

Click 'Staff Panel' > 'Calendars'

This wiki explains how to manage events on your calendar.

- Calendar appointments can be shared with other admins/staff members. This is useful when collaborating on tasks.
- You can also view and manage the calendars of other staff in order to create better and more transparent workflows.

Note. This wiki does not explain how to create a scheduled event from a ticket. See [this wiki](#) instead if that's what you want to do.

Use the following links to jump to the section you need help with:

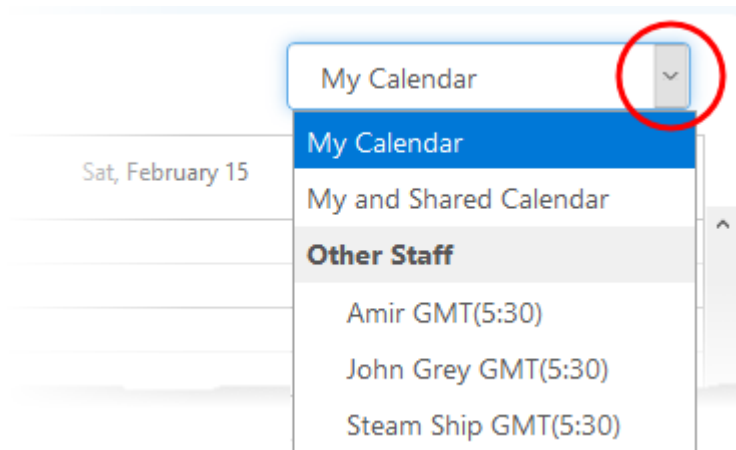
- [The 'Calendars' interface](#)
- [Create a manual calendar entry for an appointment](#)
- [Reschedule or edit an appointment](#)

## The 'Calendars' interface

- Login to ITarian
- Click 'Applications' > 'Service Desk'
- Open the 'Staff' panel (see last link on the left)
- Click 'Calendars' on the left
- By default, the current week is shown.
- Use the Day and Week buttons at the top left to switch between 'Day' and 'Week' views
- Use the '<' and '>' buttons to move to the previous/next week/day.

The screenshot displays the 'Calendars' interface within the Service Desk. The left sidebar contains navigation links: DASHBOARD, USERS, TICKETS, KNOWLEDGEBASE, MY TIME SHEETS, CALENDARS (circled in red), PROJECTS, and ADMIN PANEL. The main content area shows a weekly calendar view for the period from Monday, February 10, to Sunday, February 16, 2020. The calendar is currently in 'Week' view. The time slots range from 9:00 to 19:00. Several events are visible: a blue event 'Make a site visit and resolve' on Wednesday, February 12, from 10:45 to 11:00; a grey event 'Work with John' on Thursday, February 13, from 12:45 to 13:45; and two blue events on Tuesday, February 11, and Wednesday, February 12, both from 14:30 to 14:45. The events on Tuesday and Wednesday are 'Visit Elizabeth and fix printer' and 'Carry a RJ45 cable and fix it' respectively. The calendar also features navigation arrows at the top to move between weeks and a dropdown menu for selecting a specific calendar.

Click the drop-down at top-right to select the calendar you want to view:



**My Calendar** - Displays calendar events scheduled for you. The entries include:

- Events you manually added
- Scheduled events created in tickets assigned to you
- Events scheduled for you by admins and other staff members

**My and Shared Calendar** - Events scheduled for you as above + events marked as shared.

- Blue background - Events scheduled for you
- Gray background - Shared events

**Other Staff** - Admins only. Choose the staff member whose calendar you want to view.

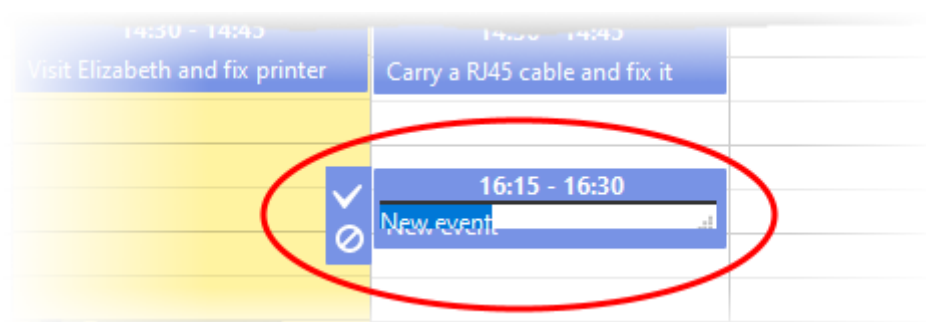
### **Create a manual calendar entry for an appointment**

