

# External Staff Calendars Are Not Syncing

## Article Number

000090915

## Cause

Token sync data is not current.

## Description

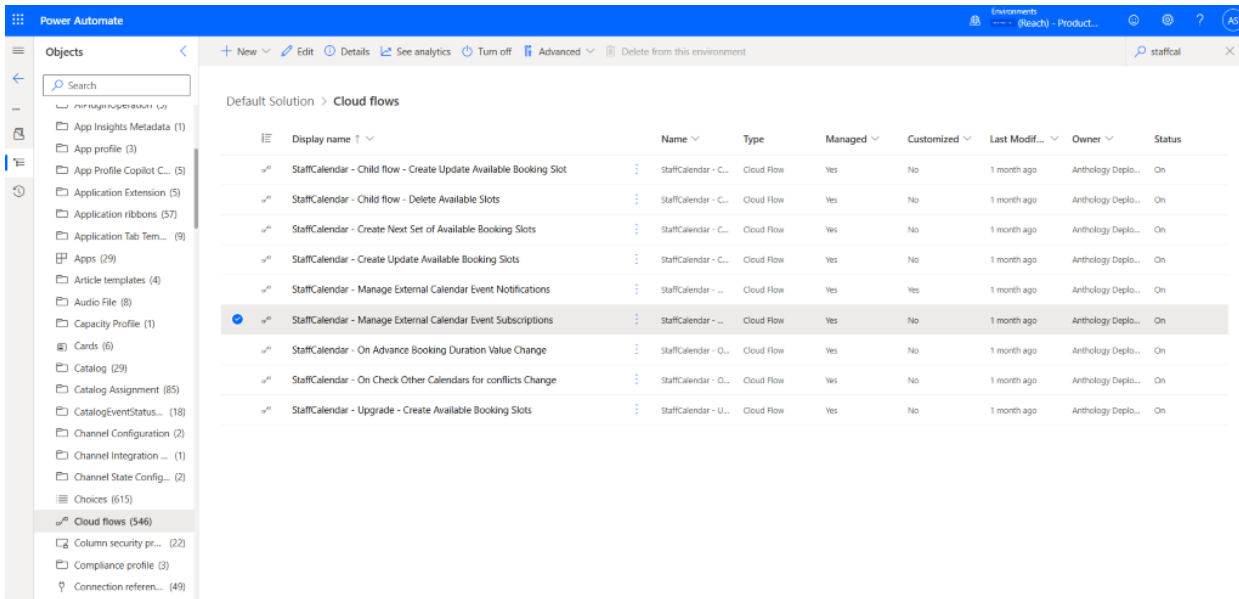
If appointments in TPC look like they are not blocking off for external calendars, or Contacts are booking over external staff appointments that are in external calendars, check the External Calendar Sync Details.

1. Navigate to Anthology Reach PA app>Process Config>Users with Active User Location>User-User(Reach) form>External Calendar Sync Details tab. If fields are locked, you may need to change the form you are viewing. Or you may need to unlock the fields to be able to edit.

The screenshot shows the 'External Calendar Sync Details' form for a user named 'Anthology CS1'. The form is displayed in a 'Sandbox' environment. The 'Subscription Id' field is highlighted in red. The 'Subscription Expiry Date' field is set to 3/6/2025 at 8:00 AM. The 'Last Notification On' field is set to 3/8/2025 at 8:00 AM. The 'Last Sync Token' field is highlighted in red. The 'Error Details' field is empty. The 'Set Record For Event Refetch' field is set to 'Yes'.

1. If the Subscription Expiry Date and Last Notification On fields are dated in the past by a week or more, then the fields may need manually resynced.

1. The Subscription Id, Subscription Expiry Date and the Last Notification On fields will need to be manually cleared.
2. Next the StaffCalendar – Manage External Calendar Event Subscriptions flow needs to be manually triggered to update the Subscription ID and Token Details.



1. After flow runs successfully, go back to the External Calendar Details tab in Reach and check that the fields are populated with current dates.
2. Verify that external calendar appointments are now syncing properly.

## Document Type

General

## KB Product

Reach

## Last Modified Date

Tue Jul 29 20:26:12 GMT 2025

## Summary

If staff calendar appointments are not blocking off in the TPC book appointment view, the Sync Tokens may need to be updated.

## Symptoms

Students are booking appointments with staff during times that staff has blocked off in other External calendars such as Outlook.

## Title

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