

This tech recipe was made possible by a generous grant from the [Truist Foundation](#).

Tech Recipe: Using Google Workspace to Schedule and Coordinate Food Pickup Appointments



Do you need to help your clients schedule food pickups online?

There are many online scheduling tools you can use to **let your clients decide when to pick up food** at a time that works best for them. This can help clients avoid long lines waiting at food banks and pantries while also helping you predict the busiest times for your organization.

Google Workspace makes it easy to schedule and coordinate food pickup appointments online. This tech recipe will teach you how to **create a new appointment schedule calendar in Google Calendar** so you can manage your food pickup schedule efficiently.

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Who This Guide Is For

This guide is aimed at anyone wanting to learn how to use Google Workspace to create an online appointment schedule calendar to coordinate food pickups for clients.

- **It's perfect for anyone who is new to Google Workspace.** Even if you have intermediate or advanced knowledge of Google Workspace, you'll likely also learn some useful tips and tricks.
- **Are you new to online booking calendars?** This guide will show you all the steps to take to create a new appointment schedule calendar using Google Calendar.
- **Are you experienced in manually creating food pickup bookings for your food security organization?** This guide can help show you how to start using a digital calendar to schedule and coordinate food pickup appointments.

Objectives

You'll learn how to

- Create an individual user account in Google Workspace
- Create a new appointment schedule calendar in Google Calendar (for scheduling food pickups)
- Send an invitation to clients for scheduling a pickup

Need Google Workspace? Google Workspace for Nonprofits is available to TechSoup members. Visit [the program page on TechSoup](#) today to get started.

Step-by-Step Guide

Google Workspace is a collection of cloud computing, productivity and collaboration tools and apps. One of its many applications is to create an appointment schedule calendar that can be shared online and used to schedule and coordinate food pickup appointments.

To use Google Workspace, you'll need to have a standard Google for Nonprofits account.

To use Google Calendar to create a new appointment schedule, you'll need a Google for Nonprofits license.

Before you begin this tech recipe, you'll need to:

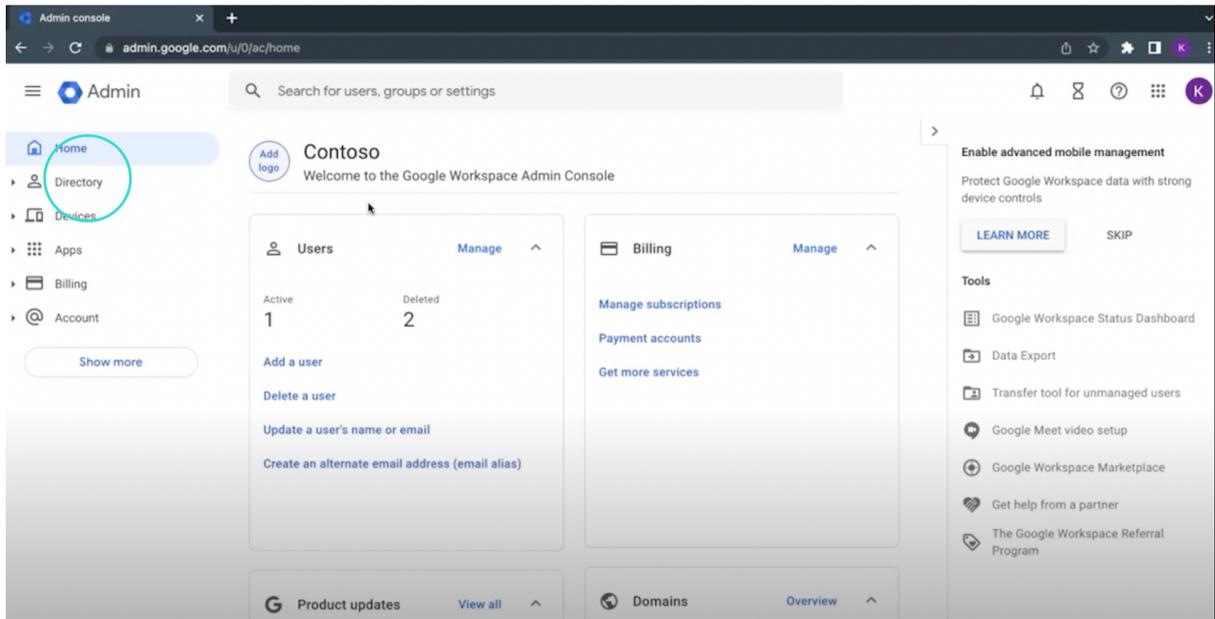
- [Create an admin account in Google Workspace](#)
- Sign in to your Google Workspace admin portal

Create a New User in Google Workspace

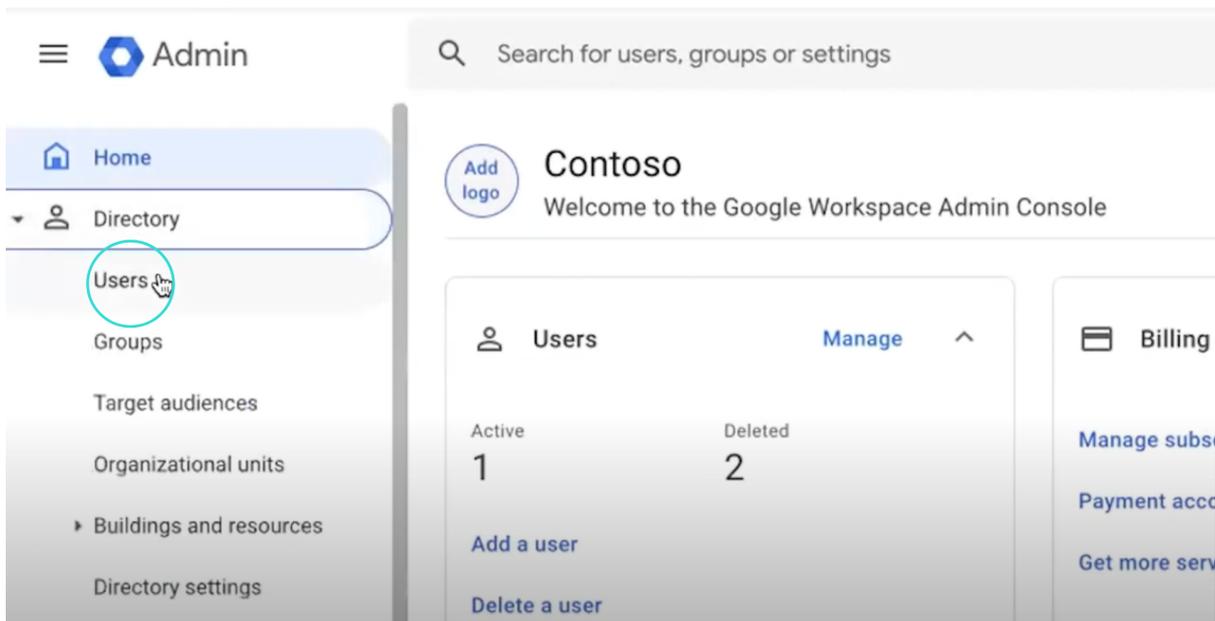
The first step in scheduling and coordinating client food pickup appointments is to create a new user in Google Workspace for your food security organization (or for your particular food bank or food pantry location if you have several different ones).

To get started creating a new user in Google Workspace, you'll first need to be logged in to your admin.google.com admin account.

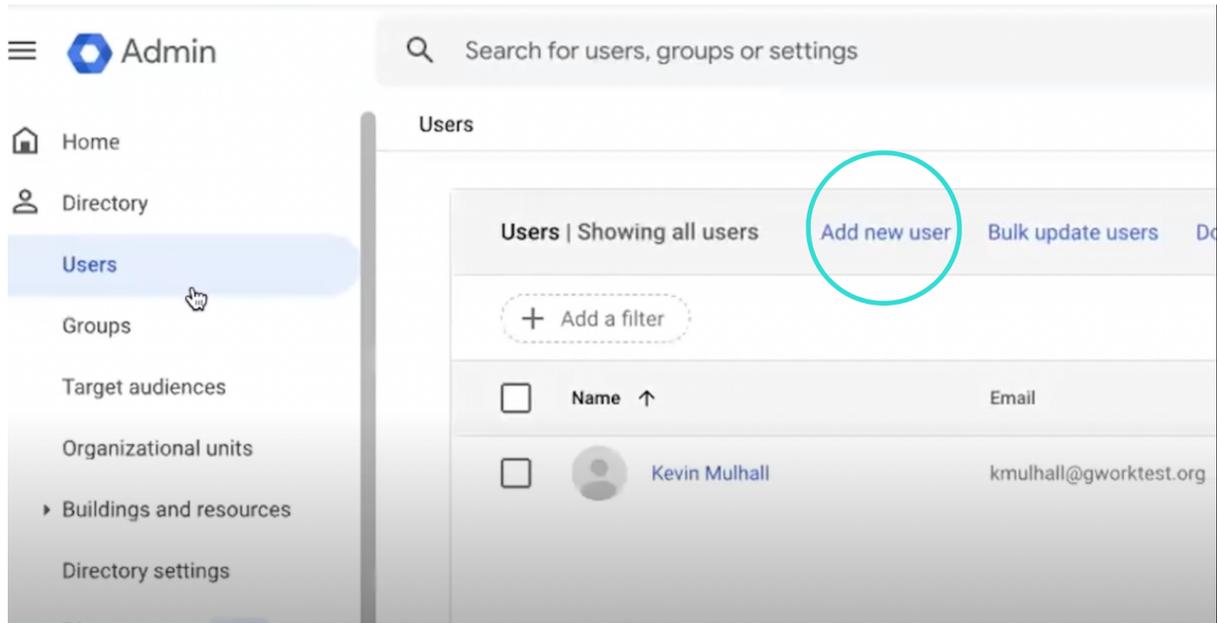
To create a new user, click **Directory**.



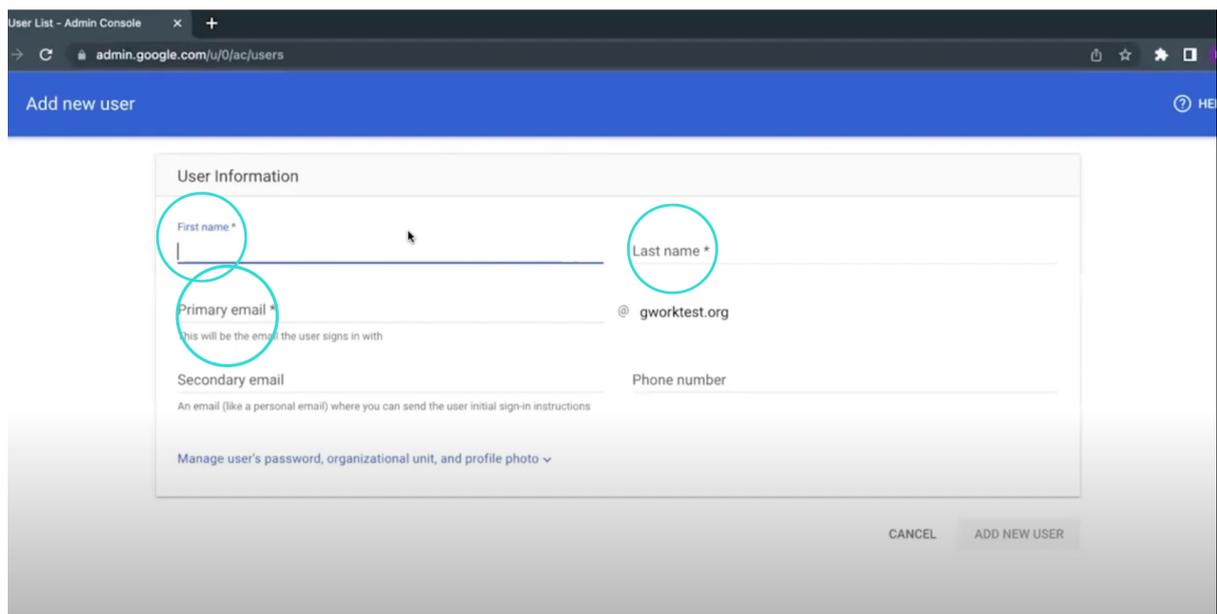
Click **Users** from the dropdown menu that appears below Directory.



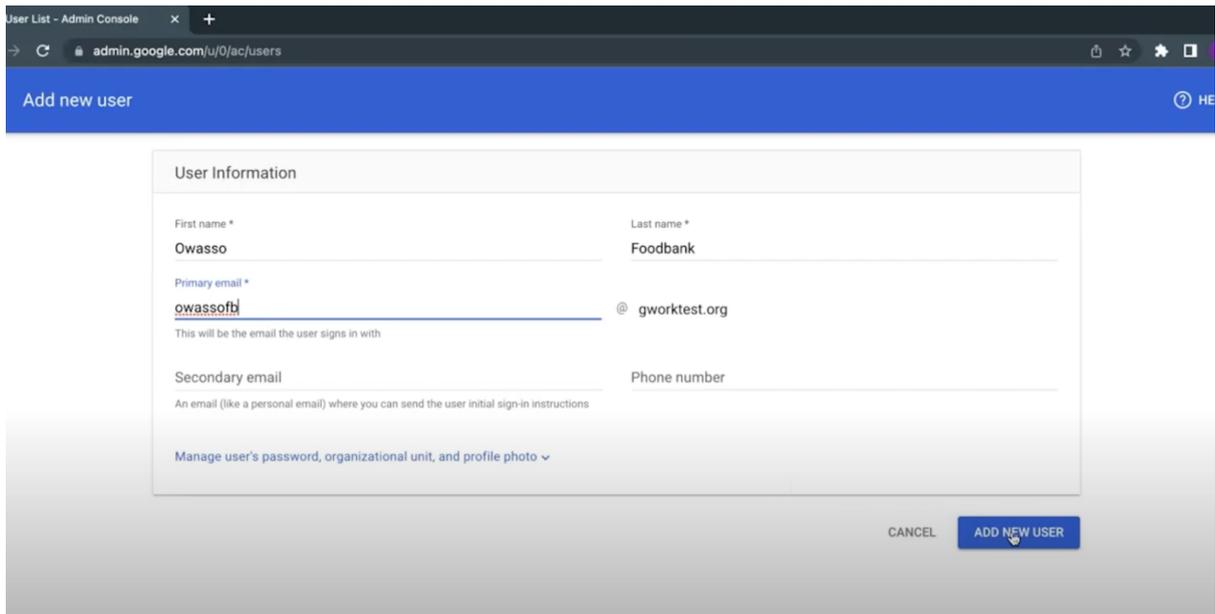
Click **Add new user**.



