

Appointments

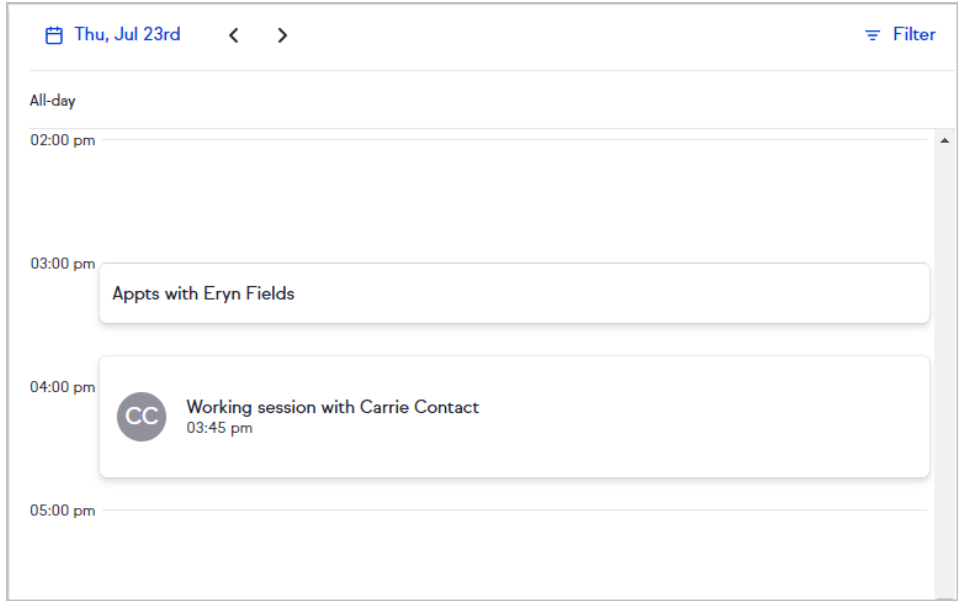
This article applies to:

With Keap Appointments, you can manage your schedule by viewing, rescheduling, or canceling appointments with ease. Quickly send your booking link to contacts via email or text, or use share the link online or in an automation.

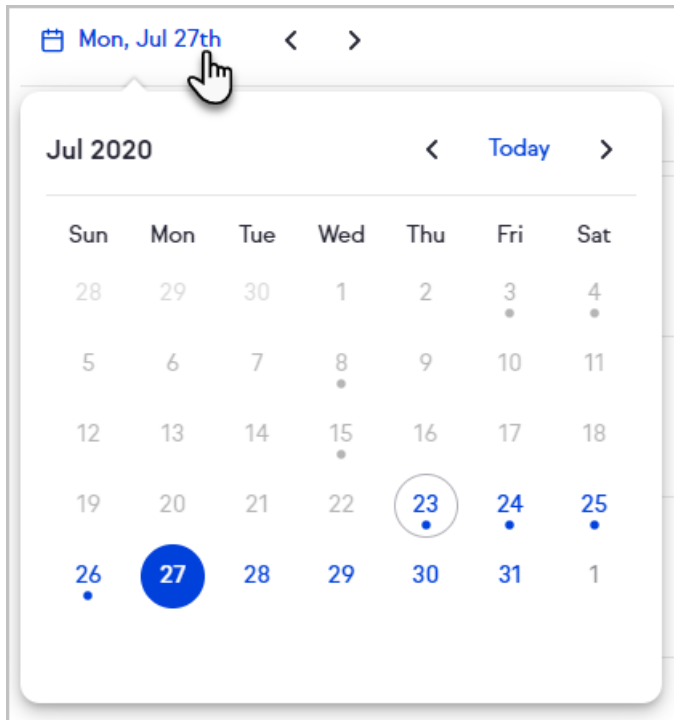
Note: To setup your Google Calendar [click here](#) and to setup your Outlook Calendar [click here](#).

