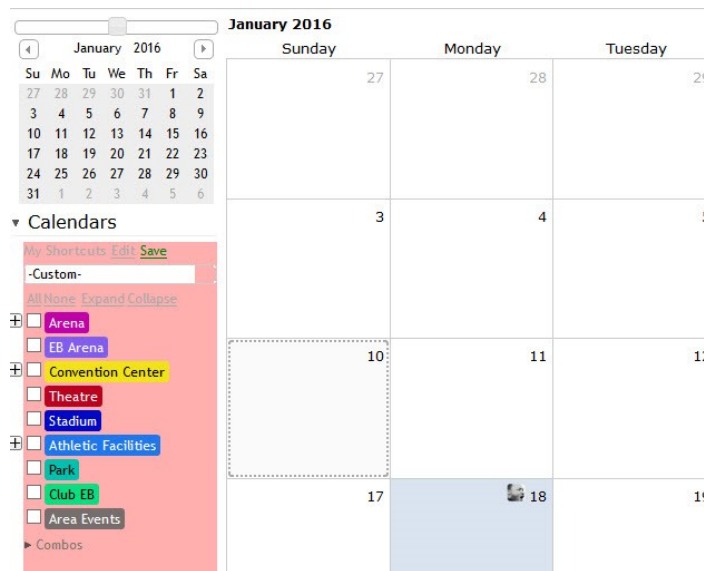


# Why are my calendars blank?

Updated: January 21, 2016

You've logged into your EB account to check your calendar, and your calendars are completely blank - no events! Let's do a little troubleshooting to discover the problem.

## Is the left sidebar colored red?



In the left sidebar of your calendar view is a list of calendars - each calendar represents a bookable space. If your calendar list is shaded red as in the image above, you have no calendars selected. In order to see events, you'll need to select one or more calendars.

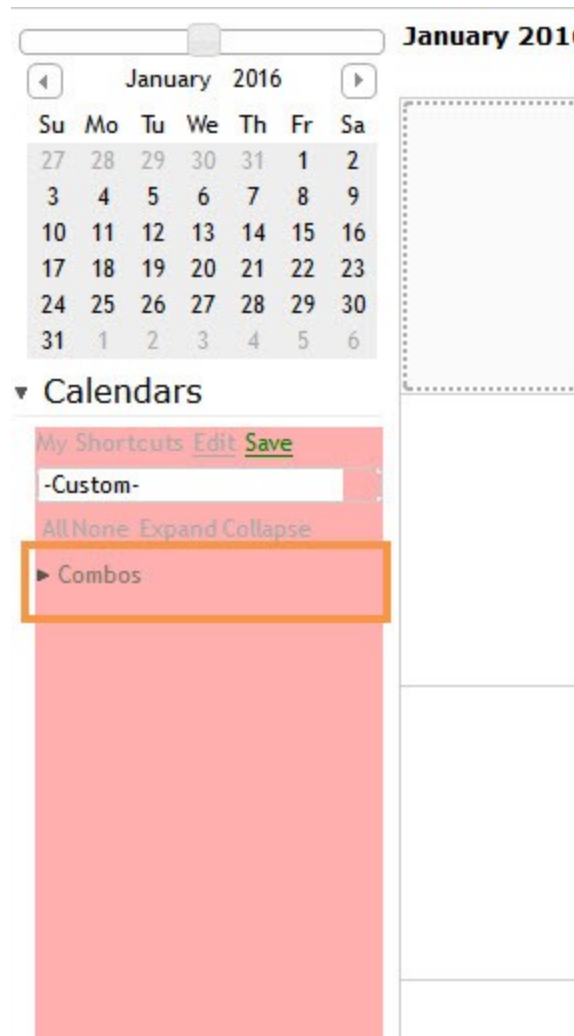
You may select the checkbox to the left of each calendar that you wish to view:

The screenshot shows a calendar interface for January 2016. On the left, there is a list of calendars with checkboxes: Arena (checked), EB Arena (checked), Convention Center (unchecked), Theatre (checked), Stadium (unchecked), Athletic Facilities (unchecked), Park (unchecked), Club EB (unchecked), and Area Events (unchecked). The main calendar view shows a grid for January 2016, with a blue event titled "Disney" on Sunday, January 3rd, from 8:00 AM to 11:59 PM. The event is confirmed and is a family show at the Disney Arena.

