

Bookings – Create Your Appointment Calendar

1/2026

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Bookings in brief

Here is a summary of how to build a new personal Bookings appointment calendar.

Detailed setup steps are presented step by step in the following slides, with screenshots.

1. Open Bookings

- Intranet → Apps → Bookings
- Outlook/Teams → Apps → Bookings → Pin to sidebar

2. Create a new calendar (4 steps) (slides 4-7)

- Basic Info: name, Jamk logo, Business type → Other, Opening hours
- Staff: Personal → Next
- Name: For example: “Online guidance for students”
- Choose who can book: Anyone
- Create and Start

3. Basic settings (slides 8-12)

- Company details (slides 8-9)
- Booking page (slides 10-12)

4. Services (slides 13-15)

- Add a new service (slide 16)

5. Publish, share calendar link and test (slide 17)

- You can copy the booking page link and share it with students via email, embed it in instructions or add it to your email signature

6. Outlook integration

- Bookings shows only free times from Outlook
- All Outlook bookings, including private ones, block availability

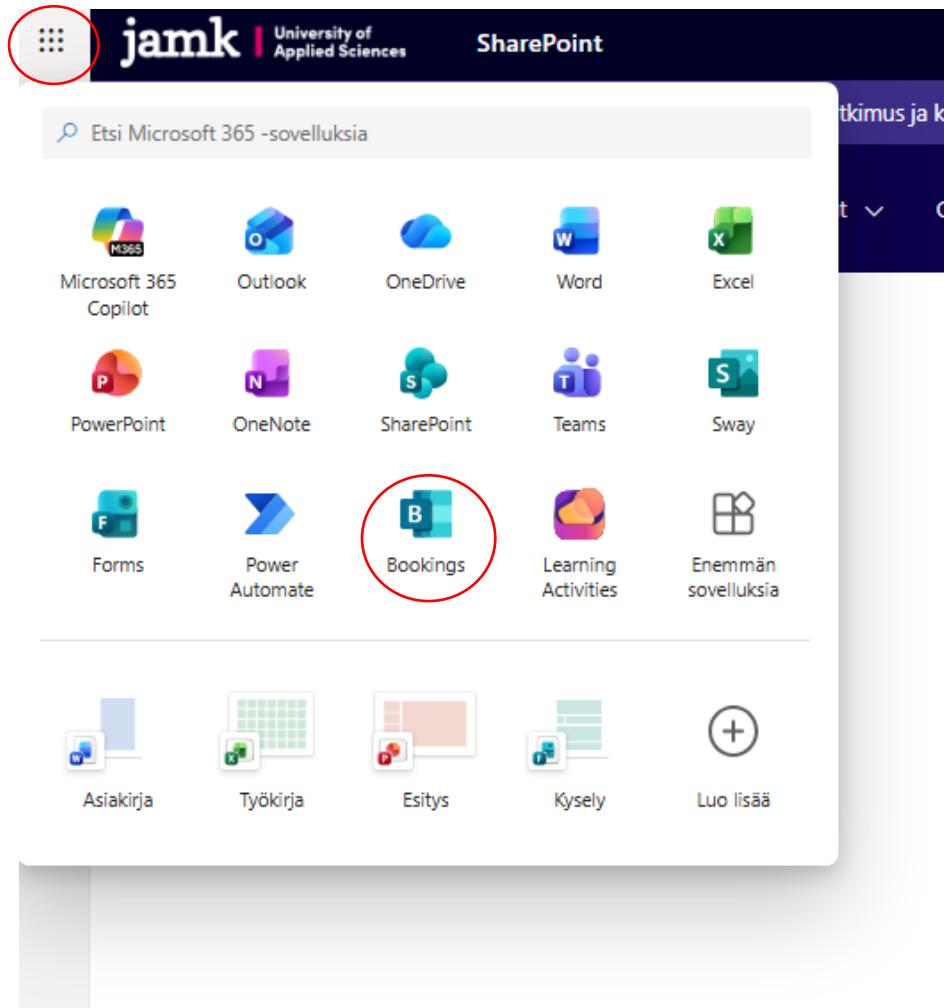
7. Clear customer data (slide 19)

- Customers → Trash icon
 - Delete data one by one
 - Does not affect existing bookings

8. Time off and absences (slide 20)

- Remember to mark vacations and absences in Bookings using “Add time off” settings to prevent accidental bookings.
 - Video guide: [Schedule business closures, time off, and vacation time](#)
- Additional tips
 - [Personal Bookings Frequently Asked Questions](#)

Getting Started with Bookings



Elmo intra

- Log in to Elmo intra
- Open the app launcher and select Bookings (or search for it in the search bar).

Outlook or Teams

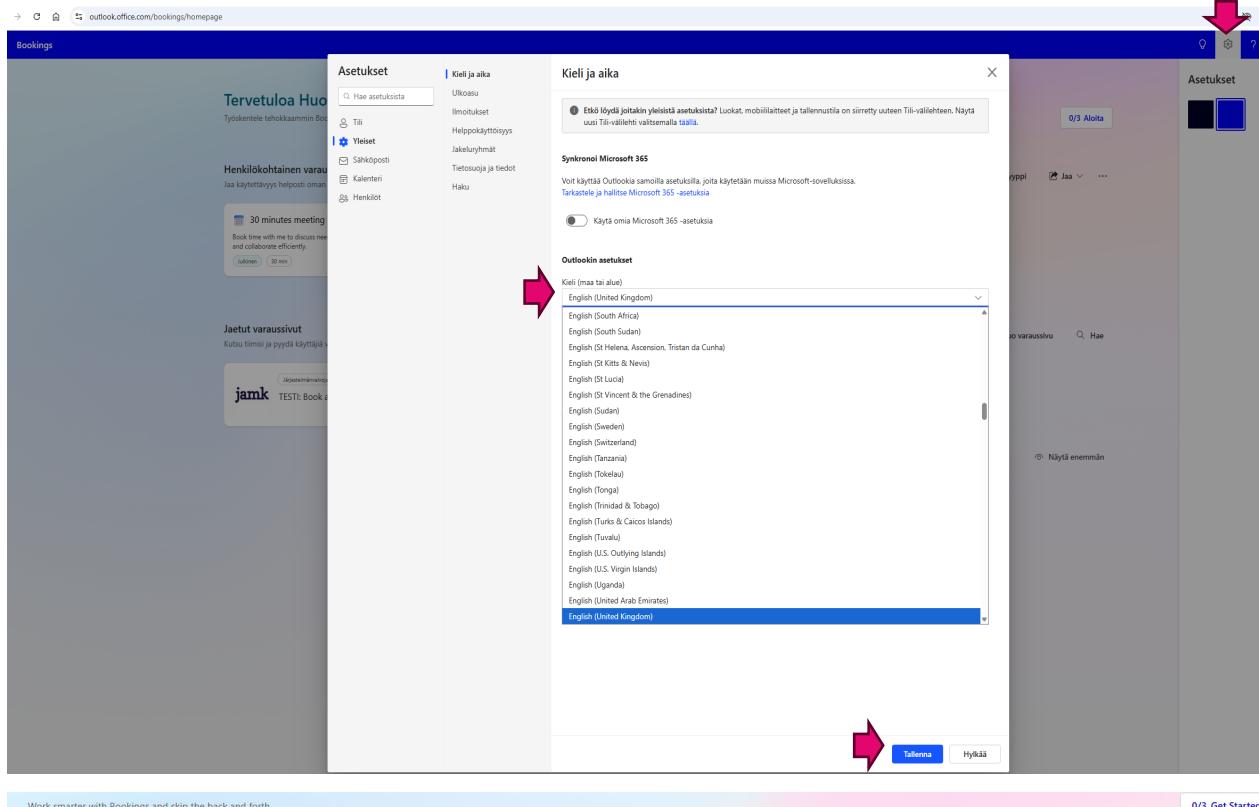
Microsoft Bookings can also be used directly in Outlook and Teams.