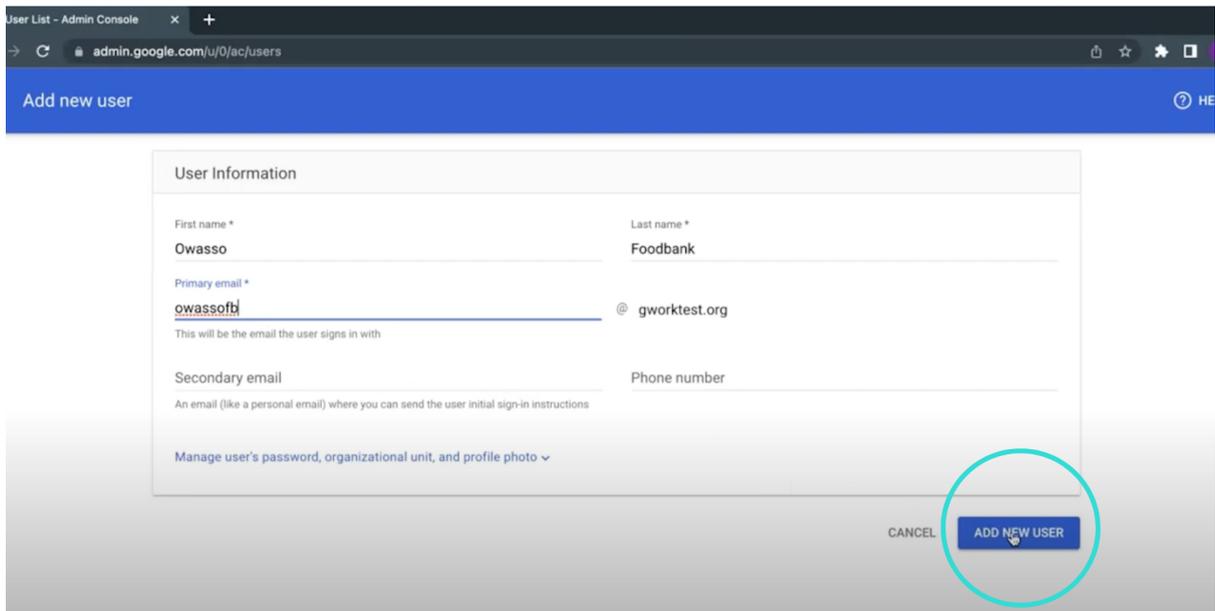
An Add new user page appears. Fill out the required user information fields for **First name**, **Last name**, and **Primary email**.



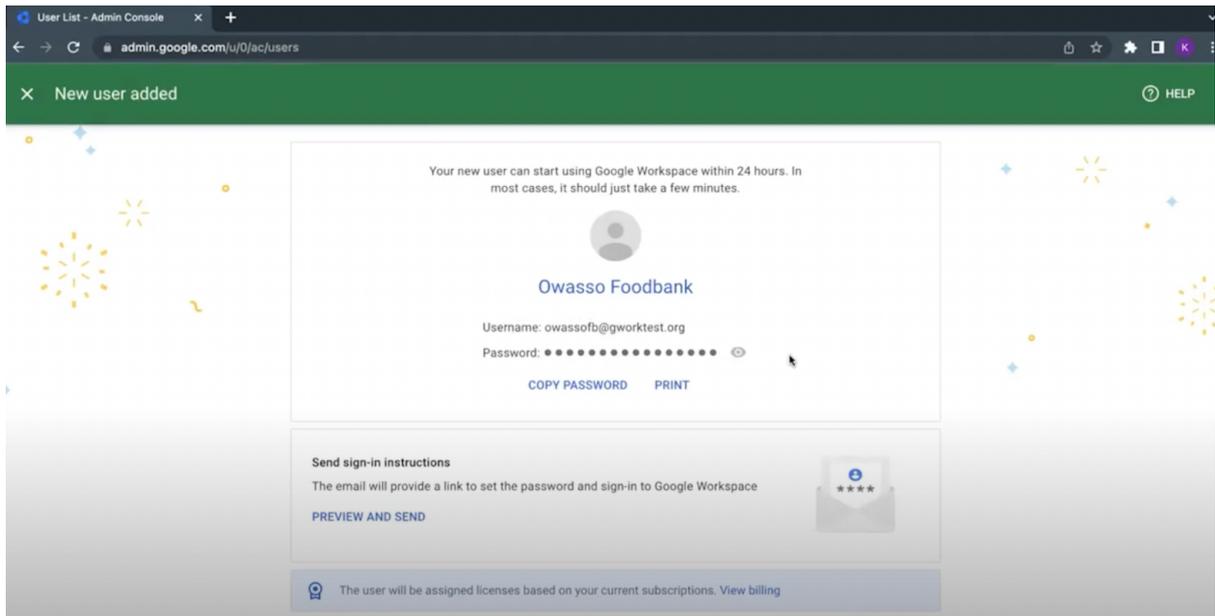
Tip: You may want to use a naming convention when you create a new user, particularly if you have more than one food bank or food pantry location. In this example, we have provided the first name as Owasso (indicating the food bank's location), and Foodbank as the last name. We provided the email address for that particular food bank location so that they will receive any appointment notifications.



Click **ADD NEW USER**.

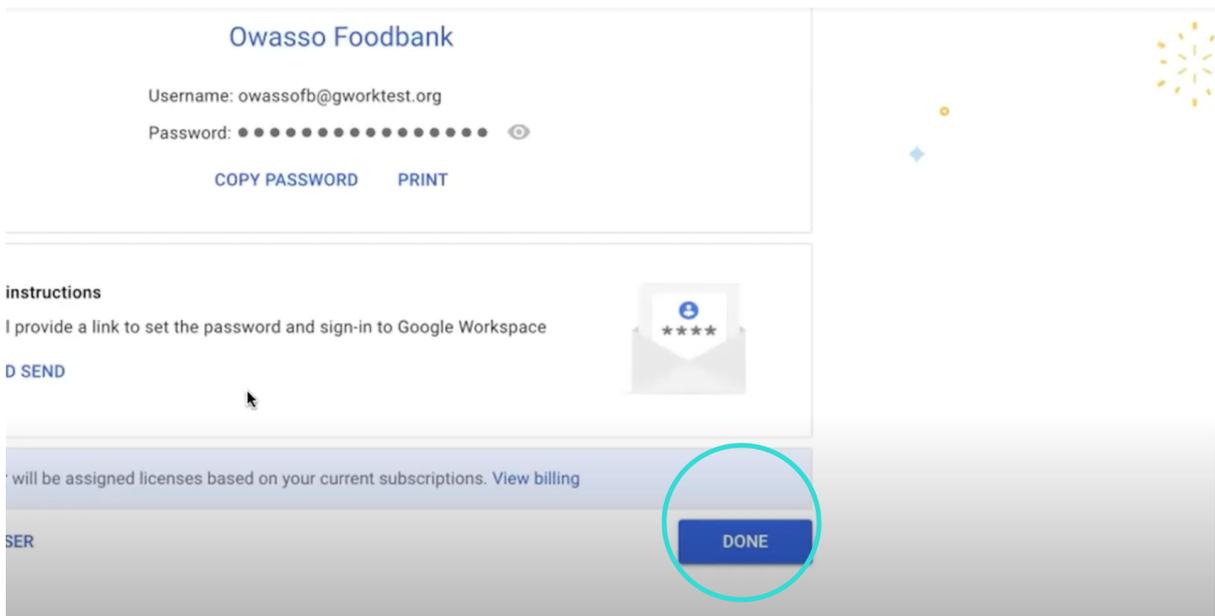


Your new user has now been created, and you'll see a screen confirming this. You can view your username and password on this confirmation screen. This is an example of what your new user screen will look like.

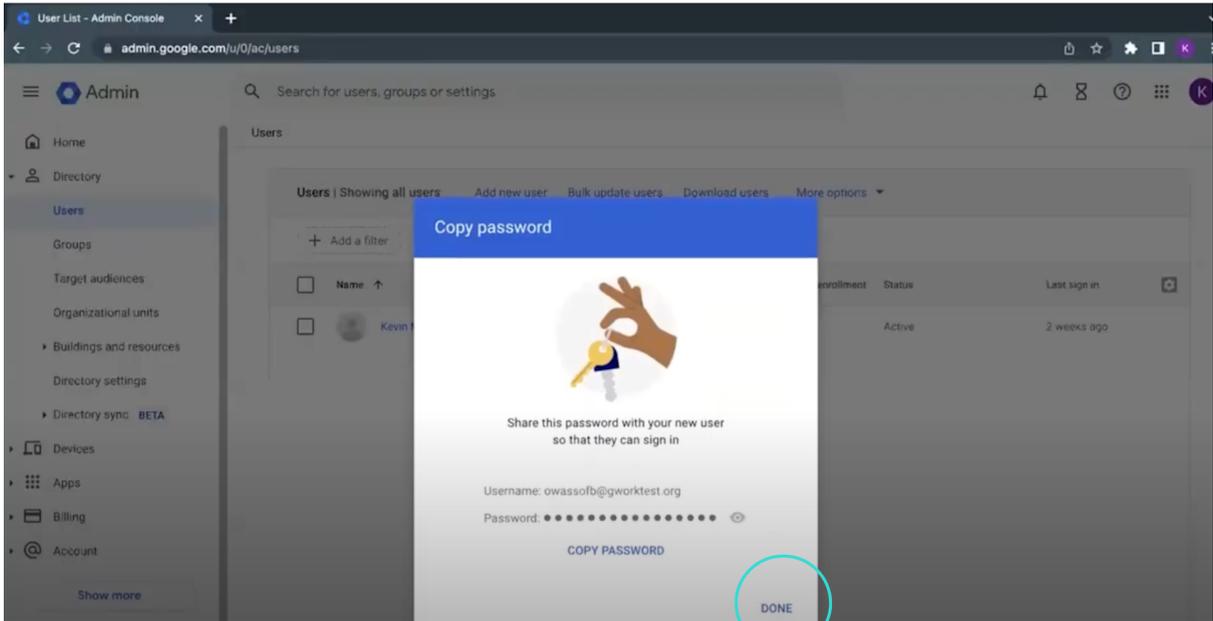


Tip: It can take up to 24 hours before your new user can start using their Google Workspace account, although in most cases it should just take a few minutes. You may want to copy and save the username and password details.

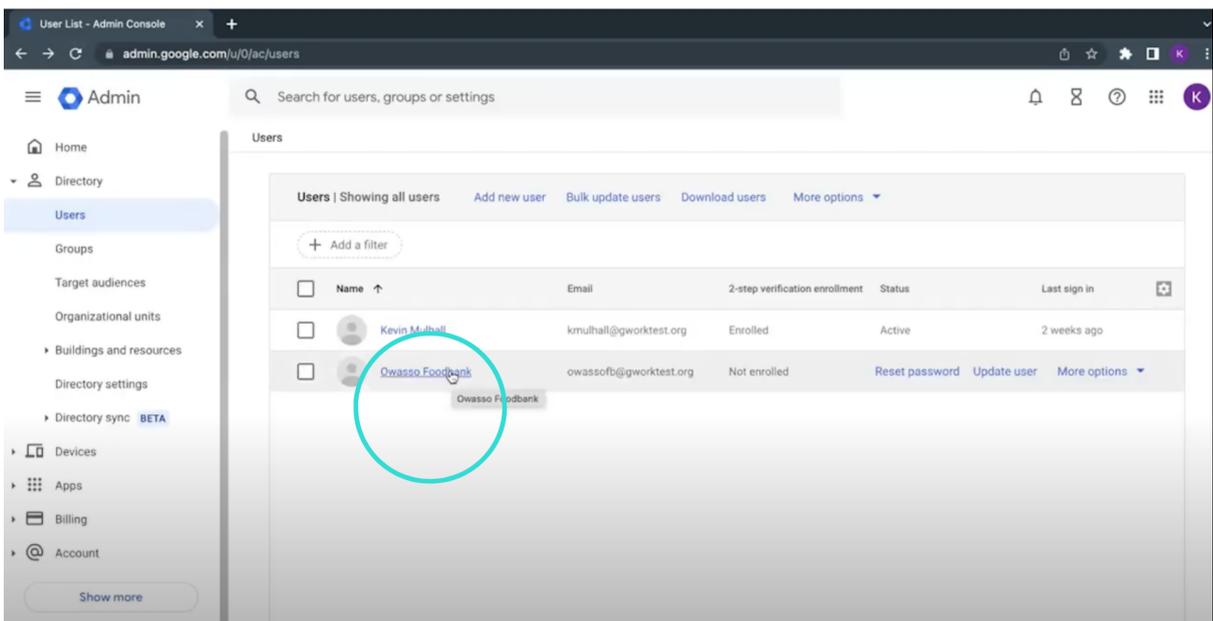
Click **DONE**. Your new user will now be assigned licenses based on your current subscriptions.