Or click in the shortcut box to select a calendar shortcut to easily see groups of calendars:

The screenshot shows a calendar interface for January 2016. On the left, there is a list of calendars with checkboxes: Arena (checked), EB Arena (checked), Convention Center (unchecked), Theatre (checked), Stadium (unchecked), Athletic Facilities (unchecked), Park (unchecked), Club EB (unchecked), and Area Events (unchecked). The main calendar view shows a grid for January 2016, with a blue event titled "Disney" on Sunday, January 3rd, from 8:00 AM to 11:59 PM. The event is confirmed and is a family show at the Disney Arena. A red box highlights the "My Shortcuts" section, and an orange arrow points to the "Arena All" shortcut.

But I don't have any calendars to select!



If your calendar list looks like the image above - shaded red, but with no calendars listed - then your permissions are not set up correctly. Please contact the account admin at your venue or contact us ([support@eventbooking.com](mailto:support@eventbooking.com) or 865-966-4900).

## Are there events to display?

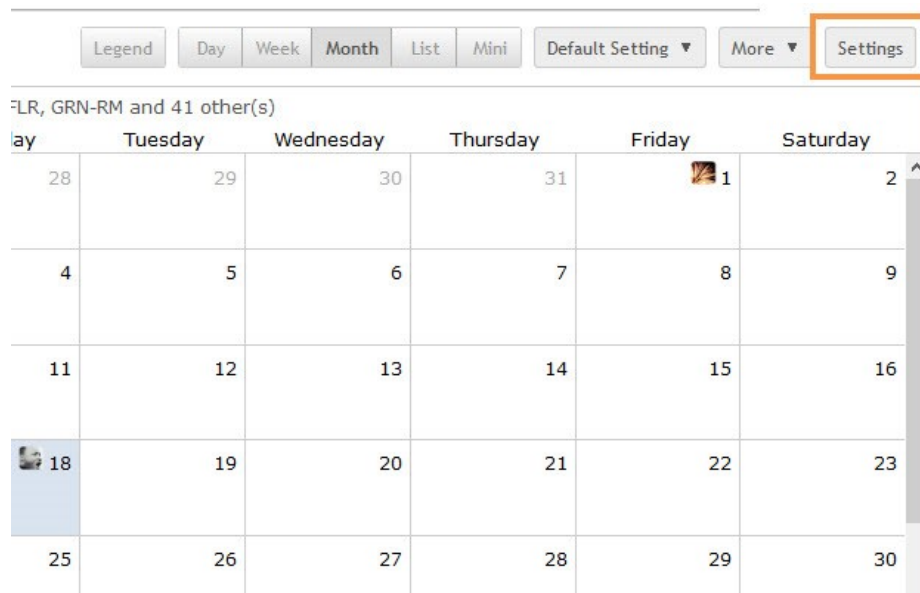
If you've confirmed that calendars are selected, double check "when" you are looking at - have you mistakenly chosen a date in the past or future where no events are booked? Click on *Today* to quickly go to the present.

The screenshot shows a web-based calendar application. At the top, there are navigation buttons: a left arrow, a right arrow, and a 'Today' button. Below these is a header bar with a red box highlighting 'September 2012' followed by the text '- Arena, AR-FLR, GRN-RM and 47 other(s)'. The main calendar grid shows the month of September 2012, with days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates (1-30). The grid is currently empty. To the left of the main grid is a sidebar titled 'Calendars'. It includes a 'My Shortcuts' section with 'Edit' and 'Save' links, a dropdown menu showing '-Custom-', and a count of '50'. Below this are links for 'All None', 'Expand', and 'Collapse'. A list of calendars is shown with checkboxes: 'Arena' (checked), 'Arena Floor' (checked), and 'Green Room' (checked). The main event display area on the right is divided into two columns: 'Sunday' and 'Monday'. The 'Sunday' column shows a date '26' and the 'Monday' column shows a date '2'. The interface is clean and modern, with a light gray background and blue accents.