You can add the Bookings app to the left sidebar for easy access

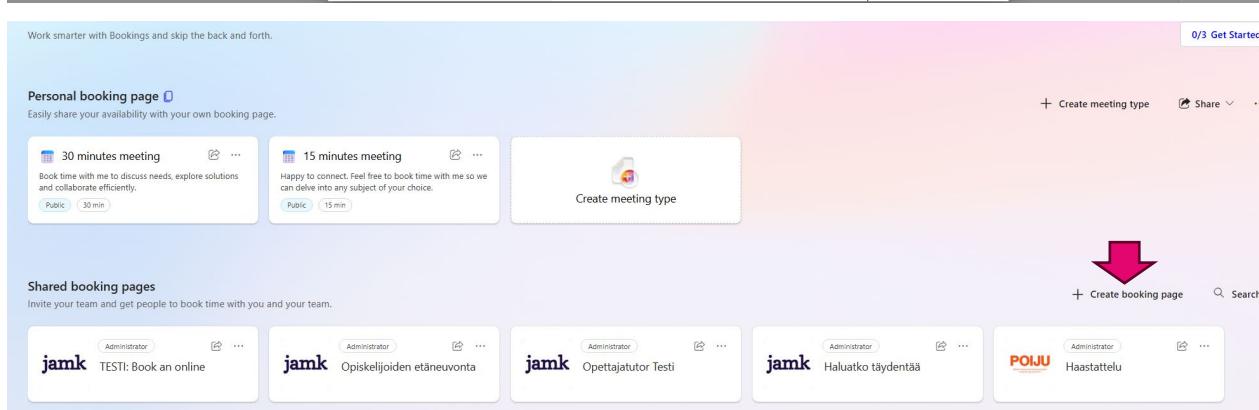
- Open Outlook or Microsoft Teams
- Go to the left rail
- Select the Apps icon
- Search for Microsoft Bookings
- Integrate it into the Outlook or Teams interface by selecting Add
- Pin the app to the left sidebar for quick and easy access

- [Microsoft Bookings](#)

Create a new calendar 1/4

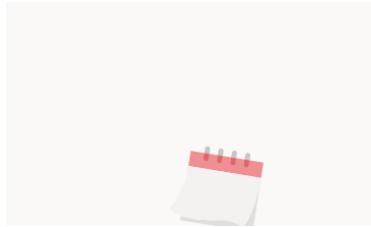


- Settings
- Kieli → English
- Save and close the pop-up window



- Create booking page

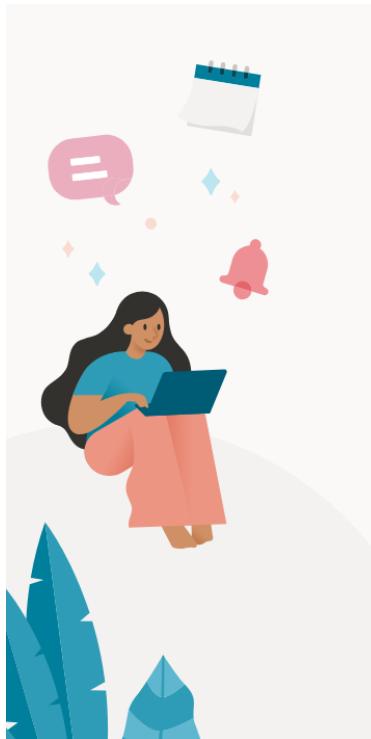
Create a new calendar 2/4



Create a shared booking page
Choose how you want to get started

Create from scratch

Or clone from an existing booking page



Step 1 of 4

Create a new shared booking page

The business name you enter here will be used to create the email address for sending booking invites (e.g., businessname@domain.com) and the booking page link (e.g., <https://book.ms/b/businessname@domain.com>).

Name *

Online guidance for International Business students

jamk Remove

Business type

Other

Business hours

Mon-Fri, 9:00 AM - 3:00 PM

[Change](#)

Next

- Create from scratch

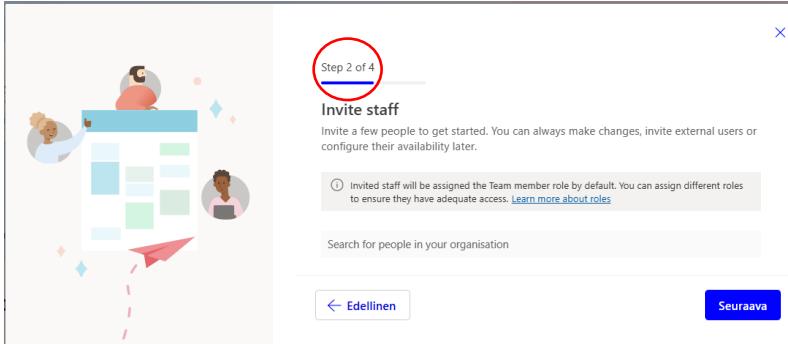
Step 1/4

- Name (for example: "Online guidance for... students")
- Add Jamk's logo (save the Jamk logo to your desktop)
- Business type: Other
- Business hours (for example Mon–Fri 9–3).
 - Note! The opening hours are default times at this stage; you can edit the bookable guidance times in the finalized calendar.