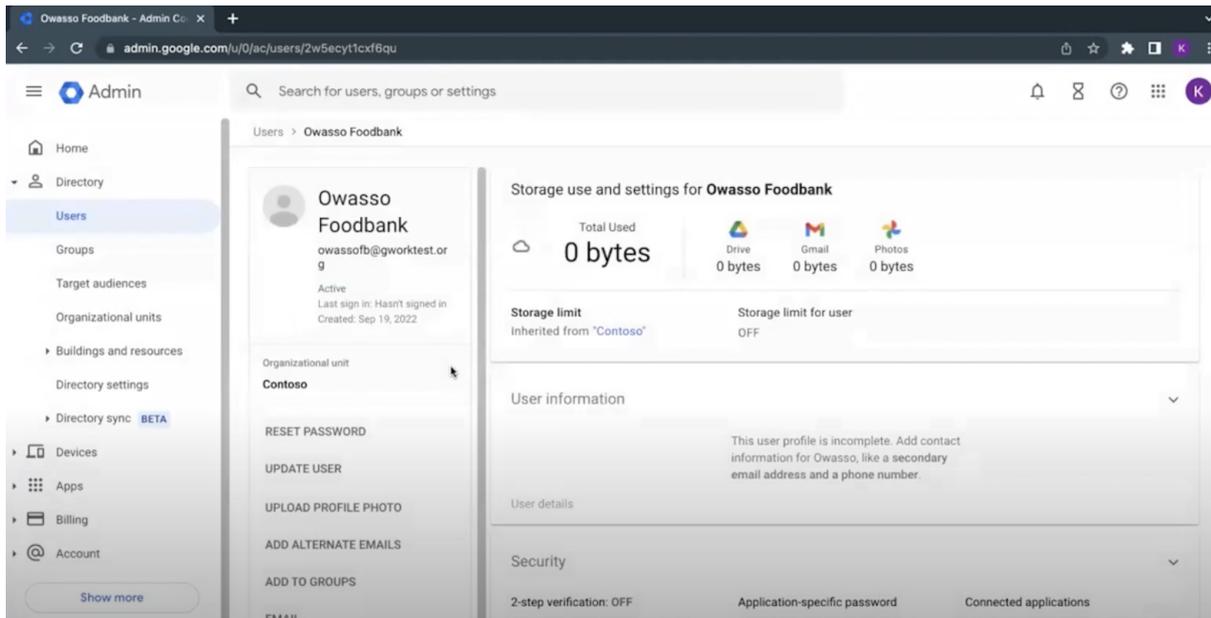
A **Copy password** pop-up appears, prompting you to share the username and password information with your new user so that they can sign in. Click **DONE**.



Now click the new user account that you've created (e.g., Owasso Foodbank) to bring up all the settings for that account.



You can view and edit any information related to this new user account. That includes resetting the password, uploading a profile photo, adding alternate emails, etc.

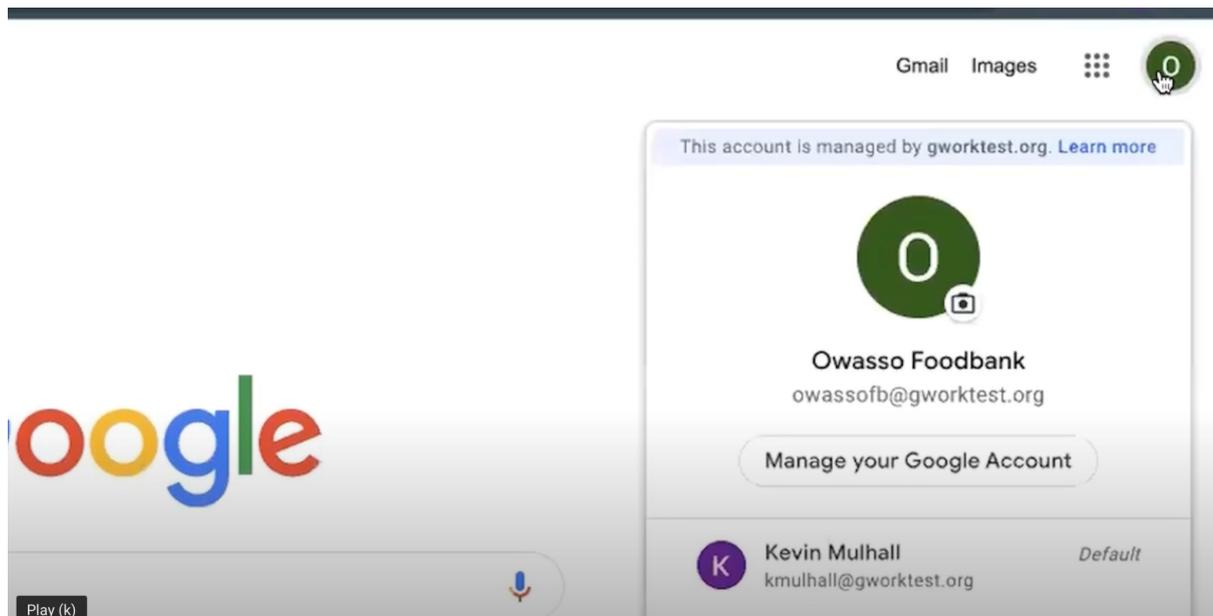


Tip: For security purposes, you may want to consider turning on two-step verification.

Create a New Appointment Schedule Calendar in Google Calendar

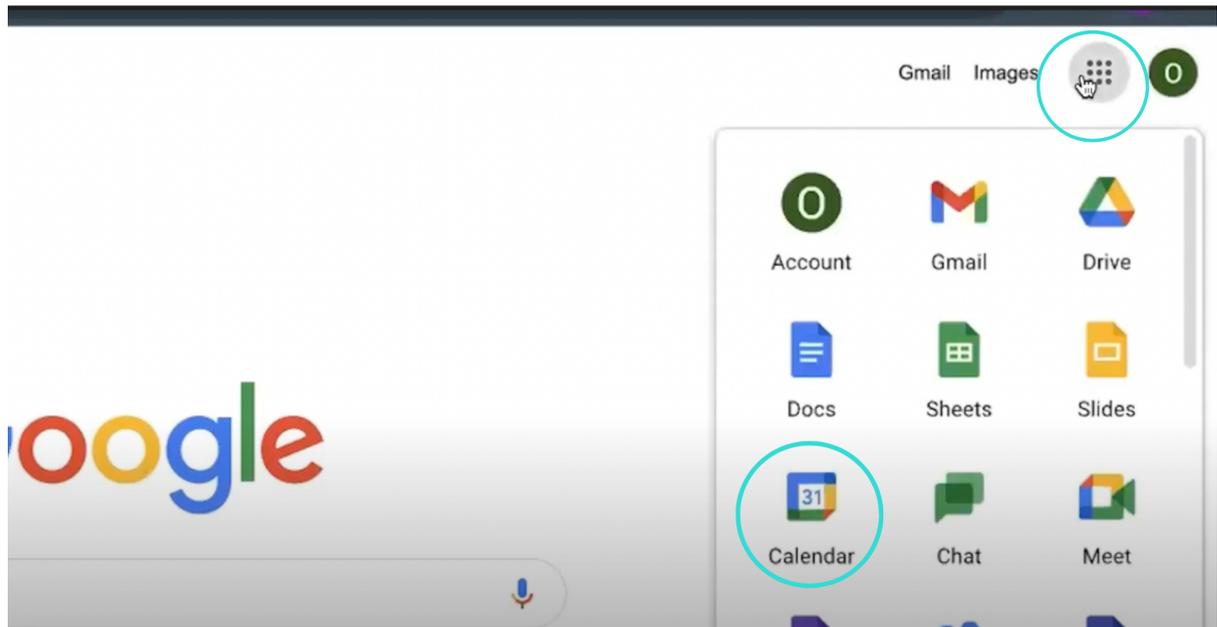
Once you've created a new user account in Google Workspace for your food bank or food pantry, you can move on to creating a new appointment schedule calendar in Google Calendar so that clients can make online appointments for food pickups.

To get started, use your newly created Google Workspace account for your food bank or food pantry (in this example, we created an account for Owasso Foodbank).

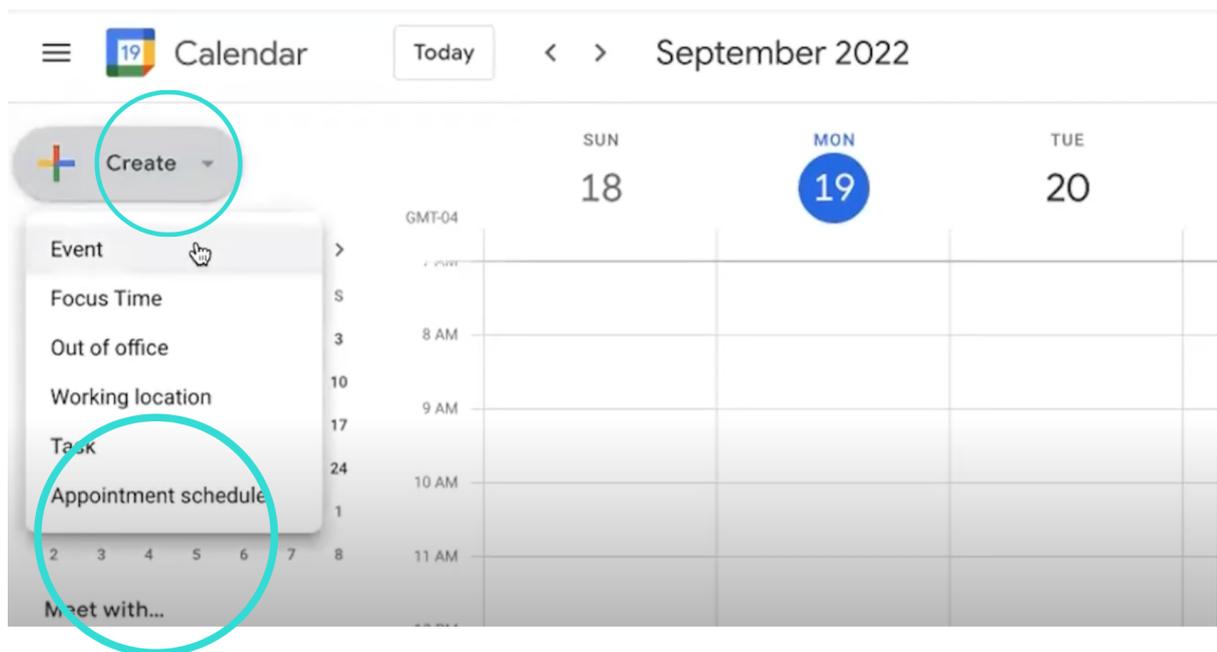


Check

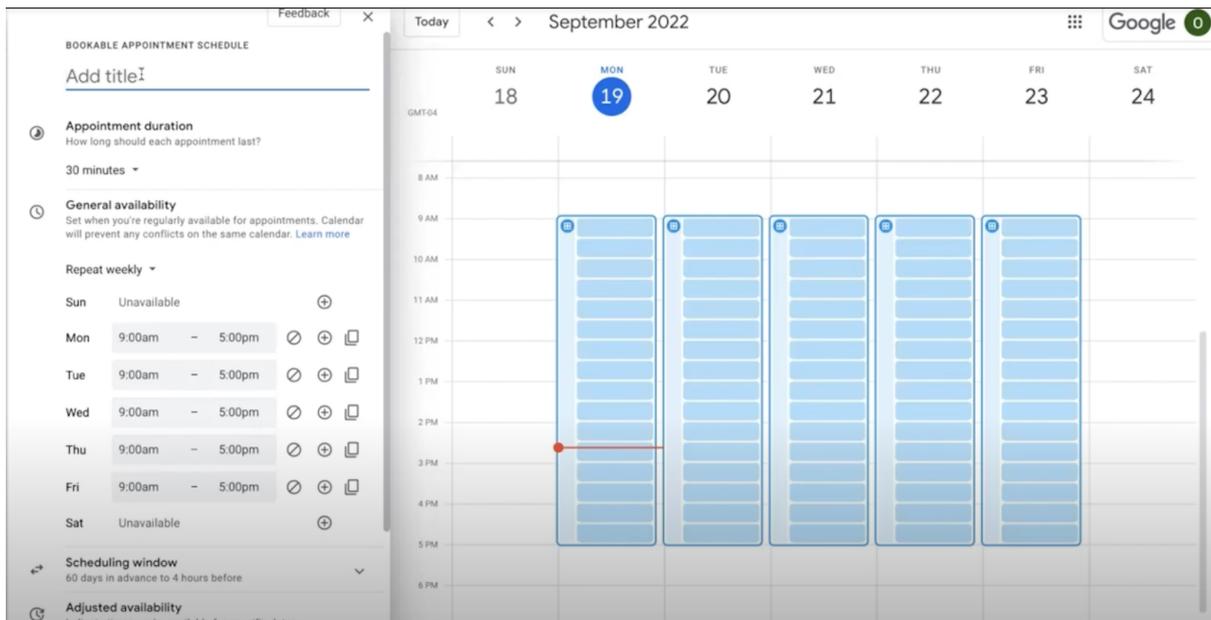
Click the  **Google apps** icon, scroll down, and click **Calendar**.