- Open the 'Staff' panel (see last link on the left)
- Click 'Calendars' on the left
- Choose 'My Calendar' from the drop-down at top-right to create an event for yourself
- **Admins only** – Click the drop-down menu and choose a staff member from 'Other Staff'. You can create events for other staff.

Day **Week** < 10 Feb 2020 – 16 Feb 2020 >

	Mon, February 10	Tue, February 11	Wed, February 12	Thu, February 13	Fri, February 14
9 <sup>00</sup>					
10 <sup>00</sup>					
11 <sup>00</sup>			10:45 - 11:00 Make a site visit and resolve		
12 <sup>00</sup>				12:45 - 13:45 Work with John	
13 <sup>00</sup>					
14 <sup>00</sup>		14:30 - 14:45 Visit Elizabeth and fix printer	14:30 - 14:45 Carry a RJ45 cable and fix it		
15 <sup>00</sup>					
16 <sup>00</sup>					
17 <sup>00</sup>					
18 <sup>00</sup>					
19 <sup>00</sup>					

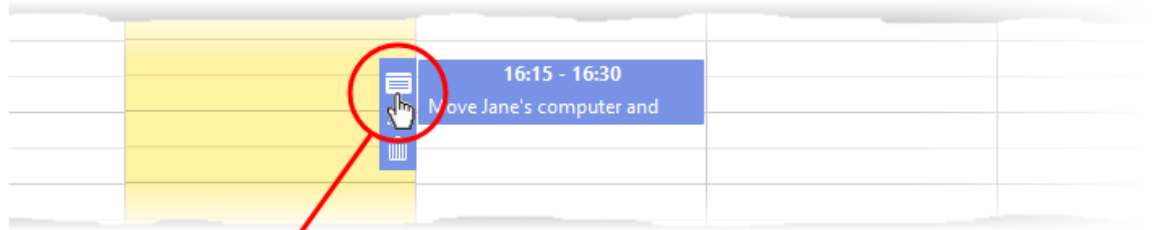
- Double-click on the time-slot which you wish to schedule for the ticket



- Enter a short description of the task
- Click the check-mark  to save the entry

Share an event with others:

- Click on the event
- Click the 'Edit' icon that appears on the left (the top icon of the three)
- Enable the 'Shared' check-box



**Appointment Edit** ?

Description: Move Jane's computer and printer

Tickets: 12 janedraw@yopmail.com x

**Shared**

Full day

16:15 12 February 2020 - 16:30 12 February 2020

Cancel Delete Save

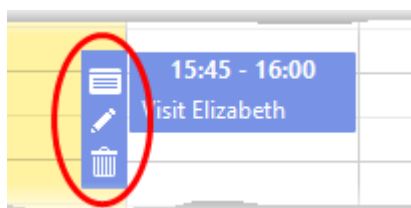
- Click 'Save'.

## Reschedule or edit an appointment

You can edit calendar entries to change the description, associate tickets, change the date/time, mark as shared, and more.

## View/manage details of a calendar entry

- Open the 'Staff' panel (see last link on the left)
- Click 'Calendars' on the left
- Choose 'My Calendar' or 'My and Shared Calendar' from the drop-down at top-right
  - Or choose another staff member from 'Other Staff' (admins only)
- Click on the event you want to view or manage



 - Opens the 'Appointment Edit' dialogue. The 'Edit' dialog lets you:

- View and modify event description
- Associate tickets with the event
- Share or unshare the event
- View and change the scheduled time of the event