jamk

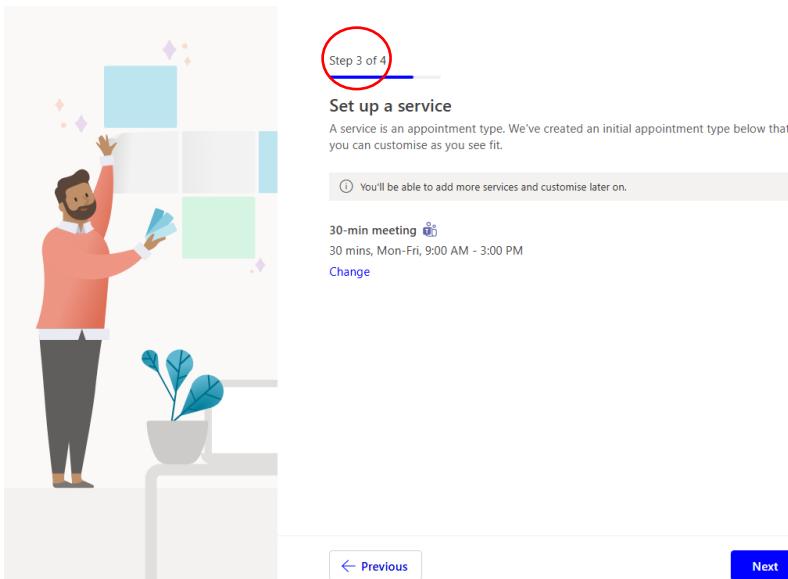
jamk

Create a new calendar 3/4



Step 2/4

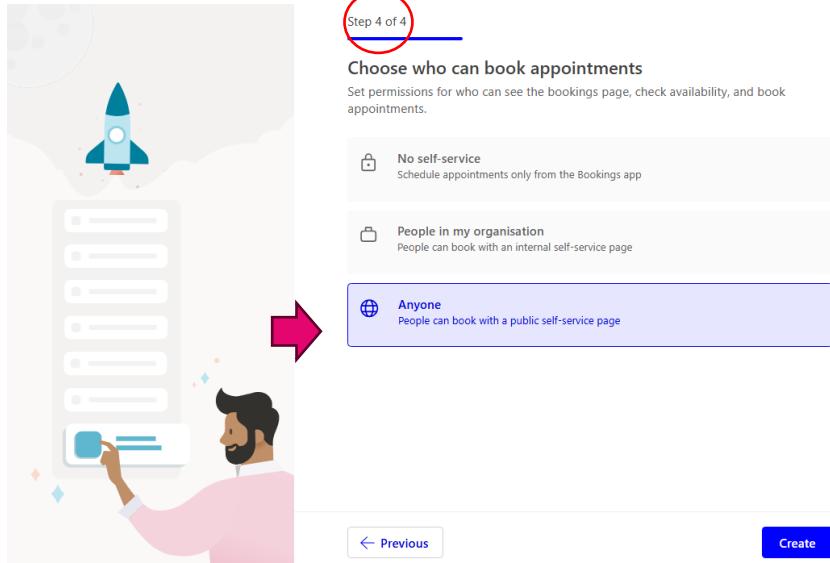
- Next



Step 3/4

- Next
- You will be able to add more services and customise later on

Create a new calendar 4/4



Step 4/4

- Choose Anyone
- Create

- When your booking calendar is finalized, you will receive a confirmation email

- Note!**

Finalize the company details, booking page, and services e.g. settings before sharing the booking link with students. Instructions for these steps are provided in the following slides.



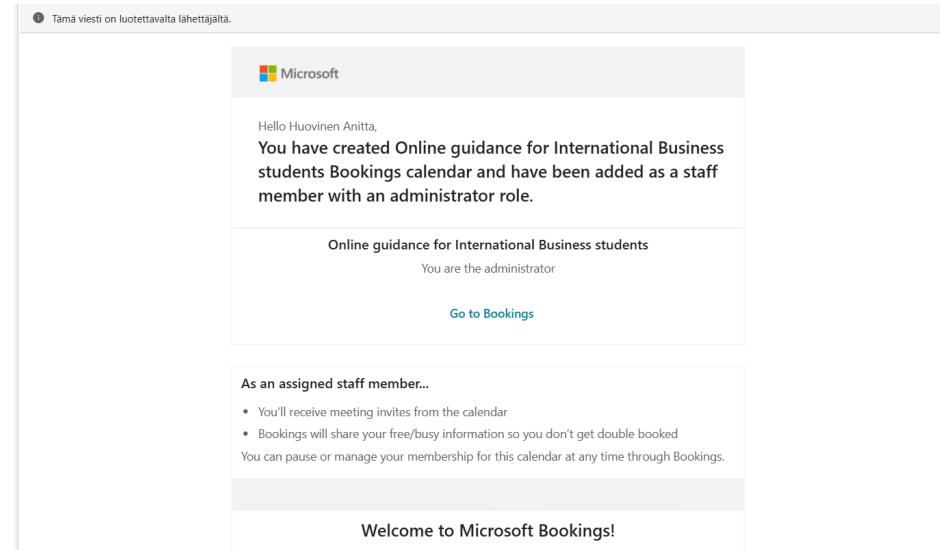
People can book appointments at:

<https://outlook.office.com/book/OnlineguidanceforInternationalBusinessstudents@jamkstudent.onmicrosoft.com/>

Share

There's a lot more that you can do to customise your scheduling experience.
We will help you discover these as you continue using Bookings.

Get started



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Bookings - page settings 1/5

Bookings

jamk Online guidance for Inter...

Back to all booking pages

Save Discard

Business information

Basic details

Name: Online guidance for International Business students

Business address: Add a location or room

Business phone: Send customer replies to: edit@jamk.fi

Website URL: <https://help.jamk.fi/kirjautuminen...>

Currency: GBP (£)

Business type: Other

Privacy policy and Terms and conditions

Enter business Privacy policy and Terms and conditions details

Terms and conditions URL: <https://help.jamk.fi/kirjautuminen...>

Privacy policy URL: <https://www.jamk.fi/en/data-pr...>

Business logo

Add or change your business logo that your customers will see in your booking page, reminders and messages.

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Change logo Delete logo

Business information

- **Name:** for example: "Online guidance for International Business students" (Edit if necessary)
- **Address:** (empty)
- **Send customer replies to** (your own email address pre-filled)
 - Guidance time bookings are synchronized with your Outlook-calendar
- **Business type:** Other
- **Business logo:** Jamk's logo

Copy the links to the Terms of Use and Privacy Policy

Jamk Network Usage Rules

- <https://help.jamk.fi/kirjautuminen/en/jamk-network-usage-rules/>

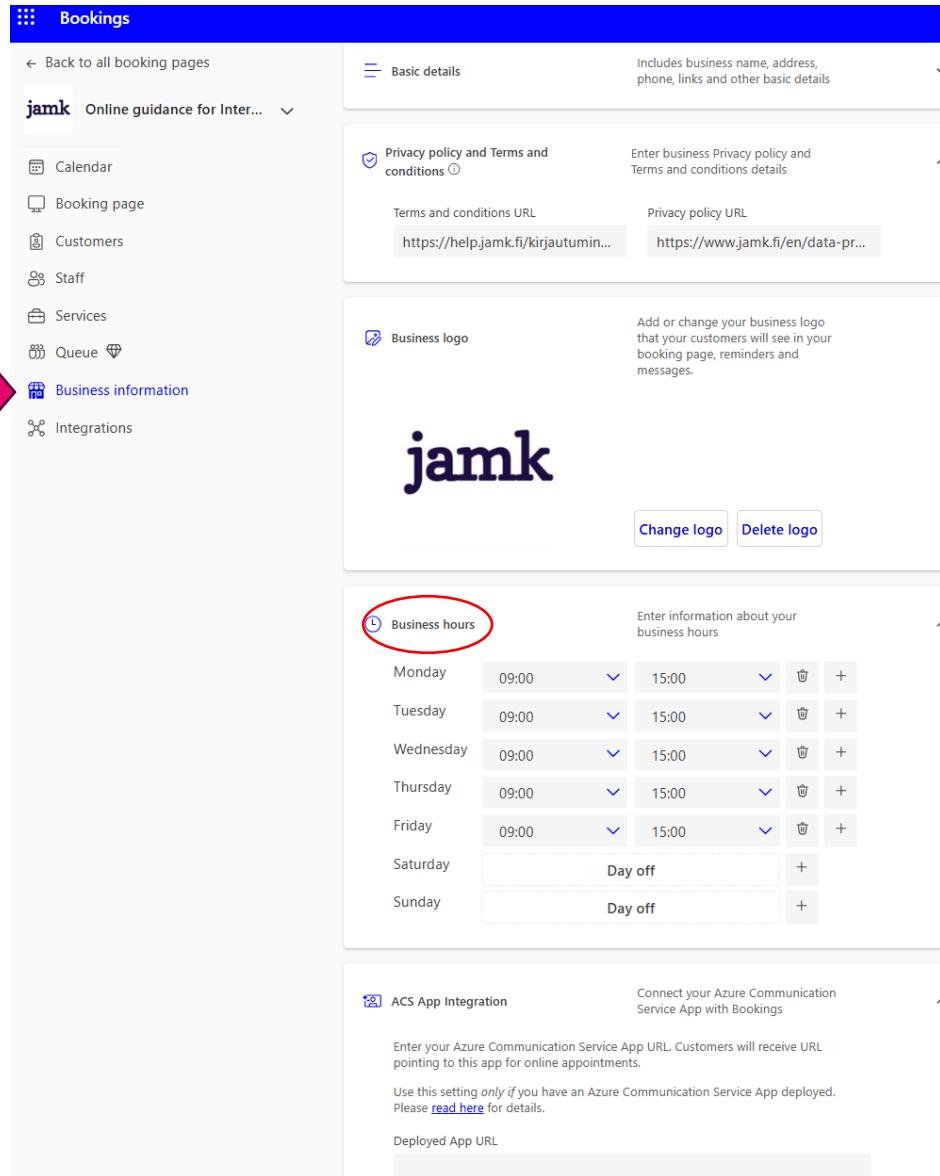
Data protection in Jamk

- <https://www.jamk.fi/en/data-protection-in-jamk>

Save

jamk

Bookings - page settings 2/5



jamk Online guidance for Inter...