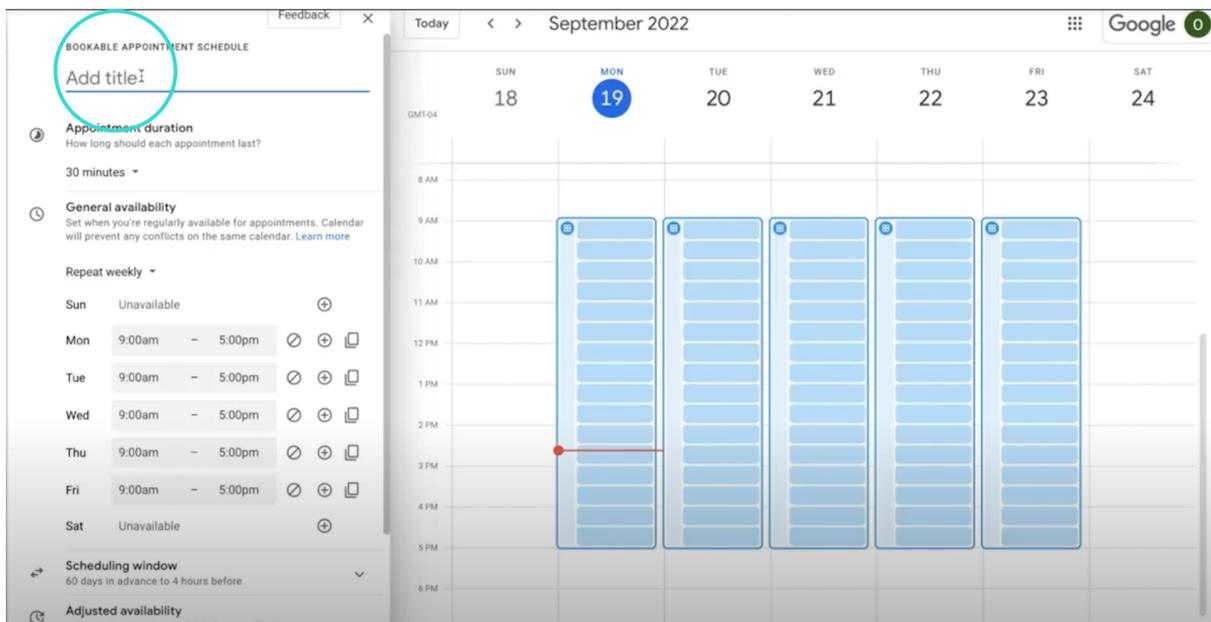
Click **Create**. Then click **Appointment schedule**.



A **BOOKABLE APPOINTMENT SCHEDULE** page appears.

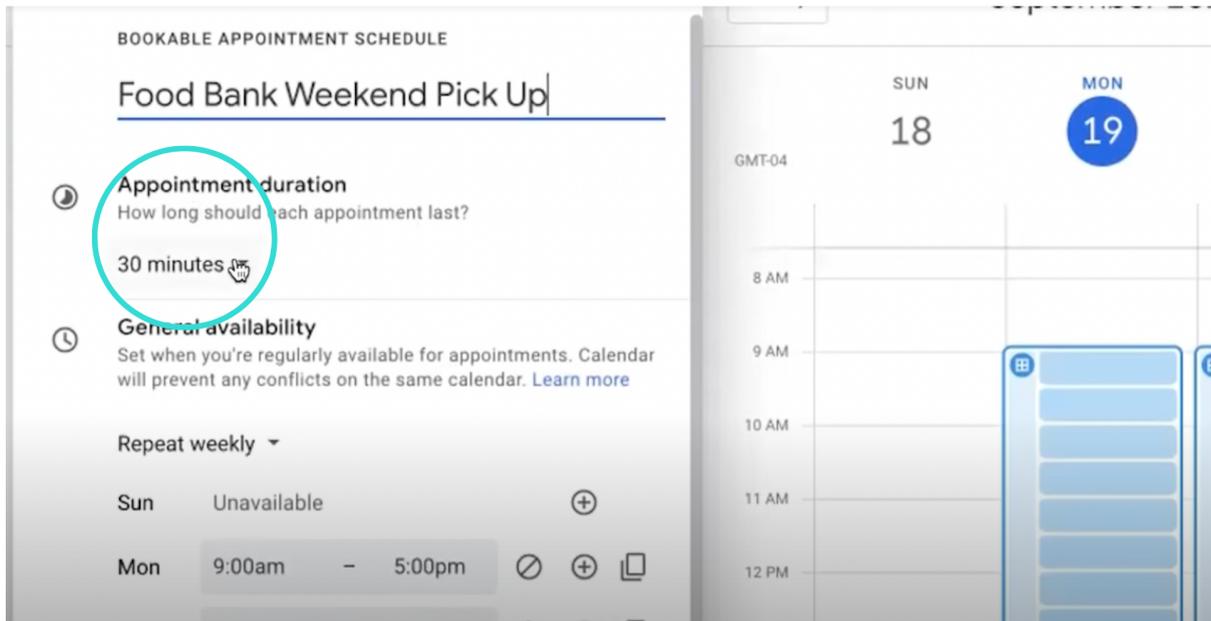


To name your bookable appointment schedule, click the **Add title** field and type the name of your schedule (e.g., Food Bank Weekend Pickup).



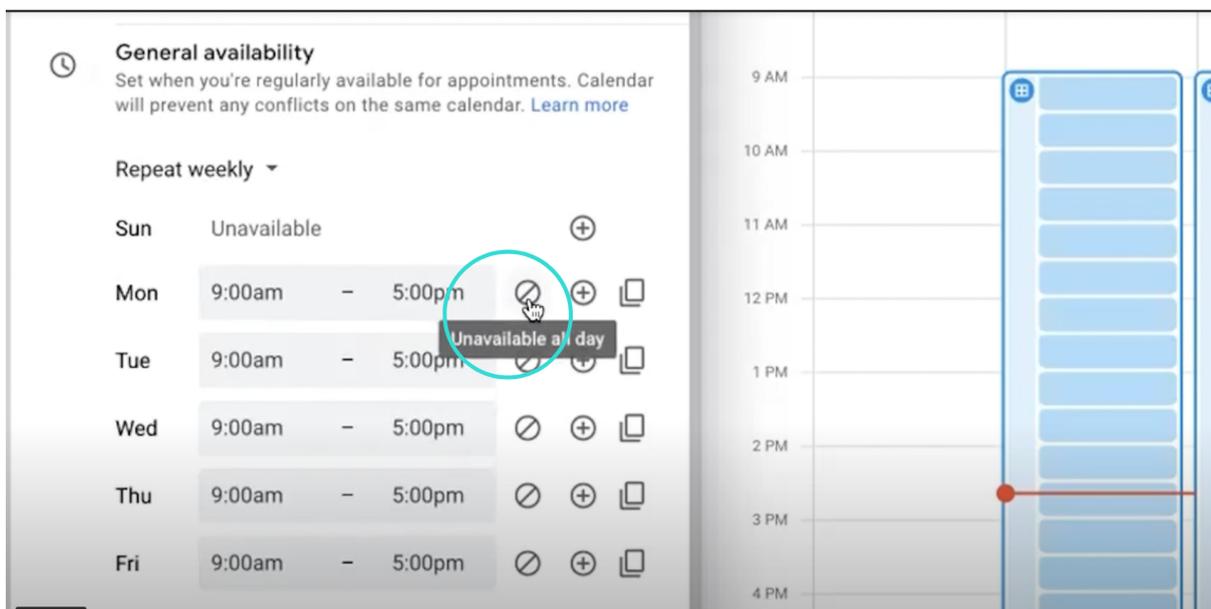
To set how long each appointment should last at your food bank or food pantry, under **Duration**, click the default **30 minutes** to change the duration. You can select from a range of preset durations, or you can customize the duration.

Tip: Based on feedback from food banks, it's recommended that you set around 15 to 30 minutes for each food pickup appointment, along with a buffer time before, after, or both.



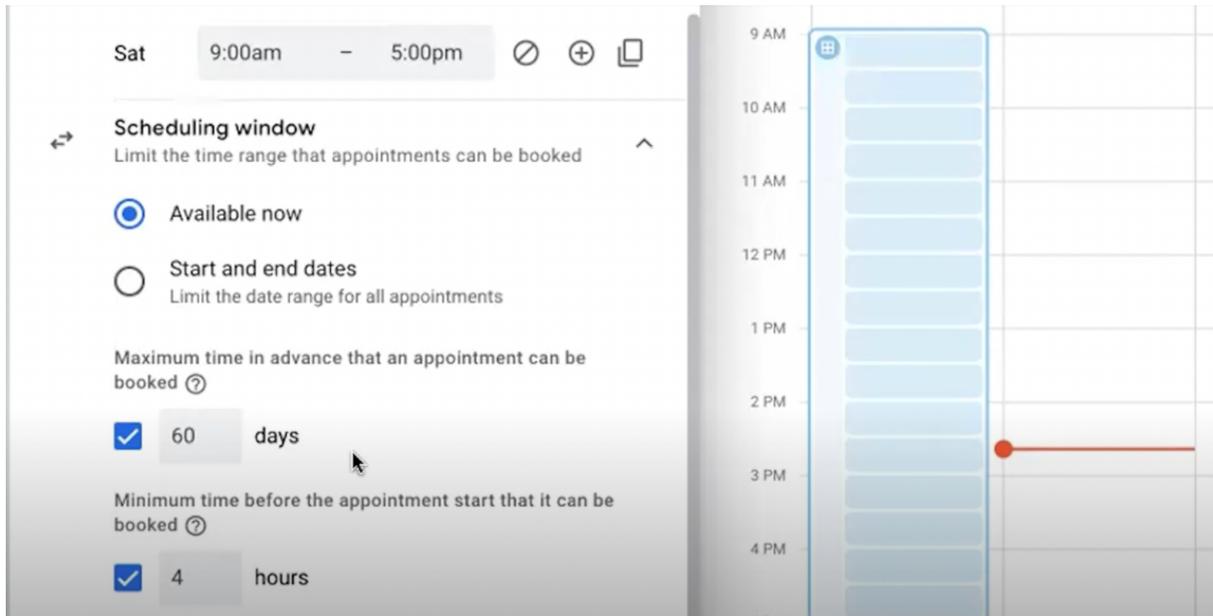
To set general availability for your food bank or food pantry (the times when your food bank or pantry is open and when clients can schedule food pickup appointments), edit the open days and times under **General availability**. You can customize this to your particular food bank or food pantry's open hours.

To set certain days as unavailable for food pickups, click the  **Unavailable all day** icon next to the corresponding day of the week.

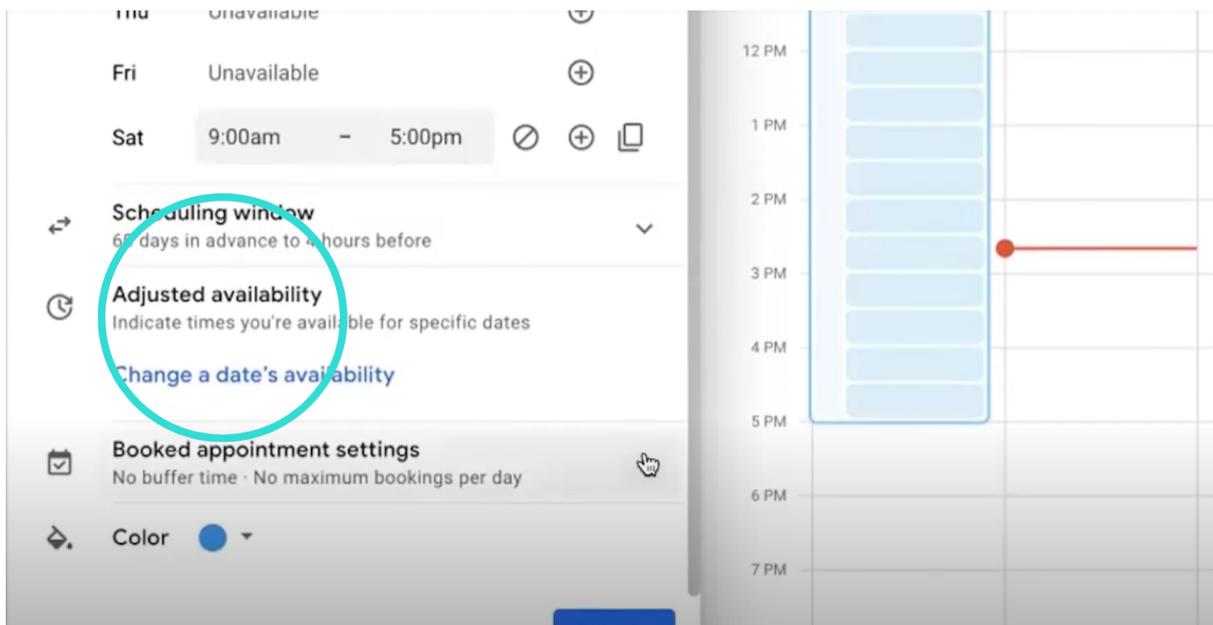


Tip: By editing the **Scheduling window options**, you can limit the time range that appointments can be booked. That includes how far in advance bookings can be scheduled (for example, 60 days) and the minimum time (in hours) before the appointment starts that bookings can be made (such as 4 hours). You can edit and customize these default setting

options, depending on your organization's needs, capacity, supply chain considerations, and so on.

