

# Notification Setup Page

This page handles all of the notifications for your event. There are slight differences in the page setup depending on the type of event you use.

<b>The Email Fields for the Confirmation, Cancellation, and Reminder Emails</b>	
<b>Reply To Email Address</b>	This feature allows you to add an email address, should your participants reply to one of your emails.
<b>Subject</b>	The Email Subject for an individual confirmation email allows for customization
<b>Subject for Combine Email</b>	This feature is used when a participant books more than one appointment; pickAtime will combine the emails into one email, instead of sending multiple emails. In these situations, we use the "subject for combined email" for these combination emails.
<b>Insert Macro</b>	Insert Macro allows you to insert the correct macro for customization. Each email template is already preset with the general macro required for most events. <a href="#">Click here to learn more about Macros.</a>
<b>The email Header and Footer</b>	Your Header and Footer can be customized with the text, links, and graphics needed.
<b>The Email Body/ Printable Schedule</b>	By default, your Email's body will be replaced with the Printable Schedule (note that the Printable Schedule is not an option for the Follow-up or Custom emails). Use of the Printable Schedule is often preferred, as the layout is cleaner to use. Changes to the Printable Schedule can be made in the Events Management / Settings / CUI Messages under the Printable Schedule section.
<b>Send the Confirmation and Cancellation Emails</b>	At the top of the Confirmation and Cancellation Email sections is the option to Send the Confirmation and Cancellation Emails must be checked for those emails to go out.
<b>Send the Reminder Email</b>	The option to Send the Reminder Email must be checked for those emails to go out. However, Admins can send reminder emails from the Appointments List even if reminders are disabled for the event. These will be labeled: "Sent Reminder Forced" within the Contact's log.
<b>The Feature send the Reminder Emails at certain times</b>	Under this option is the option to add as many Reminder Emails as needed (there is no limit), at the time intervals that you need.

## The Email Fields for the Custom Emails

<b>Subject</b>	The Email Subject for an individual confirmation email allows for customization
<b>The email Header and Footer</b>	Your Header and Footer can be customized with the text, links, and graphics needed.
<b>The Email Body</b>	The Email Body can be customized with the text, links, and graphics needed.

## The Email Fields for Follow-Up Email

<b>Reply To Email Address</b>	This feature allows you to add an email address, should your participants reply to one of your emails.
<b>Send Follow-Up Emails</b>	The option to Send Follow-Up Emails must be checked for those emails to go out. You will then determine when you want the email to go out, either by the number of days post the appointment or on a specific date.
<b>Subject</b>	The Email Subject for an individual confirmation email allows for customization
<b>Subject for Combine Email</b>	This feature is used when a participant books more than one appointment; pickAtime will combine the emails into one email, instead of sending multiple emails. In these situations, we use the "subject for combined email" for these combination emails.
<b>The email Header and Footer</b>	Your Header and Footer can be customized with the text, links, and graphics needed.
<b>The Email Body</b>	The Email Body can be customized with the text, links, and graphics needed.

## SMS (Short Message Service) - Normal Events only

<b>Send SMS Reminder</b>	<p>The option to Send SMS Reminder must be checked for those emails to go out.</p> <p>Under this option is the option to add the time interval that you need. You can only send one SMS message automatically per appointment. Additional SMS messages can be sent from the Appointment List Page.</p>
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<b>Insert Macro</b>	Insert Macro allows you to insert the correct macro for customization. <a href="#">Click here to learn more about Macros.</a>
<b>Reminder and SMS Custom sections</b>	Your Reminder and SMS Custom sections can be customized with the text; however, the limit for characters is 160.

# The Notifications Section

This section of the page handles the two notification options that pickAtime offers.

**The Resource Notification** Email will notify the Resource (the entity within the event that holds the appointment slots, this might be a teacher or a counselor) of when a participant books, changes, or cancels an appointment.

**The Calendar Event Notification** is the notification that goes out to participants for the purpose of being added to their calendar.

<b>Resource Notification Email Section</b>	
<b>The For resources assigned to a contact, send appointment notification via email option.</b>	The option to check the For resources assigned to a contact, send appointment notification via email option. This option must be checked for emails to go out.
<b>Send copy of emails to (separate by ;)</b>	Send copy of emails to (separate by ;): option allows you to add the needed additional (non-resource) emails.
<b>Subject</b>	The Email Subject allows for customization
<b>Insert Macro</b>	Insert Macro allows you to insert the correct macro for customization. Each email template is already preset with the general macro required for most events. <a href="#">Click here to learn more about Macros.</a>
<b>The Confirmation Email Body and Cancellation Email Body sections</b>	Your Confirmation Email Body and Cancellation Email Body sections can be customized with the text, links, and graphics needed.

<b>Calendar Event Notification Section</b>	
<b>Title*</b>	Your Title* line allows for customization.

<p><b>Description</b></p>	<p>The Description section of the notification is where you include the detailed information about the appointment. This section can be customized and may include:</p> <ul style="list-style-type: none"> <li>• Appointment details (date, time, participant, staff member)</li> <li>• Event instructions</li> <li>• Parking or arrival information</li> <li>• Virtual meeting links</li> <li>• Contact information</li> <li>• Helpful reminders</li> </ul>
<p><b>Insert Macro</b></p>	<p>Insert Macro allows you to insert the correct macro for customization. <a href="#">Click here to learn more about Macros.</a></p>
<p><b>Location*</b></p>	<p>The Location* section is where you enter the event or appointment location details that participants will see when booking and in their confirmation materials. This field can include:</p> <ul style="list-style-type: none"> <li>• School or organization name</li> <li>• Building name</li> <li>• Room number</li> <li>• Full address</li> <li>• Virtual meeting link (Zoom, Google Meet, etc.)</li> <li>• Special arrival instructions</li> </ul>
<p><b>Calendar appointment file name</b></p>	<p>The Calendar Appointment File Name is the name that will appear in your participants' personal calendars (such as Google or Outlook) when they add their appointment.</p>

Revision #3

Created 2026-04-10 17:14:40 UTC by Tara Cicora

Updated 2026-04-24 21:01:23 UTC by Tara Cicora