jamk

Business hours

Day	From	To	
Monday	09:00	15:00	
Tuesday	09:00	15:00	
Wednesday	09:00	15:00	
Thursday	09:00	15:00	
Friday	09:00	15:00	
Saturday	Day off		
Sunday	Day off		

ACS App Integration

Business hours

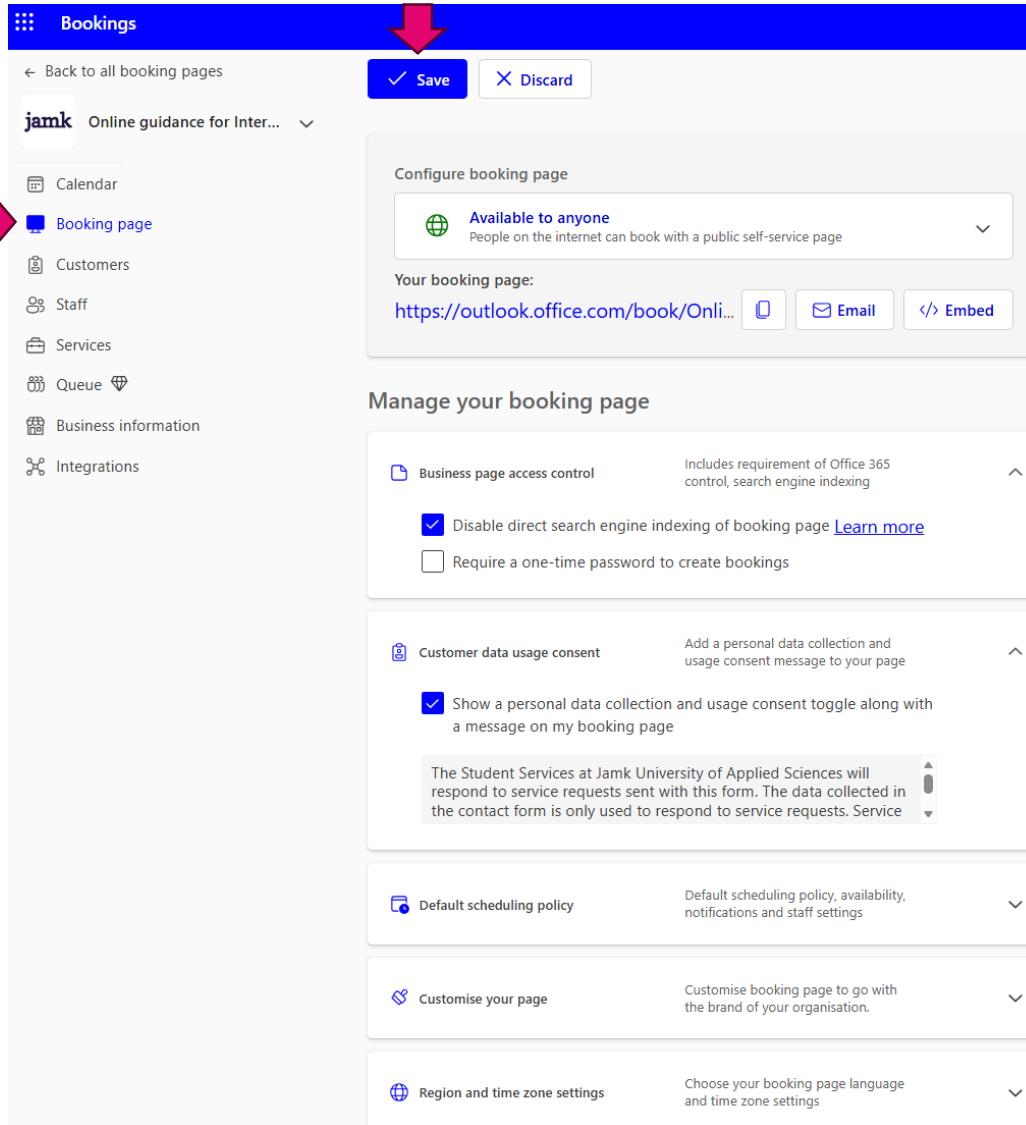
- The basic information includes general opening hours, which you can edit if you wish
- Alternatively, you can set service-specific booking times (see slide 14)
- You can set general opening hours or alternatively define a service-specific schedule

Save

- Remember to save from the top of the page

jamk

Bookings - page settings 3/5



Bookings

jamk Online guidance for Inter...

Calendar

Booking page

Customers

Staff

Services

Queue

Business information

Integrations

Save

Discard

Configure booking page

Available to anyone

Your booking page:

https://outlook.office.com/book/Onli...

Manage your booking page

Business page access control

Disable direct search engine indexing of booking page Learn more

Require a one-time password to create bookings

Customer data usage consent

Show a personal data collection and usage consent toggle along with a message on my booking page

The Student Services at Jamk University of Applied Sciences will respond to service requests sent with this form. The data collected in the contact form is only used to respond to service requests. Service

Default scheduling policy

Customise your page

Region and time zone settings

Manage your booking page

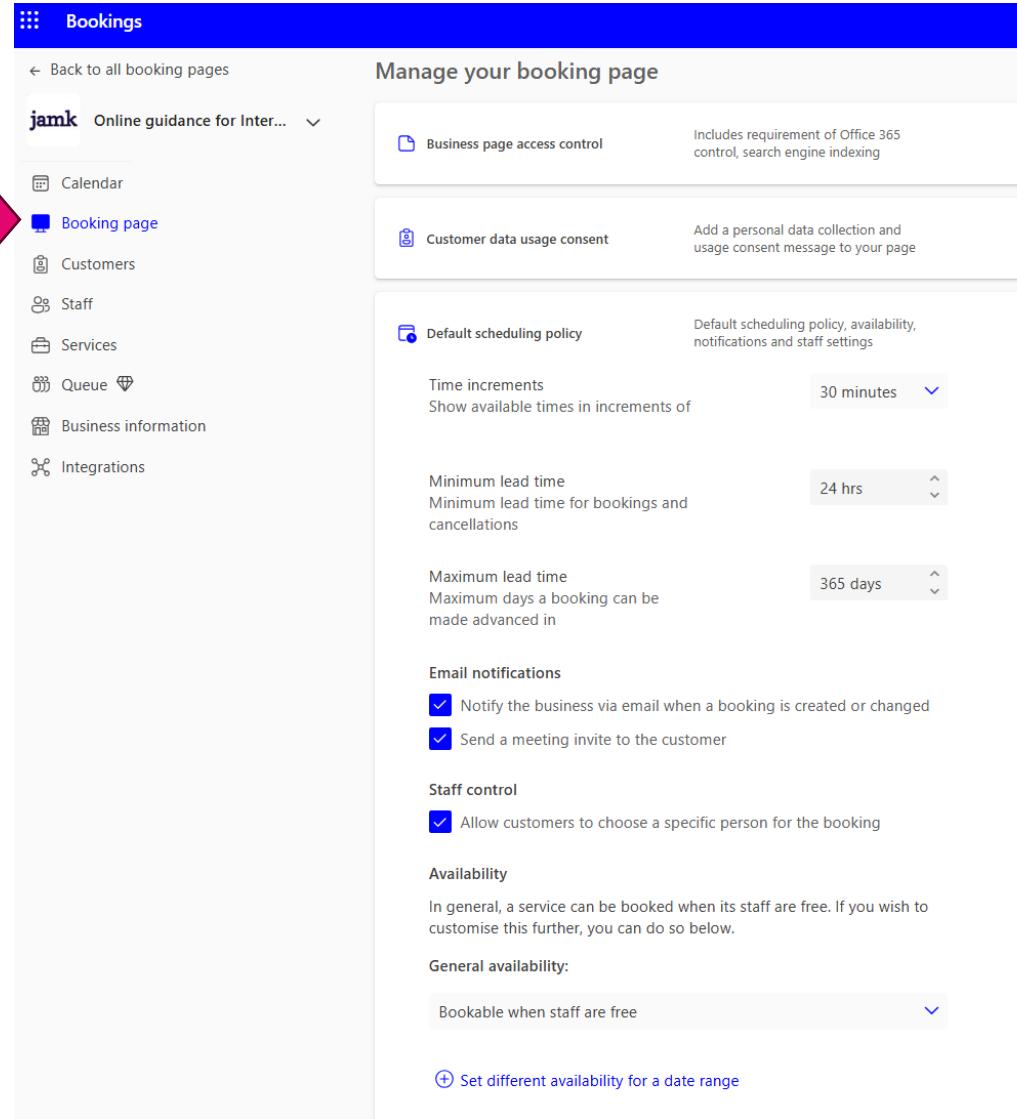
- Select the option: Disable direct search engine indexing for the booking page.
- Select the option: Show the personal data collection and usage....”
- Customer data usage consent > copy-paste the text below to the message field.