Appointments overview

On the right side of the Appointments page is your daily schedule



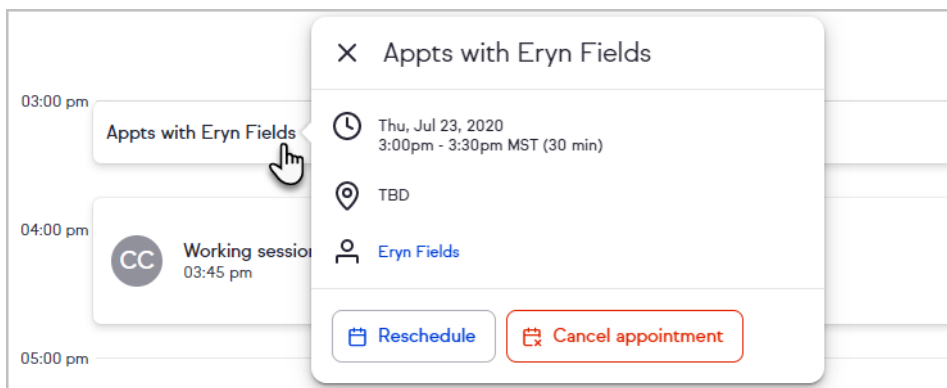
Click the date above your daily schedule to select and view another date. Today's date is circled, the date you are viewing is a solid circle, and days with calendar events have a dot beneath them.



Appointment details

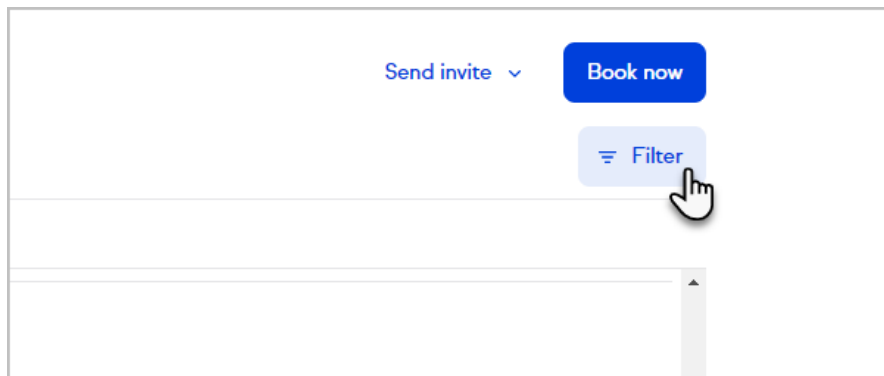
Click an appointment to view details of the appointment. There are options to **Reschedule** or **Cancel** the appointment. For more information regarding rescheduling and/or canceling an appointment, [click here](#).

Events created on your Google or Microsoft calendar will be displayed on your Keap calendar, but cannot be edited in Keap. These events can be edited from your external calendar account.