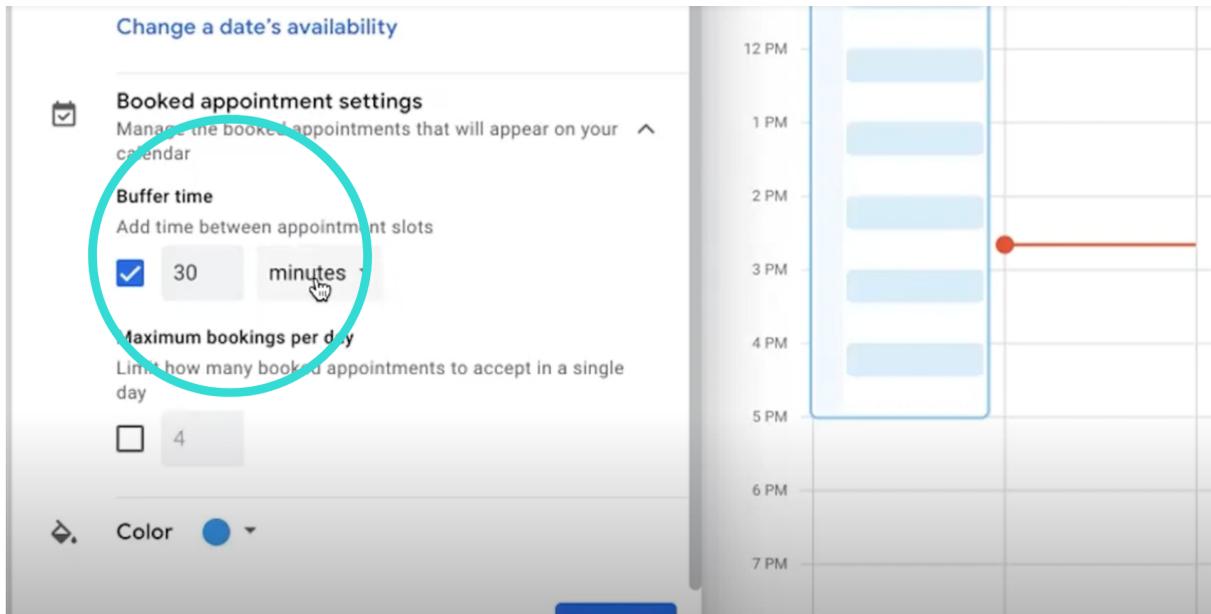


Tip: You can also edit the **Adjusted availability** settings and change the times your food bank or food pantry is available on specific dates. This may be useful for specific dates like holidays when you may want to limit your normal opening hours.



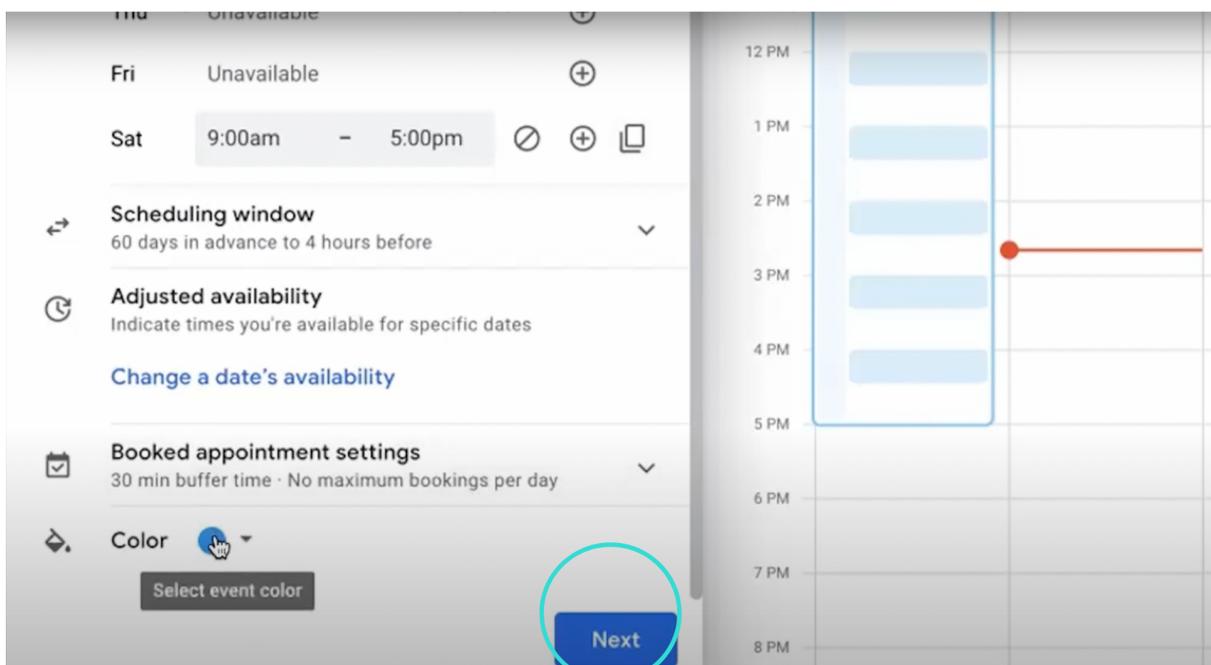
You can edit the **Booked appointment settings** to add a buffer time and to change how many booked appointments can be scheduled in a day.

To add a buffer time between appointments, click the box below **Buffer time** to add a buffer time, which you can adjust and set to hours or minutes as needed. In this example, we added a 30-minute buffer time.

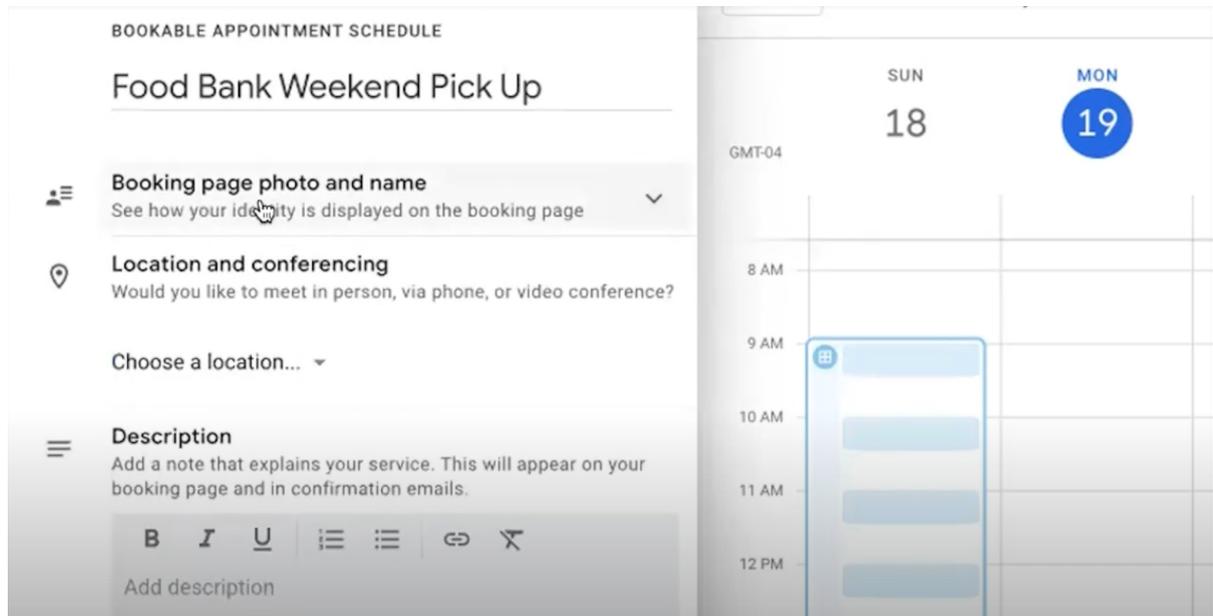


Tip: Adding a buffer time is considered best practice for food pickups since there can be delays caused by clients arriving late or food being incorrectly packaged and so on. A 15- to 30-minute buffer time is recommended.

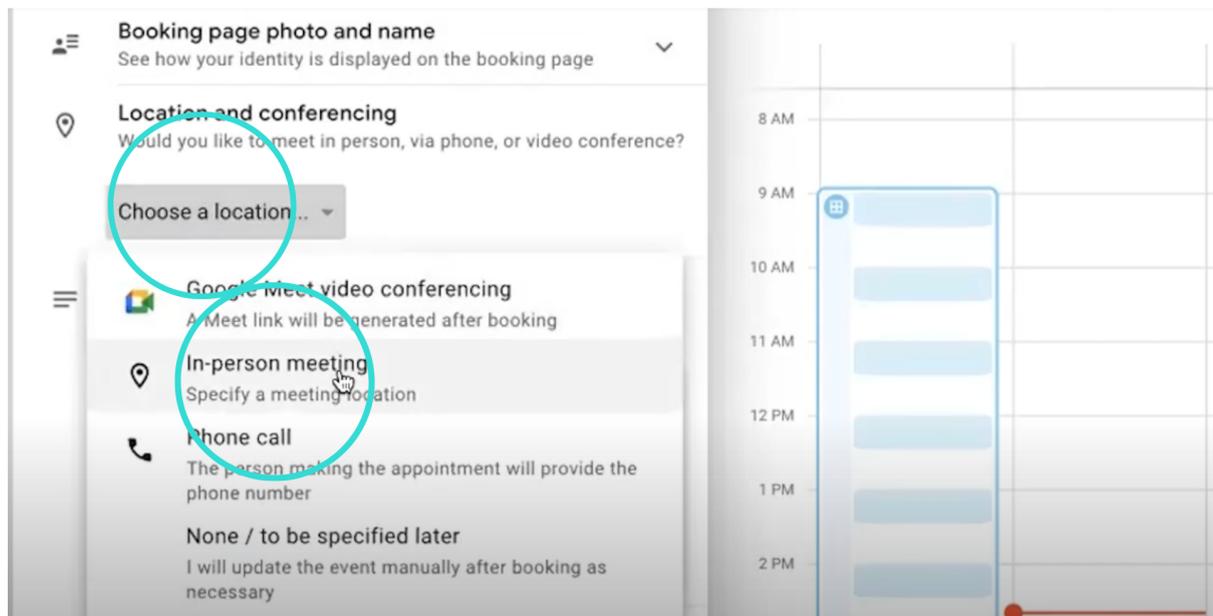
Once you're finished customizing the appointment schedule, click **Next**.



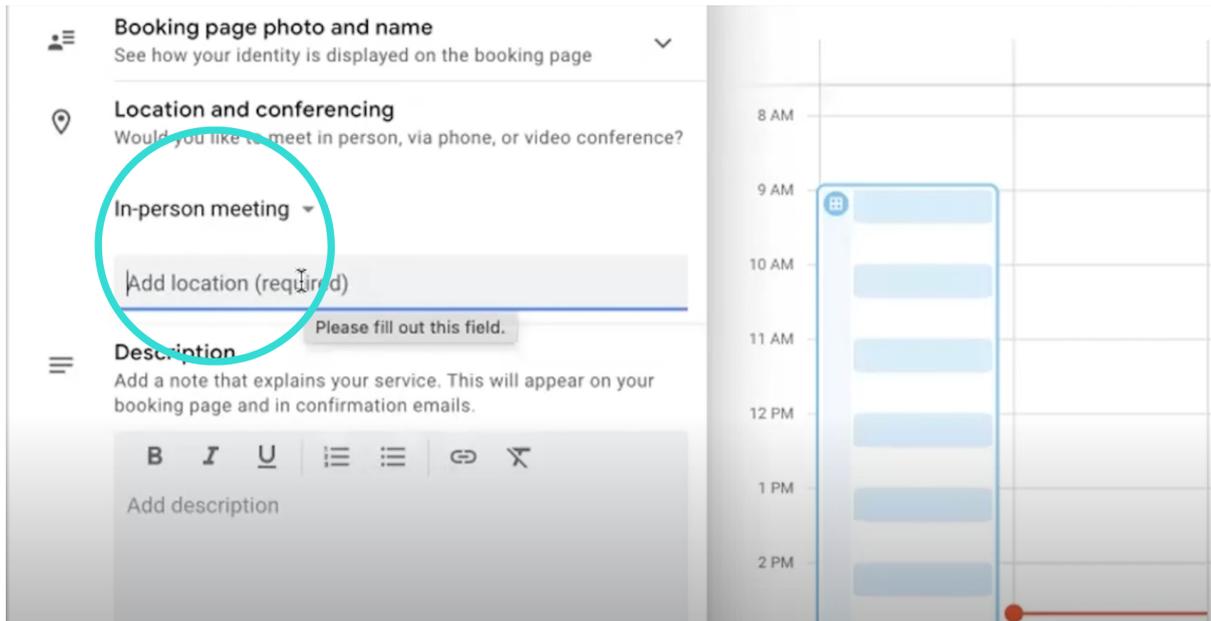
A new **BOOKABLE APPOINTMENT SCHEDULE** pop-up window appears, where you can edit and customize more settings. This includes the booking page photo and name, location and conferencing, and description.



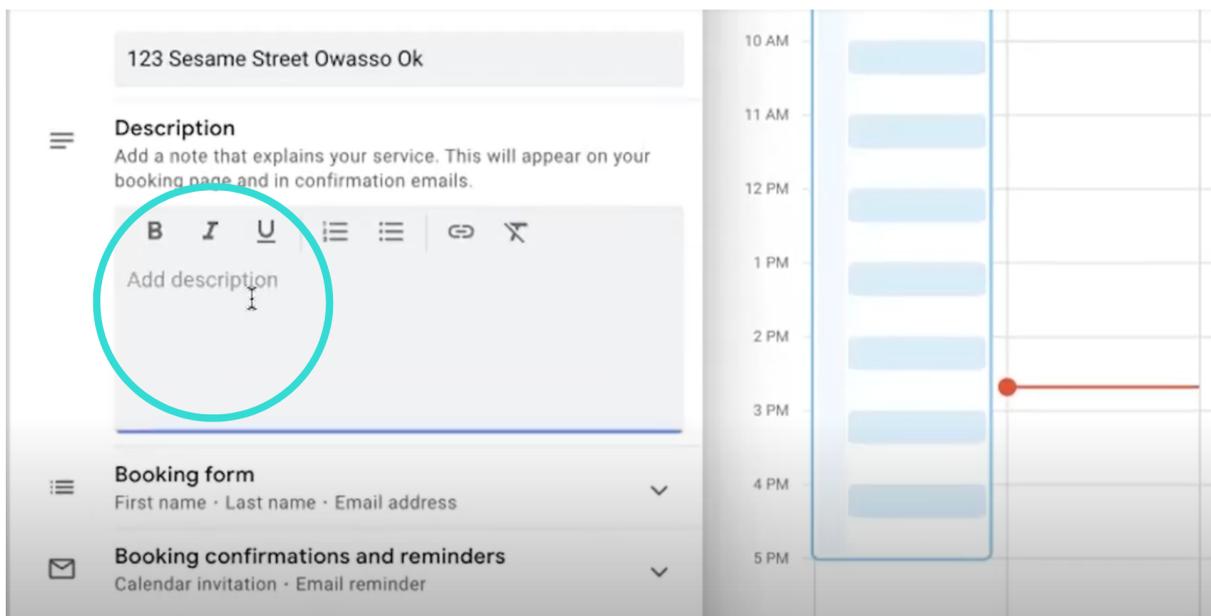
To edit the location and conferencing settings, click **Choose a location** and then click **In-person meeting** because your clients will be collecting their food in person from a physical location.