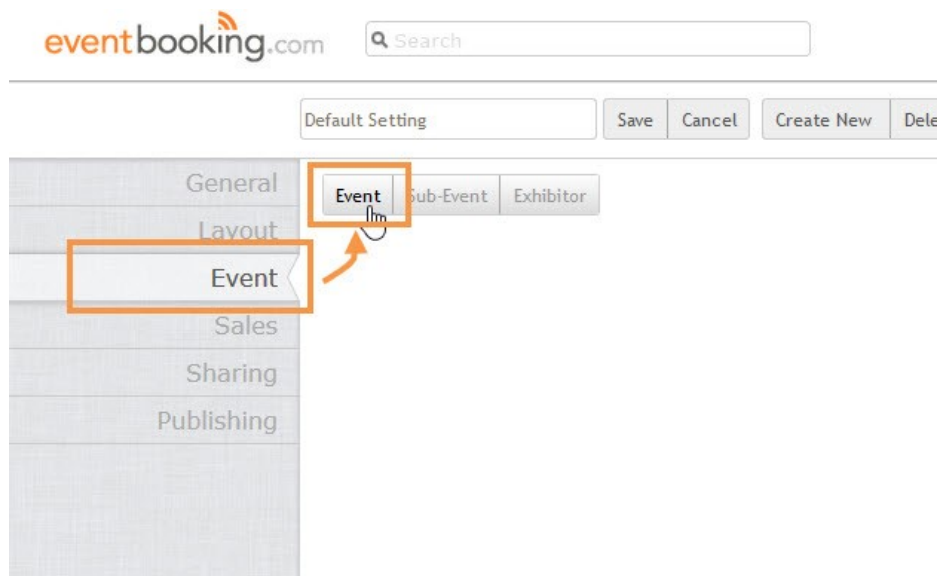
## Are your calendar settings correct?

You've selected calendars, you've confirmed that there are events on those dates - it's time to check your calendar settings.

1. In the upper right corner, click *Settings*:



2. In the left navigation, select *Event*. On the Event page, select the *Event* button.



3. In the *Display* section, choose the information you would like to see on your calendar or in the pop-up box:

Default Setting Save Cancel Create New Delete Preview

General Event Sub-Event Exhibitor

Layout

Event Display

Calendar Pop Up Event Name Calendar Pop Up Grouping

Calendar Pop Up Spaces Used Calendar Pop Up Show Times

Calendar Pop Up When Calendar Pop Up Company

Calendar Pop Up Status Calendar Pop Up Contacts

Calendar Pop Up Type Calendar Pop Up Performance Manager

Statuses

on off Confirmed on off Request for Hold

4. In the *Statuses* section, choose the event statuses you would like to see on your calendar. A typical setting is to view all statuses except cancelled.

Calendar Pop Up Statuses Calendar Pop Up Services

Calendar Pop Up Type Calendar Pop Up Performance Manager

Statuses

on off Confirmed on off Request for Hold

on off Granted Hold 1 on off Blackout

on off Granted Hold 2 on off In-House Event

on off Granted Hold 3 on off Cancelled

on off Pending Contract

5. Click *Save* at the top to save your changes and return to the calendar view.

Default Setting **Save** Cancel Create New Delete

General Layout **Event** Sales Sharing Publishing

Event Sub-Event Exhibitor

Display

Calendar Pop Up Event Name Calendar Pop Up Grouping

Calendar Pop Up Spaces Used Calendar **Pop Up** Show Times

Calendar Pop Up When Calendar Pop Up Company

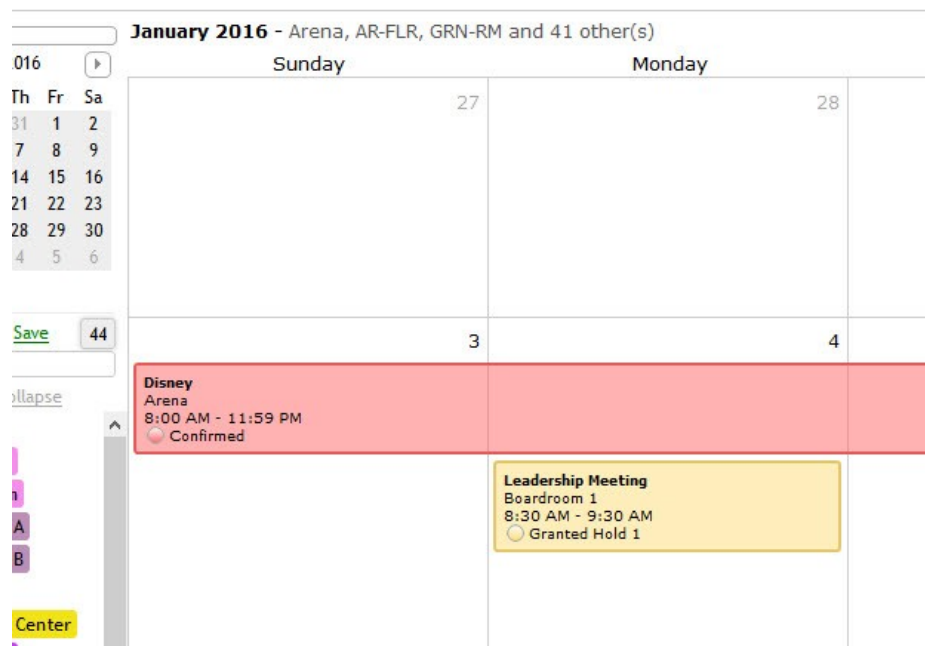
Calendar Pop Up Status Calendar Pop Up Contacts