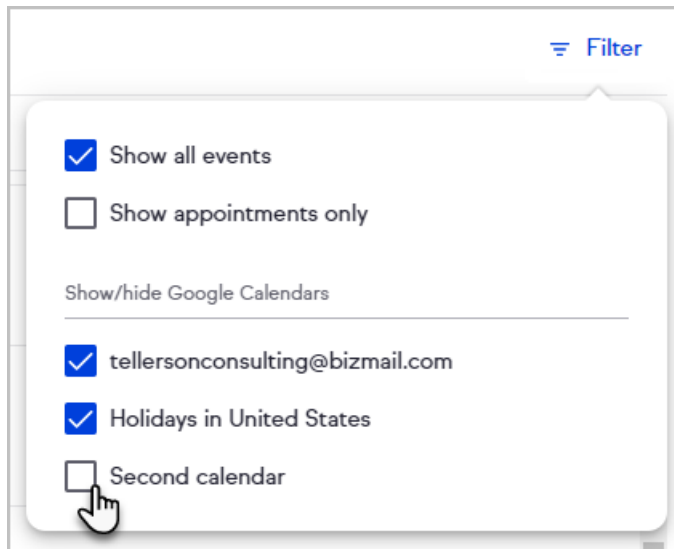


Appointment filtering

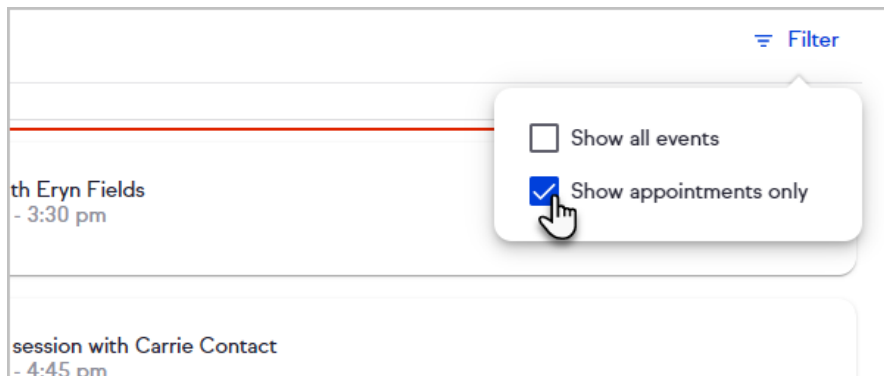
1. Click on **Filter**



2. Select the calendars you want to display events from

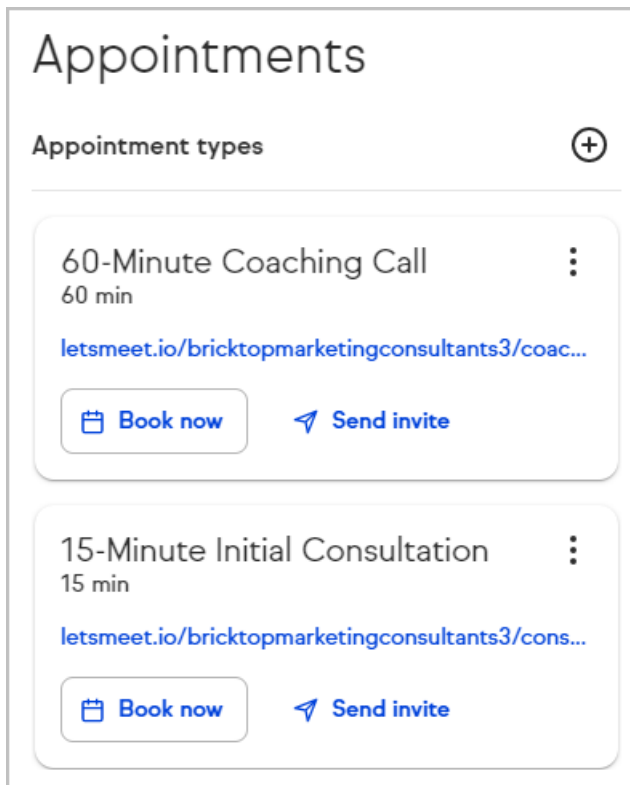


3. Or select if your calendar should **Show all events**, including ones not made by Keap, or **Show appointments only**, to only see Keap events



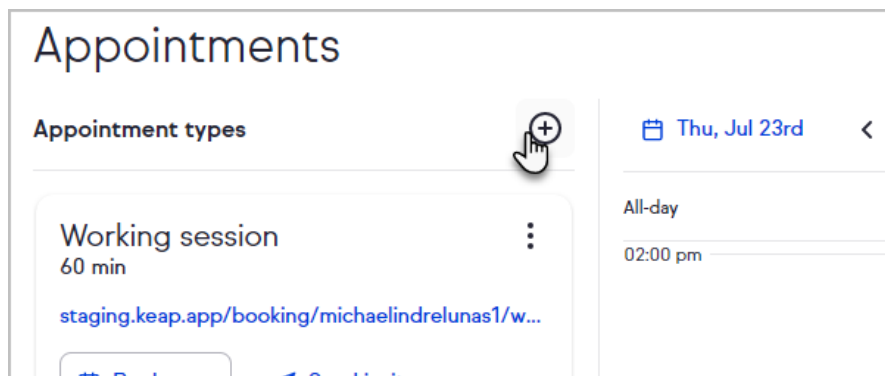
Default appointment types

After connecting your calendar, Keap will automatically create two appointment types for you: a 15 minute "Initial Consultation" and 60 minute "Coaching Call". You can use, edit, or delete these appointment types as desired.