To add a location of where your appointment will take place (which you will be required to do), click **Add location** and type a physical address.

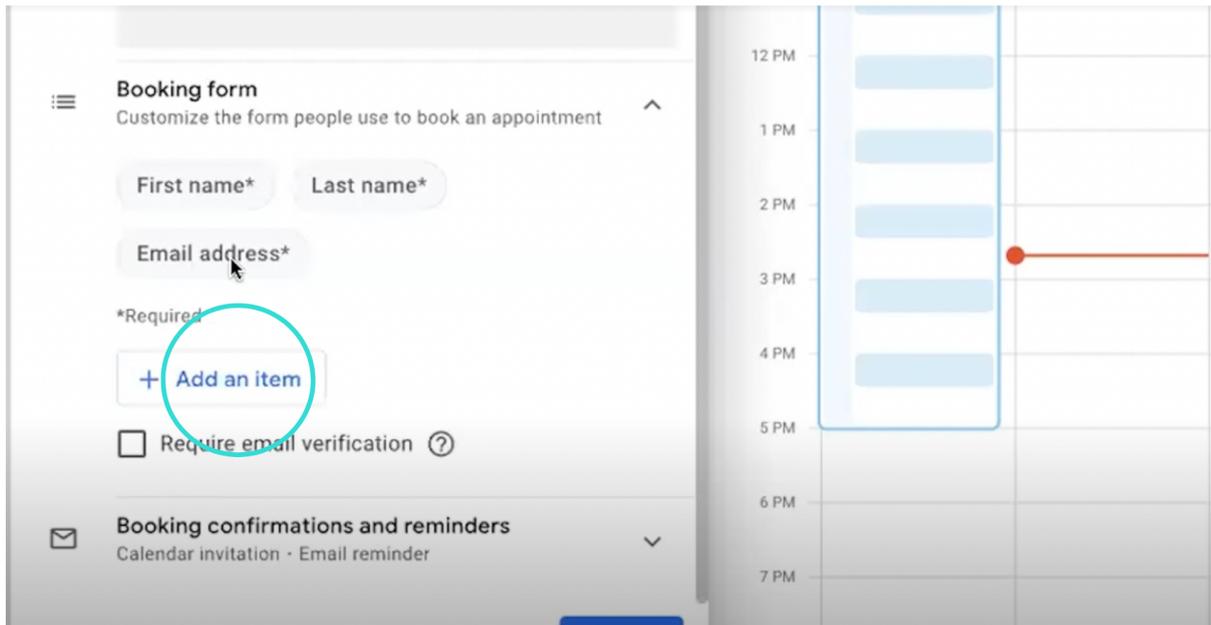


To add a description that explains your service in more detail, which will appear on your booking page and in confirmation emails, click **Add description** and start typing.

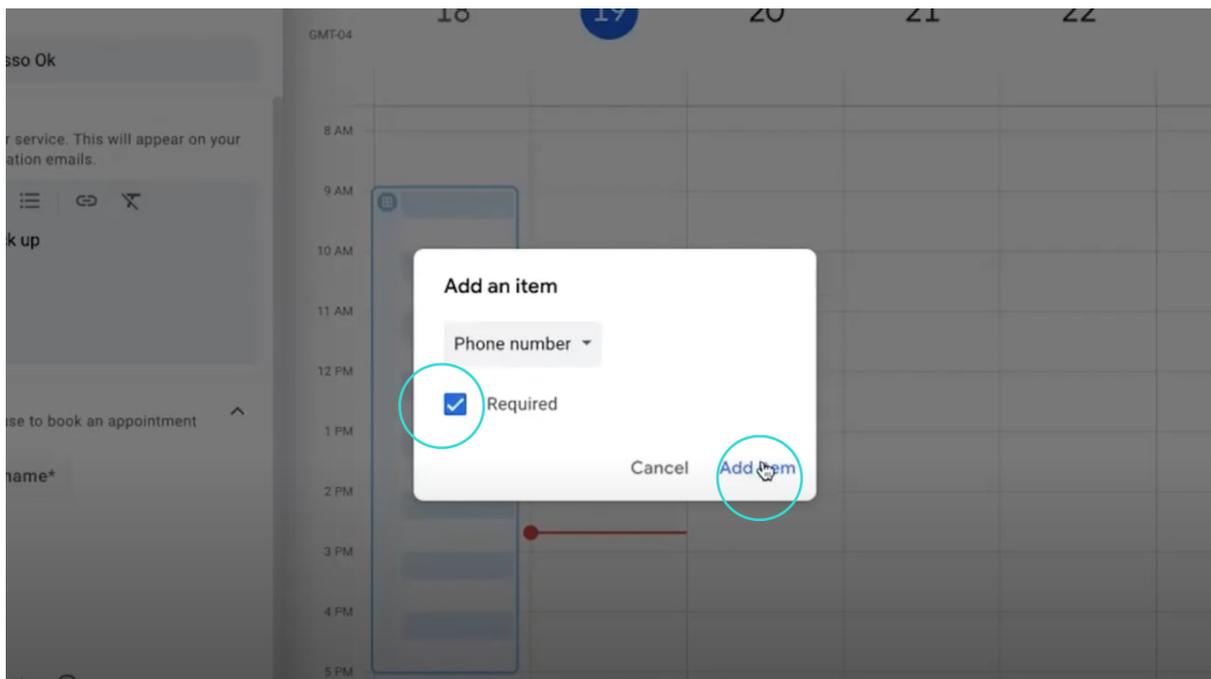


To customize the booking form, click **Booking form**.

Tip: It's advisable to make it mandatory for clients to add a contact phone number when they schedule an appointment so it's easier to contact them in case an appointment needs to be confirmed, rescheduled, or canceled. **To make a contact phone number required**, click **Add an item**.

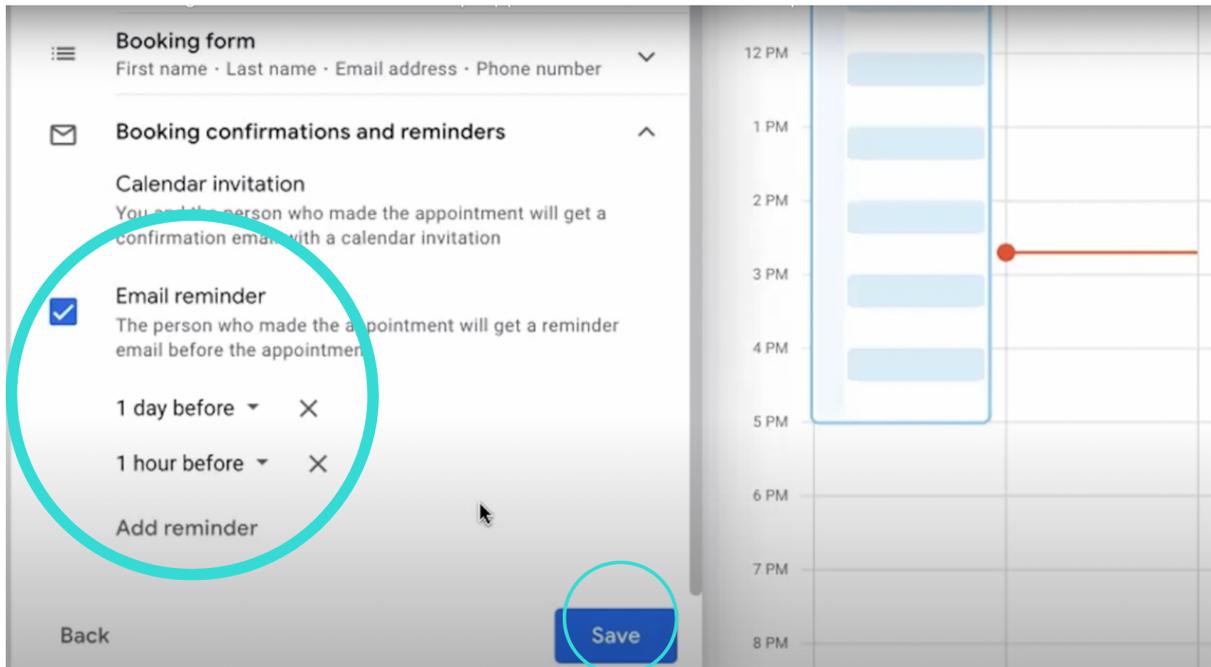


Then check **Required**, where **Phone number** is selected. Then click **Add item**.



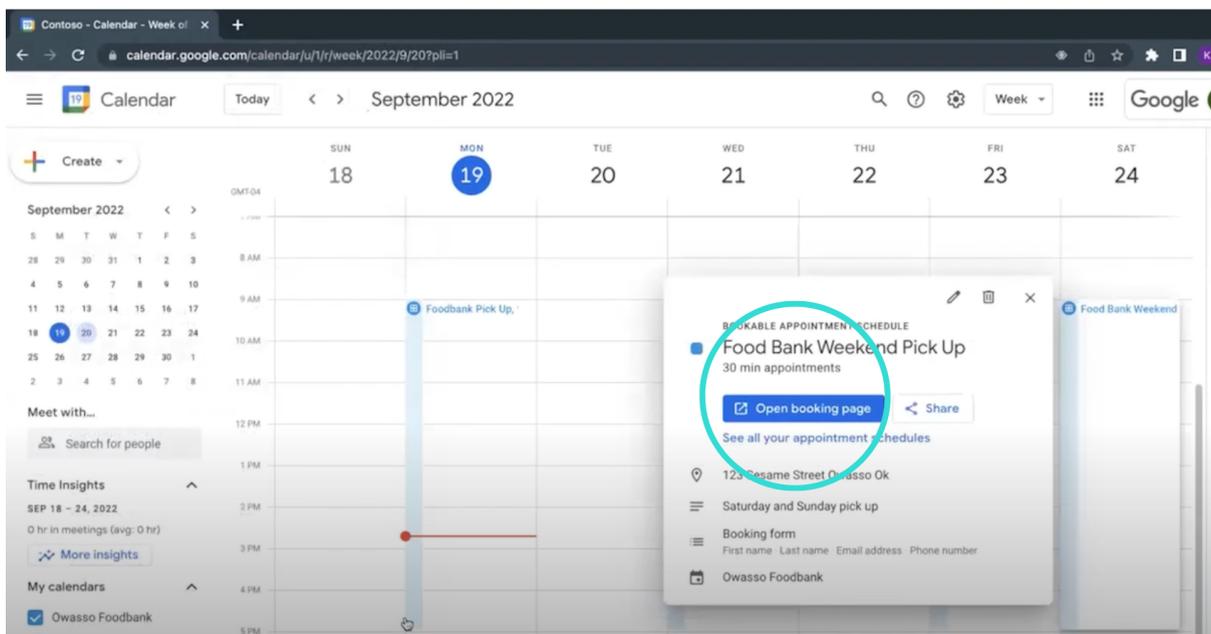
To edit booking confirmations and reminders settings, click **Booking confirmations and reminders** and edit as needed. Then click **Save**.

Tip: It's advisable to set email reminders so that your clients don't forget their appointments. Email reminders can also help to prompt clients to cancel in advance if they can no longer make the scheduled pickup time they had booked. You may want to set an email reminder the day before the appointment as well as another for an hour before the appointment.

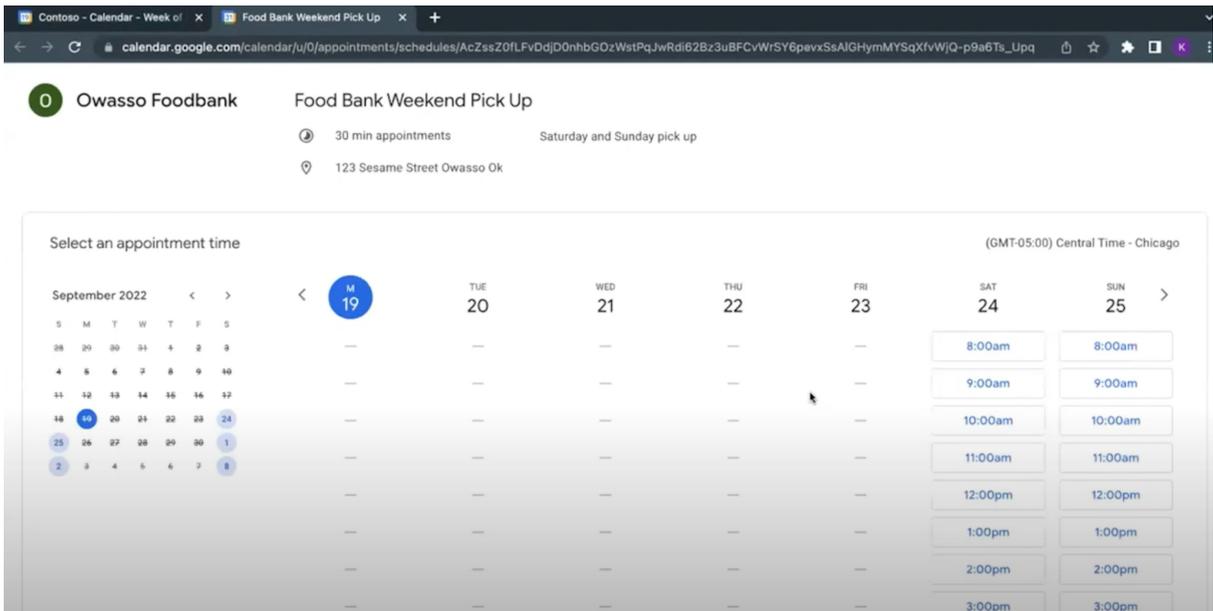


Now that you've finished editing and creating your appointment schedule calendar in Google Calendar, you can view how that booking page will appear to your clients.