The Student Services at Jamk University of Applied Sciences will respond to service requests sent with this form. The data collected in the contact form is only used to respond to service requests. Service requests are directed to JAMK's Bookings system. No data will be transferred to a third party. Contact: studentservices (at) jamk.fi

Save

- Remember to save from the top of the page

Bookings - page settings 4/5



jamk Online guidance for Inter...

Bookings

← Back to all booking pages

jamk Online guidance for Inter...

Booking page

Calendar

Customers

Staff

Services

Queue

Business information

Integrations

Manage your booking page

Business page access control Includes requirement of Office 365 control, search engine indexing

Customer data usage consent Add a personal data collection and usage consent message to your page

Default scheduling policy Default scheduling policy, availability, notifications and staff settings

Time increments Show available times in increments of 30 minutes

Minimum lead time Minimum lead time for bookings and cancellations 24 hrs

Maximum lead time Maximum days a booking can be made advanced in 365 days

Email notifications

- Notify the business via email when a booking is created or changed
- Send a meeting invite to the customer

Staff control

- Allow customers to choose a specific person for the booking

Availability

In general, a service can be booked when its staff are free. If you wish to customise this further, you can do so below.

General availability:

Bookable when staff are free

+ Set different availability for a date range

Default scheduling policy

Time increments

- Set the desired break between bookable time slots here, e.g., 15 minutes
- Lead time for bookings (in hours)
- Set the maximum date for advance bookings

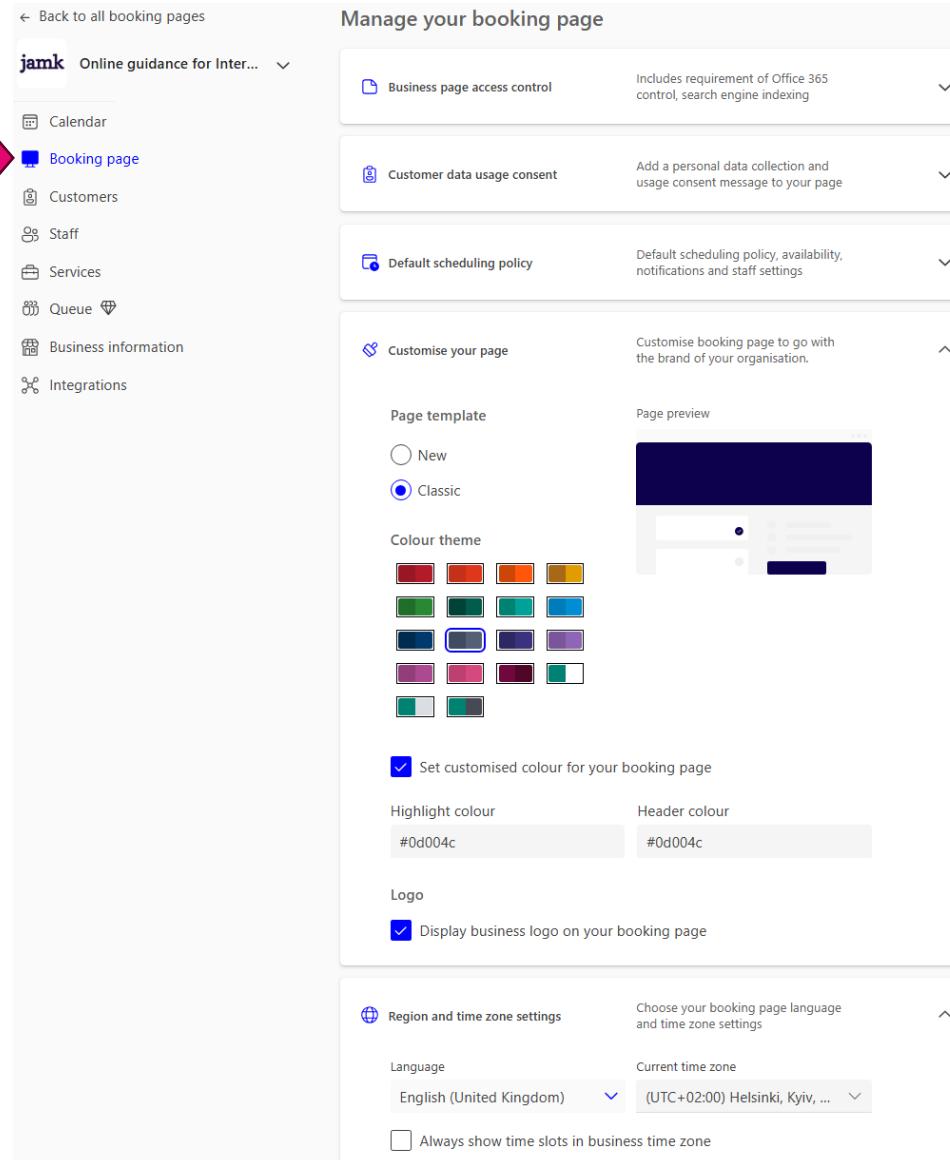
Email notifications

- Select all

Save

- Remember to save from the top of the page

Bookings - page settings 5/5



The screenshot shows the 'Manage your booking page' settings interface. The left sidebar lists various options: 'jamk Online guidance for Inter...', 'Calendar', **Booking page** (highlighted with a red arrow), 'Customers', 'Staff', 'Services', 'Queue', 'Business information', and 'Integrations'. The main area is titled 'Manage your booking page' and contains several sections:

- Business page access control**: Includes requirement of Office 365 control, search engine indexing.
- Customer data usage consent**: Add a personal data collection and usage consent message to your page.
- Default scheduling policy**: Default scheduling policy, availability, notifications and staff settings.
- Customise your page**: Customise booking page to go with the brand of your organisation.
 - Page template**: Options are 'New' (radio button) and 'Classic' (radio button, selected).
 - Colour theme**: A grid of 16 color swatches in various shades of red, orange, green, blue, purple, and grey.
 - Set customised colour for your booking page**: A checked checkbox.
 - Highlight colour**: A text input field containing the hex code '#0d004c'.
 - Header colour**: A text input field containing the hex code '#0d004c'.
 - Logo**: A checked checkbox with the label 'Display business logo on your booking page'.
- Region and time zone settings**: Choose your booking page language and time zone settings.
 - Language**: English (United Kingdom).
 - Current time zone**: (UTC+02:00) Helsinki, Kyiv, ...
 - Always show time slots in business time zone**: An unchecked checkbox.