Add an appointment type

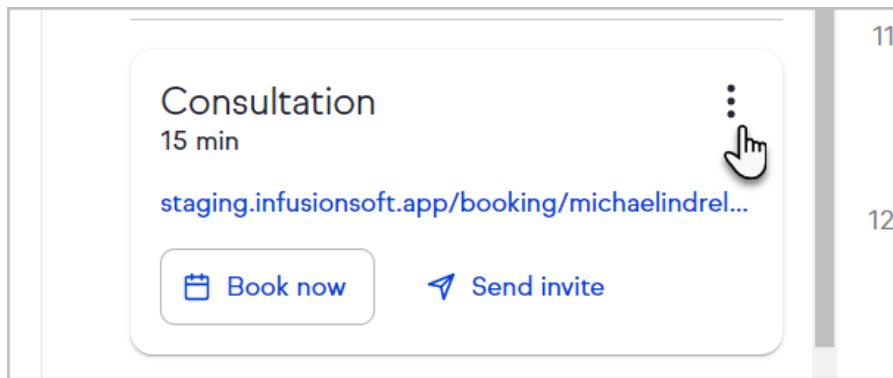
1. Click the "+" button



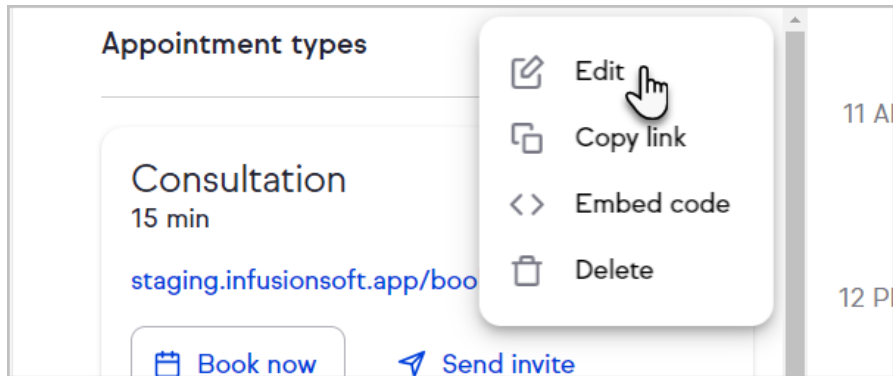
Continue setup process as previously documented [here](#)

Edit appointments

1. Navigate to the **Appointments** page
2. Open the more options menu for the appointment type you want edit



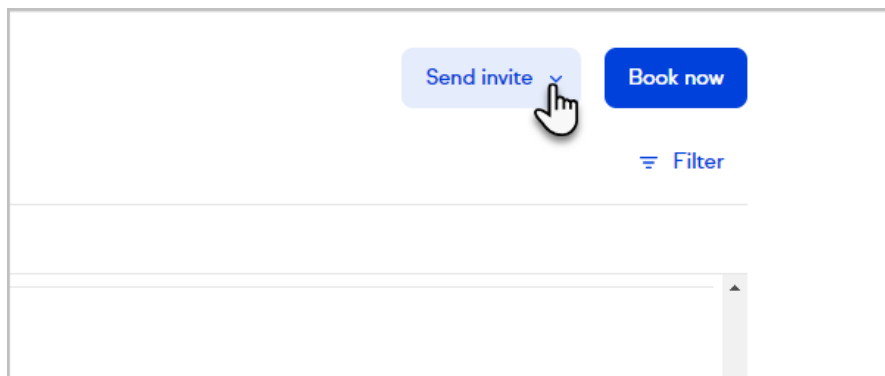
3. Click Edit



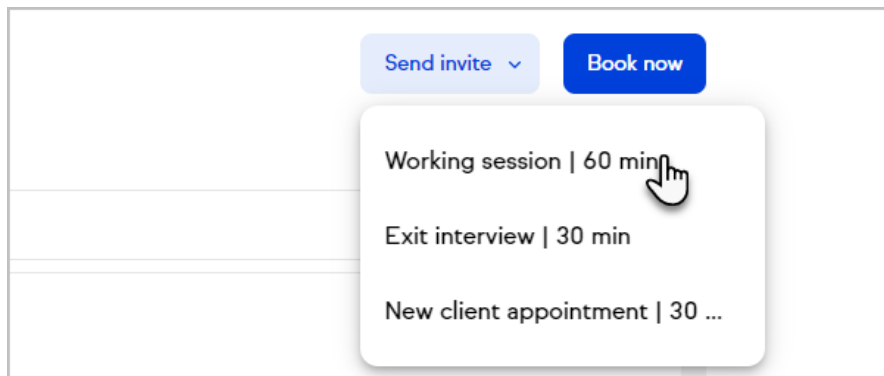
Sending appointment links

You can send an email or SMS message ([Keap Business Line](#) required) with your booking link from the Appointments page.