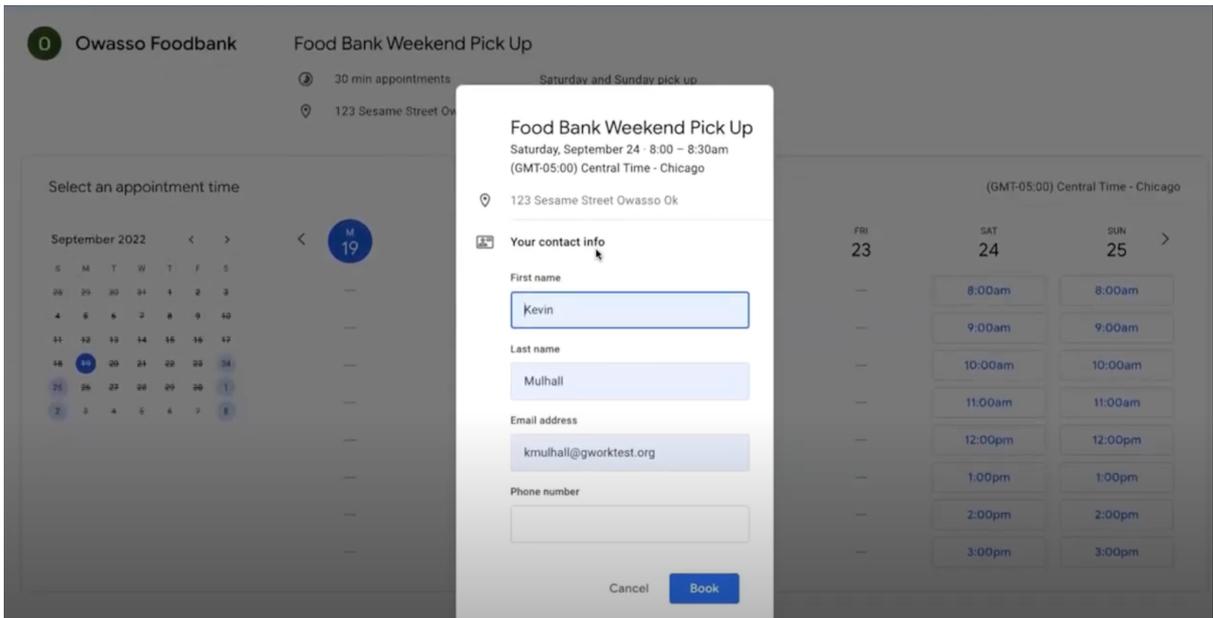
To view the booking page, click **Open booking page** when you're looking at the bookable appointment schedule in your Google Calendar.



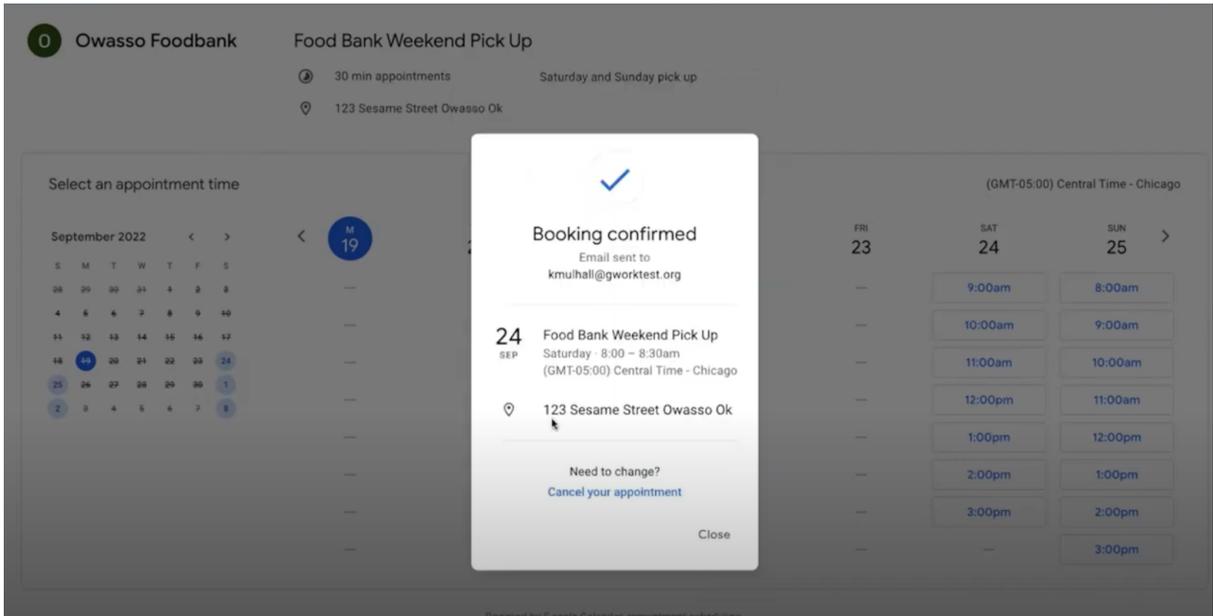
Your booking page may appear something like this example. It will show your account name, your logo, the name of your calendar, the duration of appointments, the available time slots for appointments, and your location address.



Clients can then click on a booking time slot to schedule an appointment, whereupon they'll be prompted to supply information to make a booking (such as their name, contact email, and contact phone number). Here's an example of a booking form that a prospective client may fill out to schedule a food pickup.

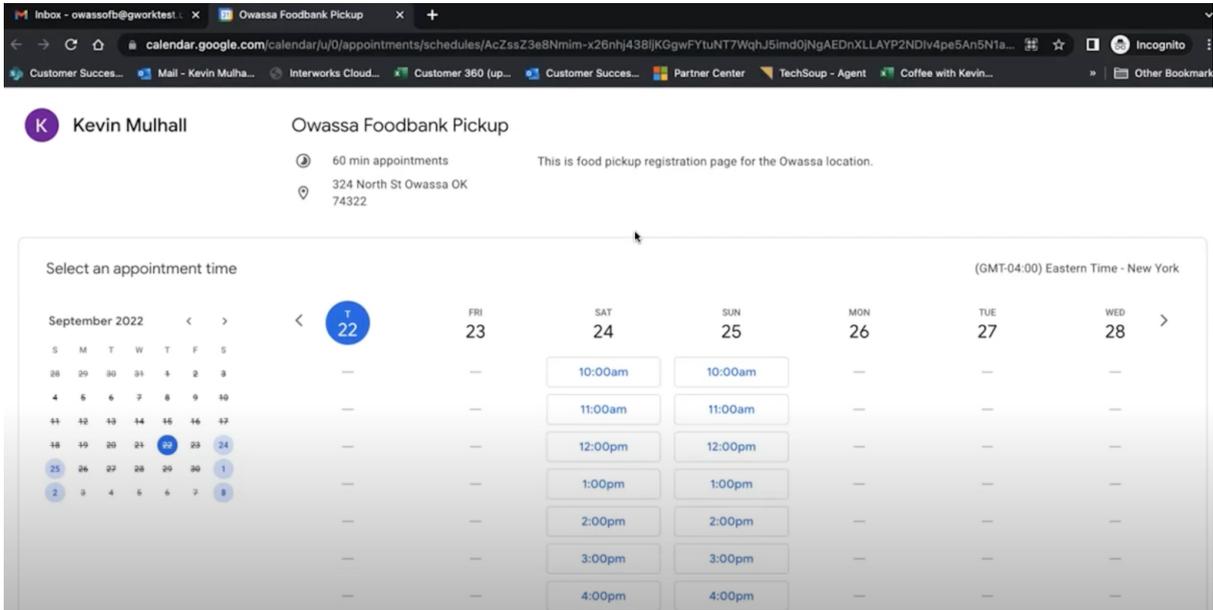


Once a client confirms their booking by clicking **Book**, a **Booking confirmed** pop-up appears that displays the time, date, and location of the scheduled food pickup appointment.

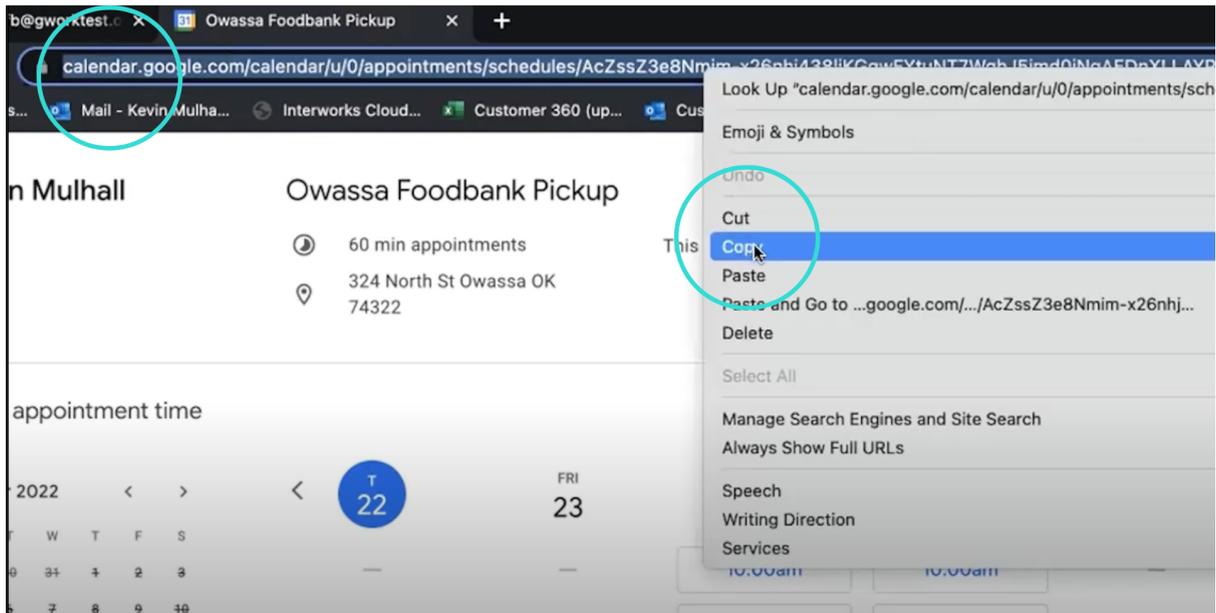


Send Your Calendar to Clients so They Can Schedule a Food Pickup Appointment

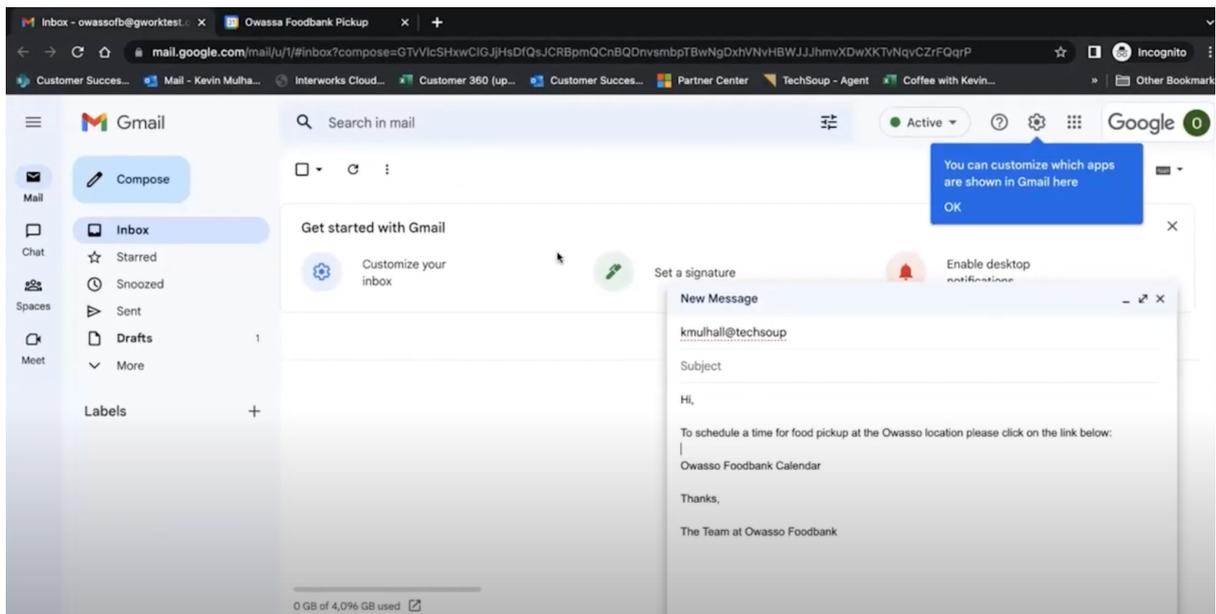
To send your clients the URL link to the calendar booking page you created (so that they can schedule a food pickup appointment), open your calendar booking page.



