurrent	Edit
	0	60	0	50	1	Edit

Select the day of the week you want your recurring blocked period to populate. You will select the start time, end time, and create blocked period.

Once you have added your blocked period, you will be able to see the update on your calendar in red. This is a great tool if you have a monthly recurring staff meeting at the same time during which you don't want appointments to be scheduled (Recurring Blocked Period), or if your community will be closed early for a holiday or special event (One-Time Blocked Period).

Note: If your community is utilizing Hello Contact Center, this will also prevent the Contact Center from scheduling appointments during the blocked period.

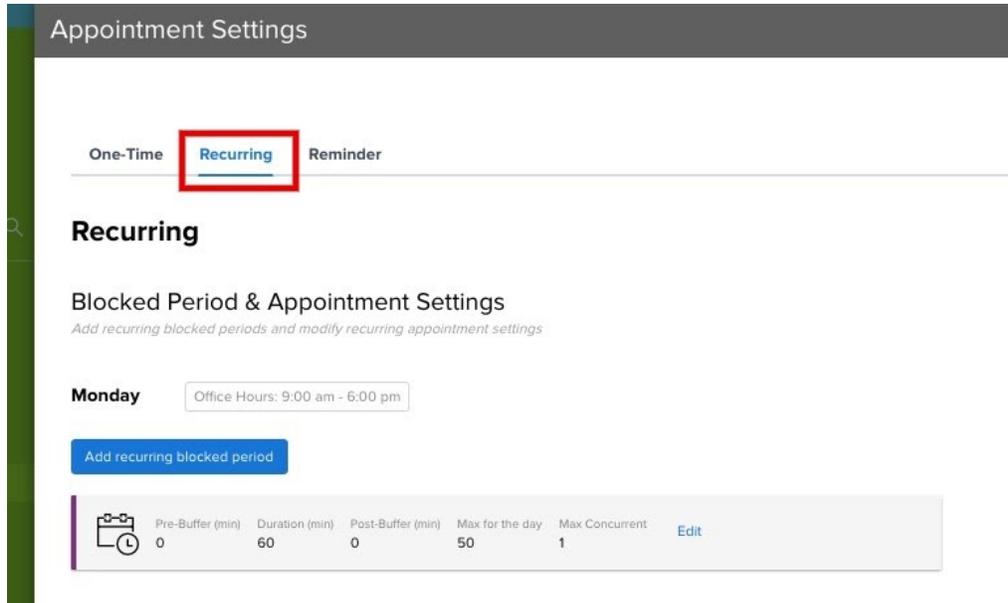
To remove a blocked period, select **Appointment Settings**, and then the **One-Time** tab.

The screenshot shows the 'Appointment Settings' interface with the 'One-Time' tab selected. It features two main sections: 'Blocked Period' and 'Appointment Settings'. The 'Blocked Period' section includes a calendar icon, a date field, start and end time fields, and a 'Create blocked period' button. The 'Appointment Settings' section includes a calendar icon, a date field, and dropdown menus for 'Pre Buffer', 'Duration', and 'Post Buffer', along with input fields for 'Max for the Day' and 'Max Concurrent', and a 'Create appointment' button.

You will then see the upcoming blocked period by referencing the **Upcoming** section or by viewing your calendar. You can then manually remove blocked periods previously created.

This screenshot shows the 'Appointment Settings' interface with the 'Upcoming' section highlighted. It displays a blocked period for '07/10/2020' from '10:00 am - 12:00 pm' with the text 'will be blocked'. A 'Remove' button is visible next to the blocked period entry.

To update your appointment settings, select the **Recurring** tab. Here you have the ability to adjust concurrent appointment times, add a pre and post buffer to the appointment, and adjust the appointment time duration.



The screenshot displays the 'Appointment Settings' interface. At the top, there are three tabs: 'One-Time', 'Recurring', and 'Reminder'. The 'Recurring' tab is highlighted with a red rectangular box. Below the tabs, the section is titled 'Recurring' and 'Blocked Period & Appointment Settings'. Underneath, it shows 'Monday' with 'Office Hours: 9:00 am - 6:00 pm'. A blue button labeled 'Add recurring blocked period' is visible. At the bottom, there is a table with columns for 'Pre-Buffer (min)', 'Duration (min)', 'Post-Buffer (min)', 'Max for the day', and 'Max Concurrent', with values 0, 60, 0, 50, and 1 respectively. An 'Edit' link is also present.

Pre-Buffer (min)	Duration (min)	Post-Buffer (min)	Max for the day	Max Concurrent	Edit
0	60	0	50	1	

As always, if you have any questions, please reach out to our Support Team using the green chat icon in the bottom right corner.