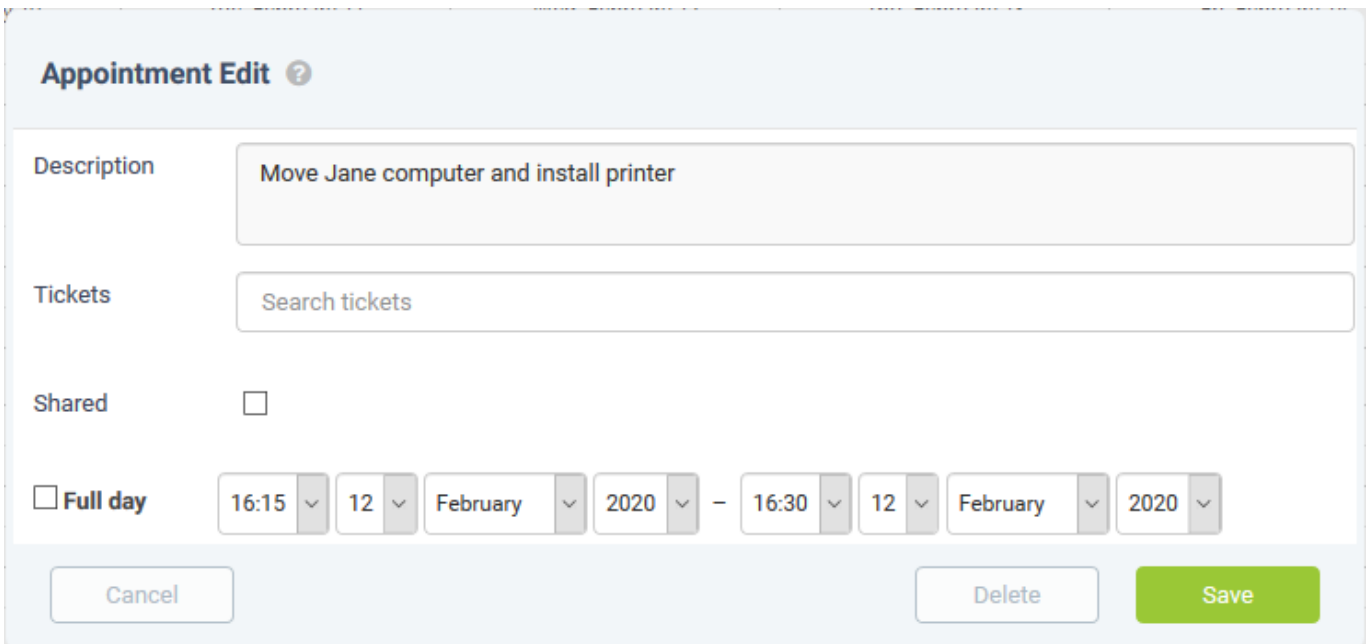
See [Edit details of an appointment](#) for more details

 - Edit the description of the events

 - Remove the event

### Edit details of an appointment

- Click the 'Details' icon  to view and manage details of the ticket.



The image shows a screenshot of the 'Appointment Edit' dialog box. At the top, it says 'Appointment Edit' with a question mark icon. Below this, there are four main sections: 'Description' with a text input field containing 'Move Jane computer and install printer'; 'Tickets' with a search input field containing 'Search tickets'; 'Shared' with an unchecked checkbox; and 'Full day' with an unchecked checkbox. Below the 'Full day' checkbox is a date and time selector with dropdown menus for time (16:15, 16:30), day (12), month (February), and year (2020). At the bottom, there are three buttons: 'Cancel', 'Delete', and 'Save'.

- **Description** - The description of the event. You can change the description if required.
- **Tickets** - View tickets associated with the event and add new tickets. This is optional. You can add multiple tickets to a calendar entry.
  - Start typing the first few letters of the ticket number, username/email of the user that created the ticket or the subject of the ticket.
  - Select the ticket you want to associate with the event from the search results:

The image shows a web interface with a 'Tickets' label on the left. To its right is a form with a dropdown menu. The dropdown menu is open, showing a list of items. The first item is '12', and the second item is '#12 janedraw@yopmail.com', which is highlighted in light blue. The rest of the form is empty.

- Repeat the process to add more tickets
- **Shared** - Makes the event visible to all admins/staff members when they select 'My and Shared Calendar' from the drop-down.
- **Time Period** - Shows the date/time of the event.
  - Simply change the values in the drop-downs to reschedule the event.
  - Select 'Full day' if you expect the event to last the full working day.
- Click 'Save' after making your changes