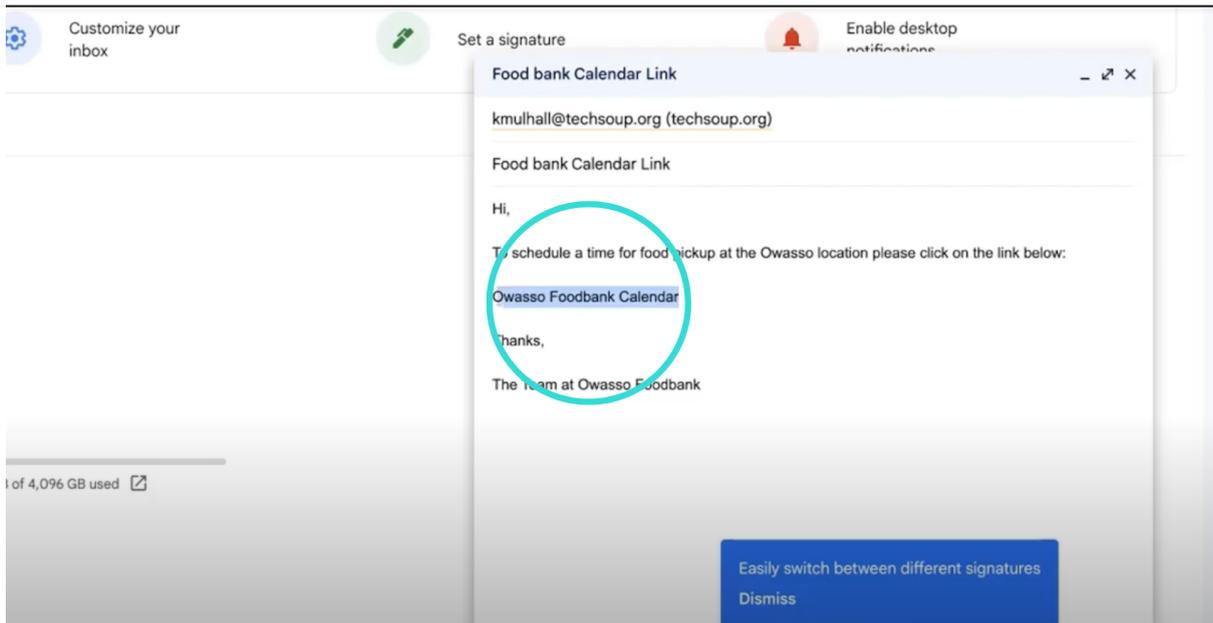
Next, highlight the URL link and copy that link.



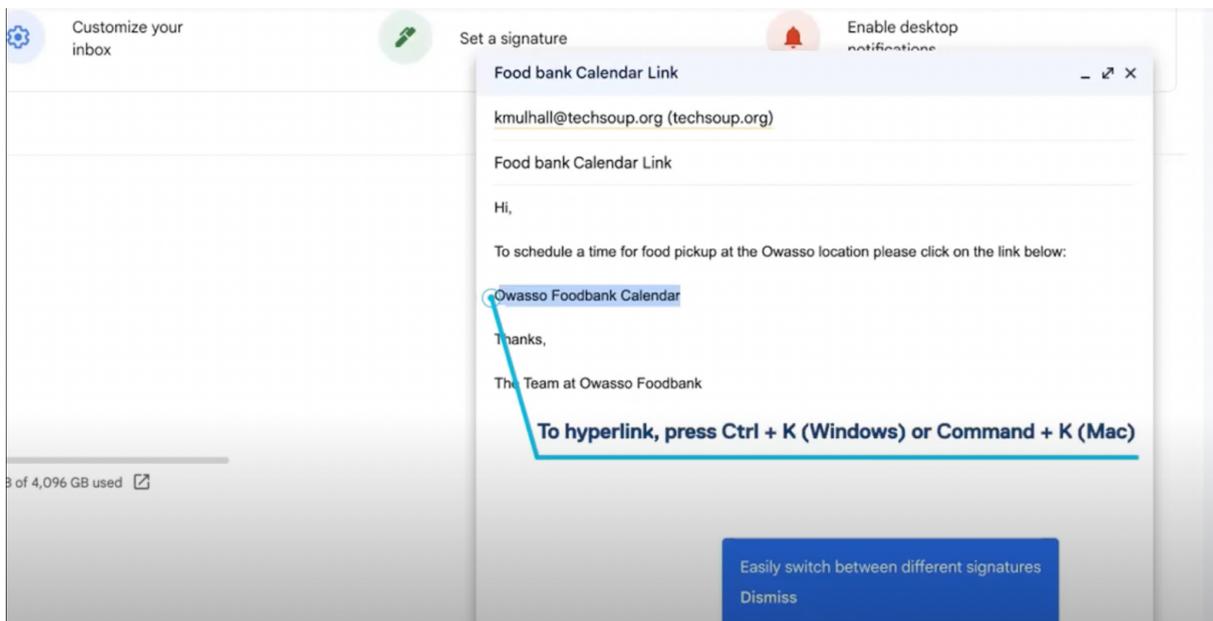
Compose an email to a client (or to a mailing list of clients). In the body of the email, write some text referring to your booking calendar, which you can use as link text for your booking page hyperlink (e.g., Owasso Foodbank Calendar).



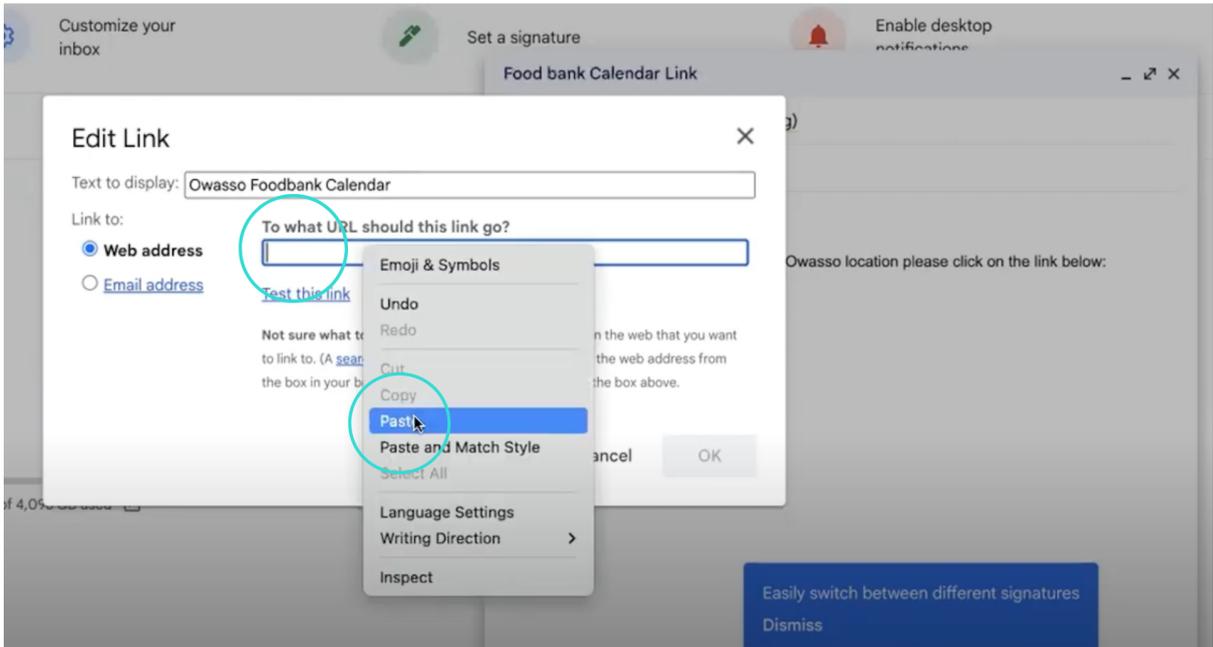
Highlight the link text in your email and insert the hyperlink URL.



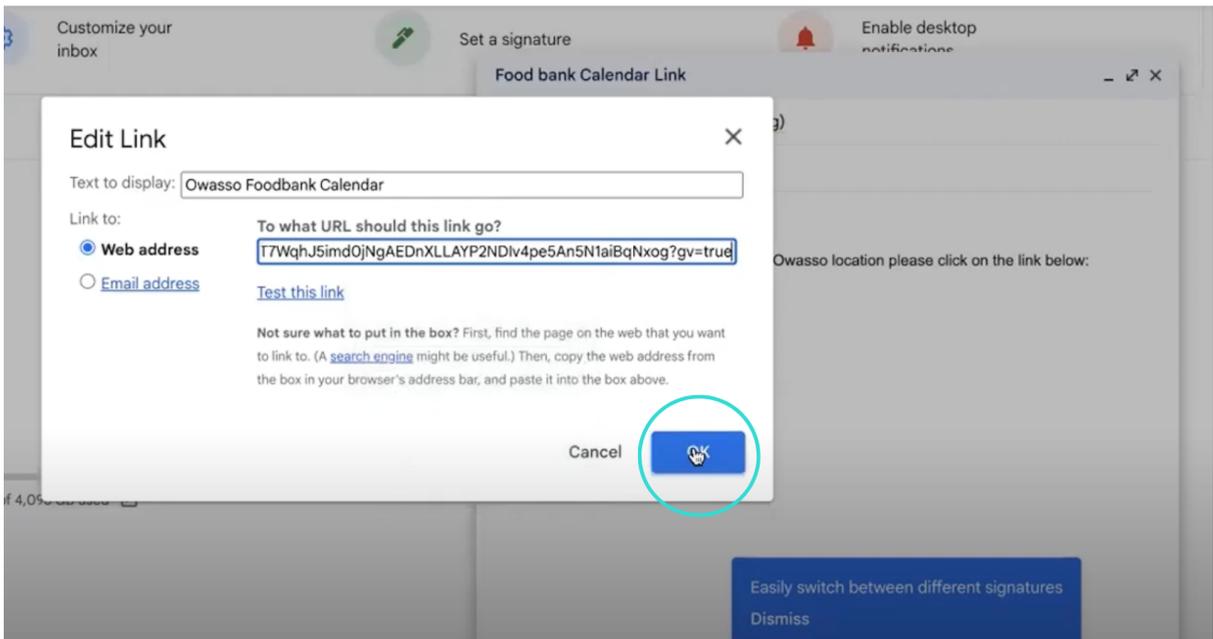
To insert a hyperlink, press Command/Ctrl+K.



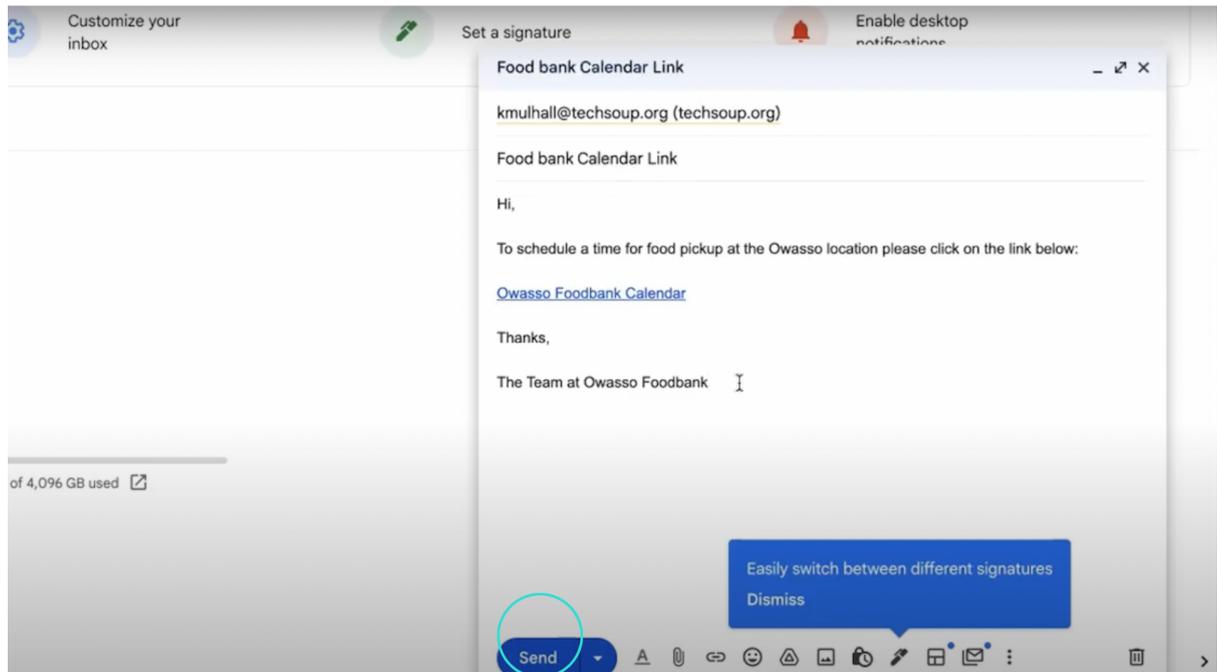
Next, paste the hyperlink you had copied into the web address field.



Then click **OK**.



Now you can send your email to your clients and they will be able to click on the hyperlink to the online booking calendar and schedule their food pickup appointments online.



Additional Resources

Training + Services 🎓

- These **TechSoup Courses** are available at no cost to TechSoup Quad members. [Learn more about Quad.](#)
 - [Organizing Your Remote Working Team](#)
 - [Project Management Basics](#)
- **Need Google Workspace?** A variety of Google products, such as Google Workspace for Nonprofits, are available to TechSoup members. Visit [the program page on TechSoup](#) today to get started.

Content + Community 🌐

- **Brand-new to Google Workspace?** We recommend you check out the [Google Workspace Learning Center](#)