1. Click the **Send invite** button



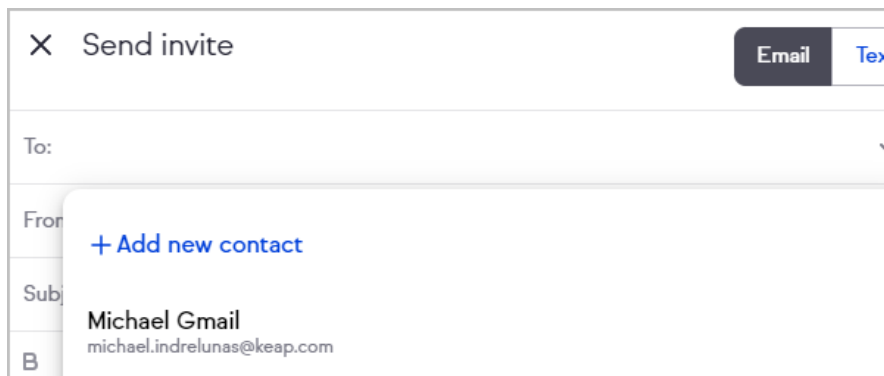
2. Select which appointment link to send



3. Select **Email** or **Text**

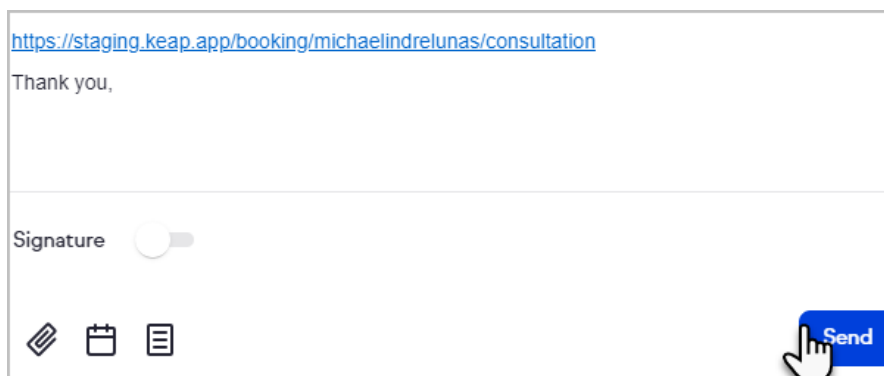
Note: Sending a link via text requires [Keap Business Line](#)