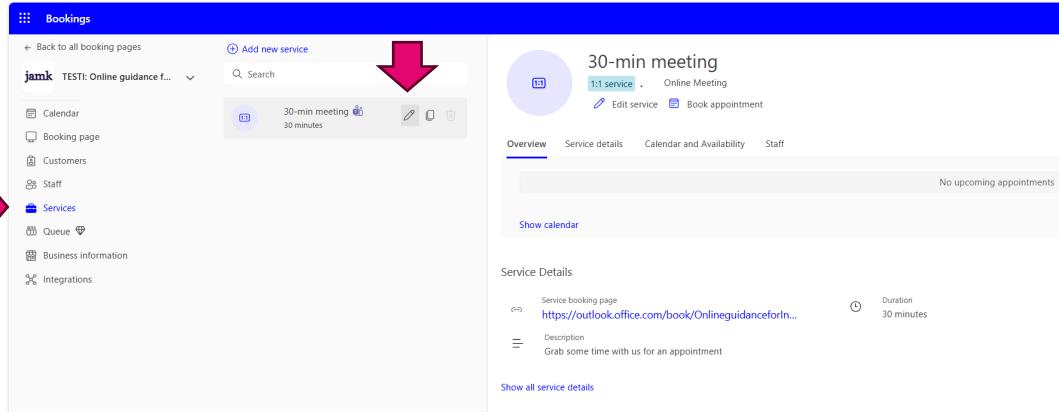
Customise your page

- Page template, select "Classic "
- Set customised colour for your booking page:
 - Copy-paste Jamk's code: **#0d004c**
- Select the option: "Display business logo on your booking page"
- Region and time zone settings: Ensure the correct time zone: Finland (UTC +2 Helsinki) and language English (or Finnish)

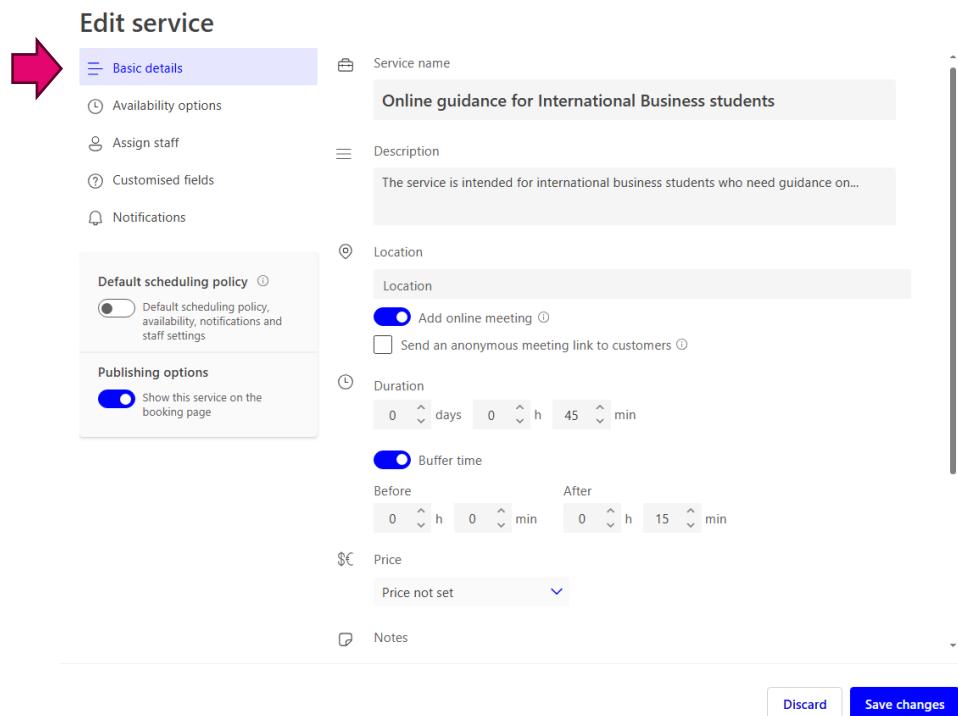
Save

- Remember to save from the top of the page

Edit service settings 1/3



The screenshot shows the 'Edit service' page for a '30-min meeting' service. The 'Service Details' section includes a service booking page link (<https://outlook.office.com/book/Onlineguidanceforin...>) and a description: 'Grab some time with us for an appointment'. The 'Basic details' tab is selected. A pink arrow points to the 'Edit service' button in the top right corner of the main service card.



The screenshot shows the 'Edit service' configuration page. The 'Basic details' tab is selected. The service name is 'Online guidance for International Business students'. The description is 'The service is intended for international business students who need guidance on...'. Under 'Default scheduling policy', the 'Add online meeting' option is selected. Under 'Publishing options', the 'Show this service on the booking page' option is selected. Other tabs include 'Availability options', 'Assign staff', 'Customised fields', and 'Notifications'. A pink arrow points to the 'Edit service' button in the top right corner of the main service card.

Services

- Select the pencil icon

Basic details

- Fill in the service description
- Example “The service is intended for international business students who need guidance on...”

Location

- The system automatically includes a Teams meeting link when the online meeting option is on by default

Duration and buffer time

- Define the service duration and add buffer time before and/or after the meeting for better scheduling.
- Save changes

Edit service settings 2/3

Edit service

Basic details

Availability options (selected)

Assign staff

Customised fields

Notifications

Default scheduling policy (selected)

Publishing options

Show this service on the booking page

Scheduling policy

Time increments: 15 minutes

Show available times in increments of: 15 minutes

Minimum lead time: 24 hrs

Maximum lead time: 25 days

Minimum lead time for bookings and cancellations: 24 hrs

Maximum lead time for bookings and cancellations: 25 days

Availability

In general, a service can be booked when its staff are free. If you wish to customise this further, you can do so below.

General availability:

Customised hours (recurring weekly)

Day	Not bookable	+
Monday	Not bookable	+
Tuesday	09:00 - 12:00	+
Wednesday	12:00 - 15:00	+
Thursday	13:00 - 16:00	+
Friday	Not bookable	+
Saturday	Not bookable	+

Discard **Save changes**

Available options

- Define the schedule for this service
- Edit the schedule to define available weekdays and suitable time slots for guidance sessions
- Save changes

Assigning staff

- Select your name
- Save changes

Edit service

Basic details

Assign staff (selected)

Customised fields

Notifications

Default scheduling policy (selected)

Publishing options

Show this service on the booking page

Assign staff to the service

Assign any of your selected staff for an appointment.

Assign all of your selected staff for an appointment.

Allow customers to choose a particular staff for booking

Select Staff

Search for a staff member: Huovinen Anita

Assigned staff: Huovinen Anita

Discard **Save changes**

Edit service settings 3/3

Customer information

- Customer email Required
- Phone number Required
- Customer address Required
- Customer notes Required
- Guest email(s) Required

Customised fields

0 required and 1 optional customised fields selected.

