

# OLS provider doesn't appear

Last Modified on 12/30/2018 5:38 am EST

## How come a provider does not appear online?

1. Click [Settings >Online Scheduler Settings> Provider Hours](#) and make sure the **Show Online** check box is selected for the provider. See article [Provider Hours](#)

.

**Note:** If you do not see the provider listed in the Provider Hours, click **Refresh Providers From PMS**