Calendar **Pop Up** Type Calendar Pop Up Performance I

Statuses

on off Confirmed on off Request for Hold

6. You should now see events on your calendar.



### **None of that worked! What do I do now?**

Contact us! Email [support@eventbooking.com](mailto:support@eventbooking.com) or call 865-966-4900. You may be having browser issues or other technical problems that we can assist with (we can walk you through troubleshooting your browser, or there are instructions below).



## Using a Supported Browser

EventBooking supports Firefox, Chrome, Safari and Internet Explorer 9 (or higher). Which of these icons do you click to get online?

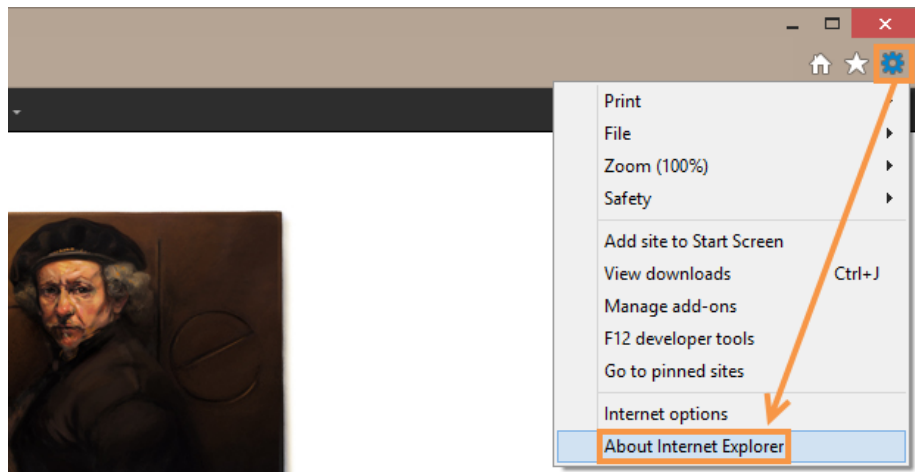


*If you use Chrome, Firefox or Safari:*

Please contact EventBooking support via phone (865.966.4900), [email](#) or a [support ticket](#).

*If you are using Internet Explorer:*

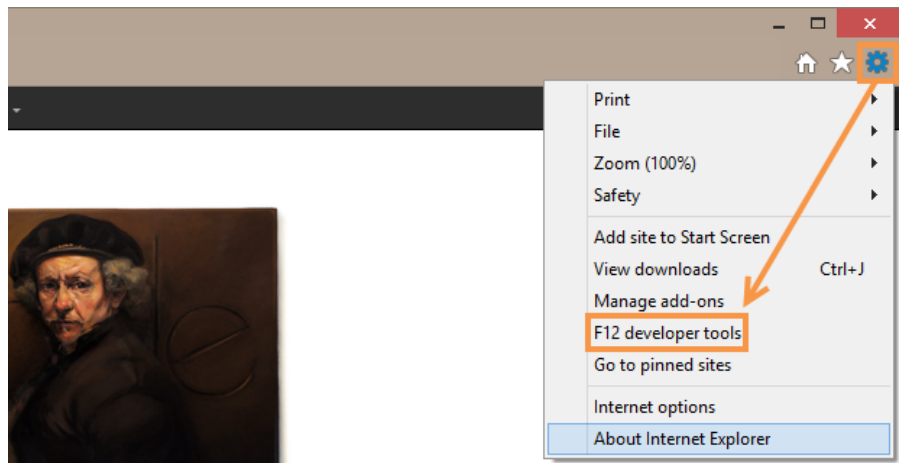
1. Click the gear icon or question mark icon on the far right side of the browser window.
2. Click **About Internet Explorer**.



- Look at the version number on the window that pops up. If it is less than 9.x.x.x, you will need to update Internet Explorer or switch to [Chrome](#), [Firefox](#) or another browser. If you are using at least Internet Explorer 9, please continue following these steps.



- Press **F12** on your keyboard or click the gear icon, then **F12 developer tools**.



- Once the developer tools window is open, click **Browser Mode**.
- Make sure that the browser mode is set to the most recent version and compatibility mode is not selected.