[Add a customised field](#)

Selected

Write shortly the reason why you are coming to meeting

Text message notifications

Enable text message notifications for your customer

This feature requires a Teams Premium licence. Contact a global administrator at your organisation to request one. [Learn more](#).

Email confirmation

A confirmation email is sent to your customers and assigned staff immediately after an appointment is scheduled, updated or cancelled.

Settings

Notify the business via email when a booking is created or changed

Send a meeting invite to the customer, in addition to the confirmation email

Add additional information

Add additional information and links that your customers will receive in their email confirmation

Email reminders

Send reminder emails to your customers and staff (and optionally the business) before the appointment.

[Add an email reminder](#)

Timing: 15 minutes before
Send to: Customer
Message: Hi! This is just a reminder that your Teams meeting is starting soon. Remember to [See more](#)

Customer information

- Choose only the customer's email address and turn off the other options
- Limit the data collected from the individual booking the guidance session for privacy reasons

Customized fields

- Add a customized field if you want to include an extra question for the person making the appointment, as a text field or a dropdown
- Make sure to check the "Selected" box; if it is not checked, the additional information field will not appear in the booking calendar

Notifications, Email reminders

- You can set up an automatic reminder message for the person being guided about the booked guidance time for example

Hi! This is just a reminder that your Teams meeting is starting soon. Remember to check that your microphone is working before the meeting starts. See you soon, Tutor Teacher

- You can set up also follow-up message to collect feedback if you want
- Save changes

Add a new service

The screenshot shows the 'Bookings' interface. On the left, a sidebar lists 'jamk TESTI: Online guidance f...' and various navigation options: Calendar, Booking page, Customers, Staff, Services (highlighted with a red arrow), Queue, Business information, and Integrations. The main area shows a service titled 'Online guidance for International B' with a '1:1 service' status and an 'Edit service' button. A large red arrow points to the 'Edit service' button. Below it, the 'Edit service' page is shown with tabs for 'Basic details' (selected), Availability options, Assign staff, Customised fields, and Notifications. The 'Basic details' tab shows a 'Service name' of 'Book a guidance appointment on Campus', a 'Description' of 'The service is intended for international business students who need guidance on...', and a 'Location' section where 'Rajakatu room XX' is selected. A red circle highlights the 'Rajakatu room XX' input field. Below it, there is a 'Add online meeting' toggle switch, which is currently off. The 'Duration' and 'Buffer time' sections are also visible.

Add a new service

- Select “Add new Service” OR copy an existing one as a template and edit its settings
- Add Service name and description

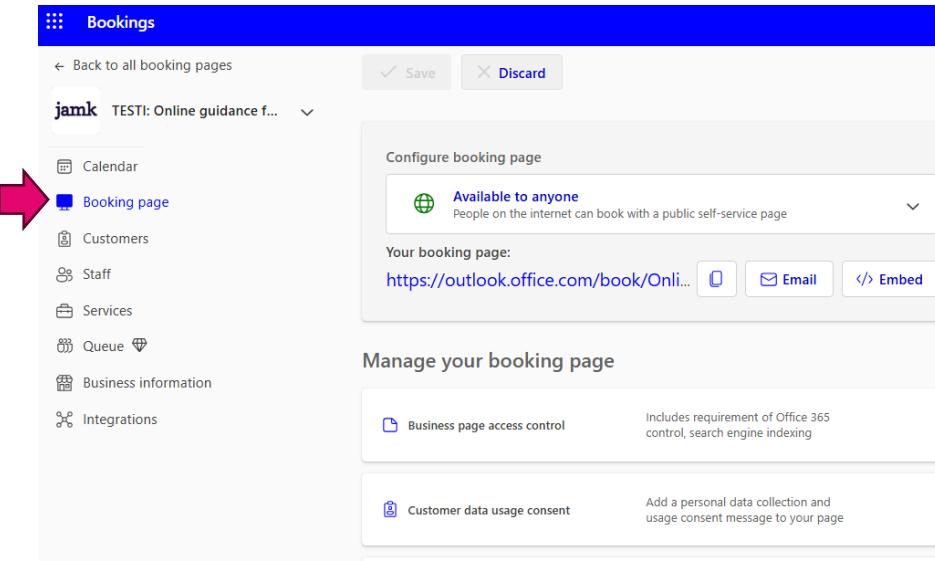
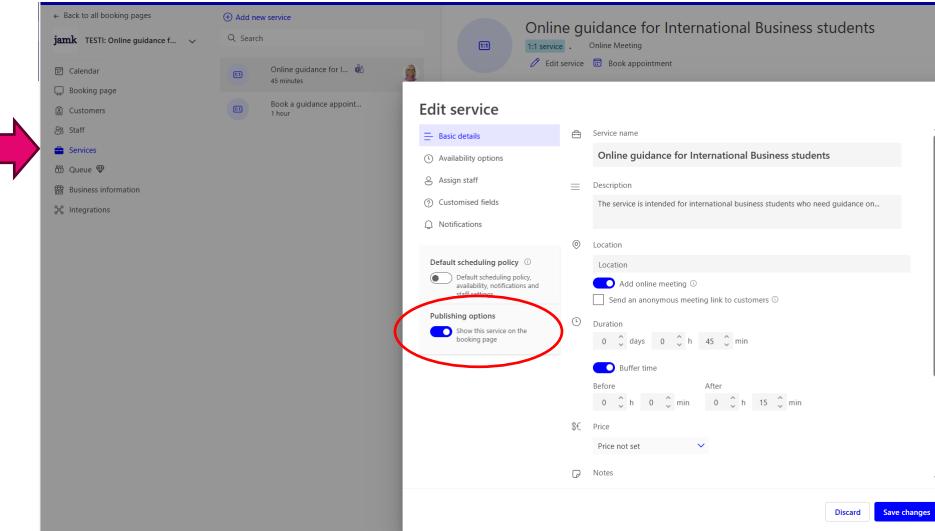
Location

- Add a location and turn off the Add Online Meeting toggle, if you want to create face-to-face meeting service and add the location information

Duration and buffer time

- Define the service duration and add buffer time before and/or after the meeting for better scheduling.
- Save changes

Publish, share the link, and test



Publishing the calendar and services

- Services > Edit services
- Publishing options on

Calendar booking page link

- Copy and share link by email or embed it in your instructions page
- You can also add the calendar link to your email signature
- Open the link and make a test booking to ensure the calendar works correctly

Service ready and booking calendar available

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Online guidance for International Business students

Online guidance for International Business students

Online guidance for International Bus... 45 minutes

Book a guidance appointment on Ca... 1 hour

January 14

Select staff (optional)

Anyone

Duration: 45 minutes

The service is intended for international business students who need guidance on...

OK

Add your details

First and surname *

Email *

Provide additional information

Write shortly the reason why you are coming to meeting (optional)

The Student Services at Jamk University of Applied Sciences will respond to service requests sent with this form. The data collected in the contact form is only used to respond to service requests. Service requests are directed to JAMK's Bookings system. No data will be transferred to a third party. Contact: studentservices [at] jamk.fi

Book

Additional information field where the booker can optionally enter the discussion topic. This information will appear in your Outlook calendar

jamk

Online guidance for International Business students

Book a guidance appointment on Campus

1. Online guidance for International Bus... 45 minutes

2. Book a guidance appointment on Ca... 1 hour

January 14

Select staff (optional)

Anyone

Duration: 45 minutes

The service is intended for international business students who need guidance on...