4. Enter the name of an existing contact or add a new one



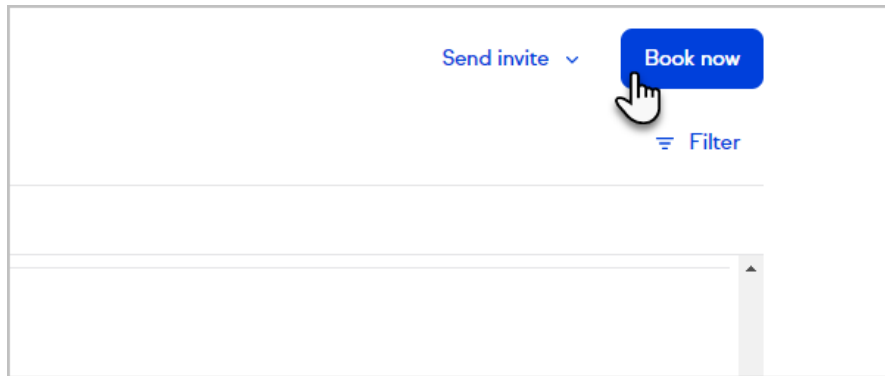
5. Edit message as needed

6. Click **Send**

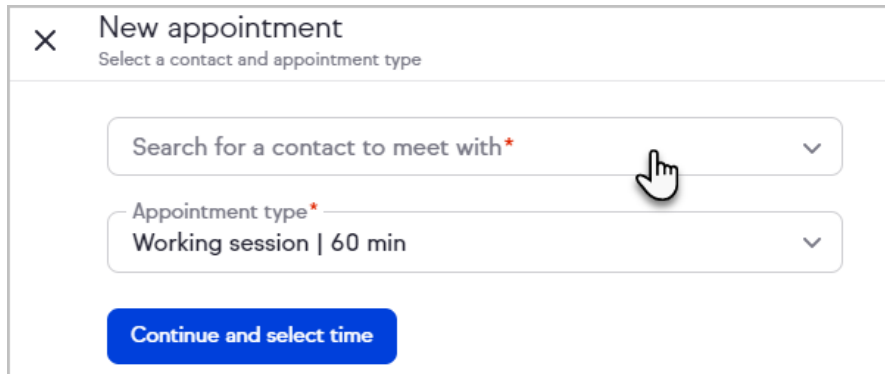


Book an appointment on your calendar

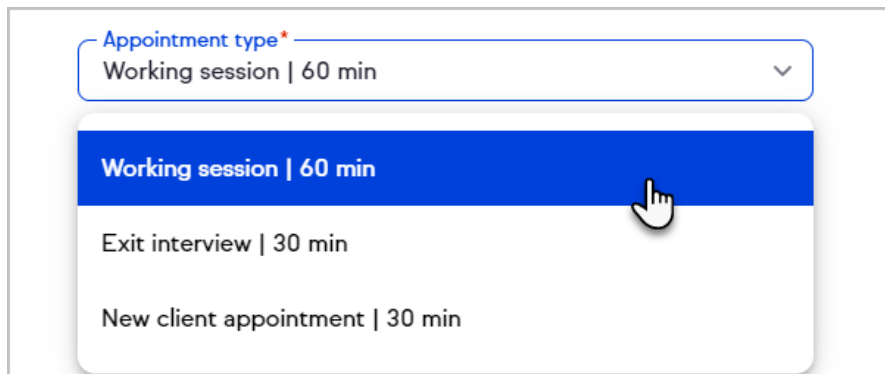
1. Click the **Book now** button above your daily schedule or by on appointment type



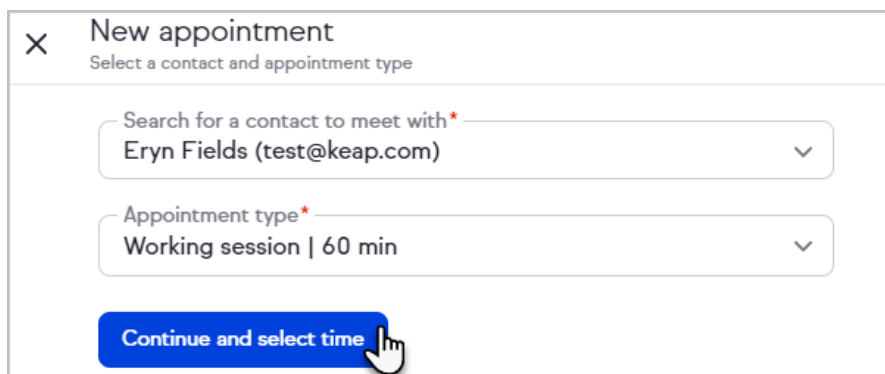
2. Search for or add a new contact



3. Select the appointment type



4. Click Continue and select time



5. Select a date and time to book

< Today >

Friday, July 24 2020 < >

Thu	Fri	Sat
2	3	4
9	10	11
16	17	18
23	24	25
30	31	1

09:00 AM - 10:00 AM	Book now
09:15 AM - 10:15 AM	Book now
09:30 AM - 10:30 AM	Book now
09:45 AM - 10:45 AM	Book now
10:00 AM - 11:00 AM	Book now
10:15 AM - 11:15 AM	Book now

6. Click **Confirm**

< Today >

Friday, July 24 2020 < >


Thu	Fri	Sat
2	3	4
9	10	11
16	17	18
23	24	25
30	31	1

09:00 AM - 10:00 AM	Book now
09:15 AM - 10:15 AM	Confirm
09:30 AM - 10:30 AM	Book now
09:45 AM - 10:45 AM	Book now
10:00 AM - 11:00 AM	Book now

7. Choose to view your appointments, view the contact you just booked, or close the success window

✕
Success

High five Michael!
Your Working session with Eryn Fields
has been scheduled!



View appointments

View contact

Appointment reminders

When you use Keap Appointments, your invitees will automatically receive reminders 24 hours and 1 hour before their appointment. You can customize these reminders in [Easy Automations](#) by changing the frequency or content of the reminders.