OK

Add your details

First and surname *

Email *

Provide additional information

Write shortly the reason why you are coming to meeting (optional)

The Student Services at Jamk University of Applied Sciences will respond to service requests sent with this form. The data collected in the contact form is only used to respond to service requests. Service requests are directed to JAMK's Bookings system. No data will be transferred to a third party. Contact: studentservices [at] jamk.fi

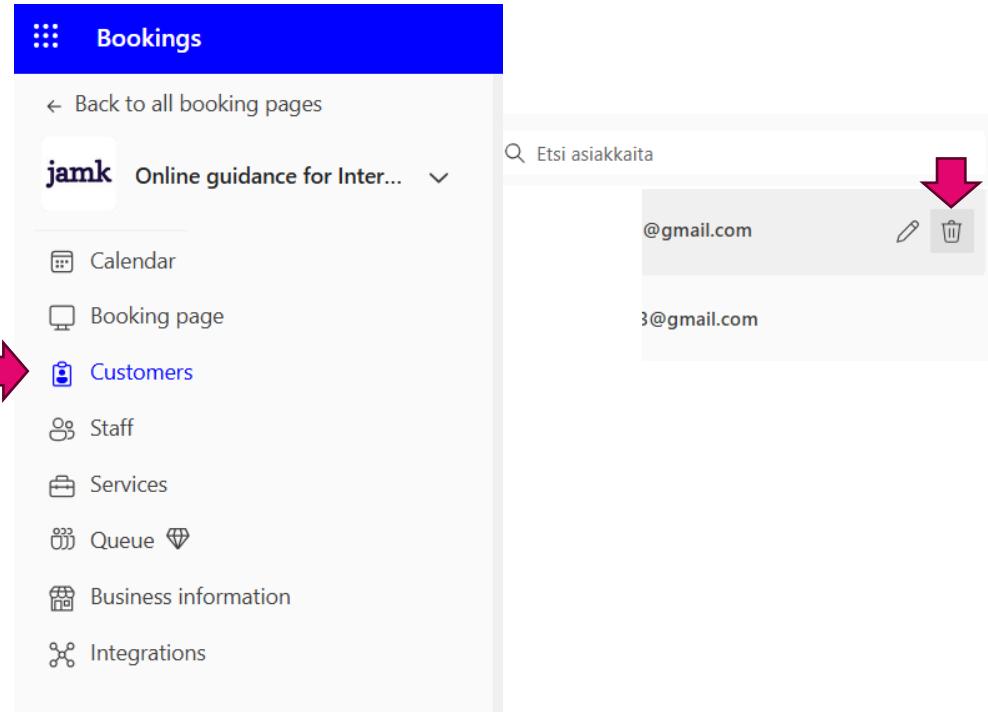
Book

Two alternative guidance services

1. Online
2. Face-to-face

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Clear customer registry



The screenshot shows the 'Bookings' application interface. The top navigation bar is blue with the text 'Bookings'. Below it, a sub-menu bar has 'jamk Online guidance for Inter...' as the main item, with a dropdown arrow. The sub-menu items are: 'Calendar', 'Booking page', 'Customers' (which is highlighted with a red arrow), 'Staff', 'Services', 'Queue', 'Business information', and 'Integrations'. The main content area has a search bar with 'Etsi asiakkaita' and a magnifying glass icon. Below the search bar is a table with two rows of customer data. The first row shows an email address '@gmail.com' and a trash icon with a red arrow pointing to it. The second row shows an email address '3@gmail.com'. The table has columns for a pencil icon, an email icon, and a trash icon.

The customer list needs to be cleared from time to time

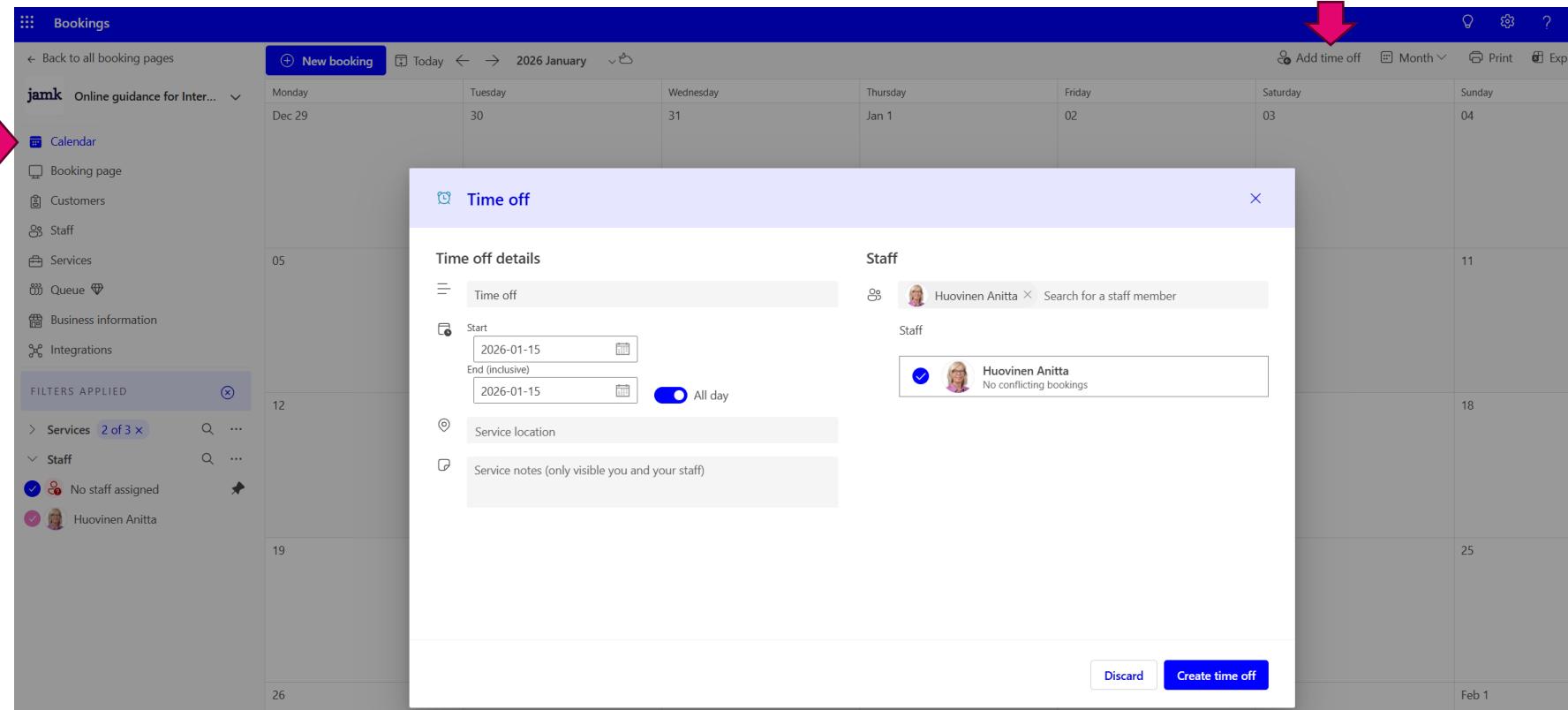
- Data protection legislation requires that personal data is not processed or stored in systems longer than necessary.
- The customer register must be cleared at least once per semester.
- You can also clear it monthly to prevent excessive accumulation of personal data and make it easier to remove entries one by one.
- To delete: click the trash icon next to the person's email address.
- Bookings does not have an automated way to clear the register; it must be done manually.

Note:

- **Clearing the customer register does not affect existing bookings; calendar reservations remain unchanged.**

Schedule time off and vacation time

Remember to mark holidays and absences in the Bookings calendar so that times cannot be booked accidentally



- Calendar > Add time off and set time off details and select staff → Create time off
- [Schedule time off, and vacation time](#)