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. Located in Events Management/Settings/ Notifications Setup.

The Email Fields for the Confirmation, Cancelation, and Reminder Emails	
Reply To Email Address	This feature allows you to add an email address, should your participants reply to one of your emails.
Subject	The Email Subject for an individual confirmation email allows for customization
Subject for Combine Email	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.
Insert Macro	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. Learn More About Macros.
The email Header and Footer	Your Header and Footer can be customized with the text, links, and graphics needed.
The Email Body/ Printable Schedule	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.
Send the Confirmation and Cancellation Emails	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.
Send the Reminder Email	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.
The Feature send the Reminder Emails at certain times	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.

How Confirmation and Cancellation Emails Work

For PTA events, pickAtime uses a 20-minute delay before sending appointment confirmation and cancellation emails. This allows multiple changes to a parent's appointments to be grouped into a single notification reflecting their updated schedule, rather than sending a separate email for every change.

The 20-minute delay applies to changes made by both parents and school administrators through the VUI. Each time an appointment is changed, the 20-minute timer resets for that parent's notifications.

This behavior has been in place for appointment confirmations since 2009 and cancellations since 2010.

> **Important:** Emails sent manually using **Send Email** on the VUI's Appointments List are not subject to this delay. These emails are sent within approximately one minute.

How to Ensure Cancellation Emails Are Sent First

If you cancel appointments and then book replacement appointments for parents within the 20-minute waiting period, the cancellation and new appointment confirmation emails may arrive together.

If you want parents to receive cancellation notifications before receiving confirmation emails for their new appointments, wait until the cancellation emails have been sent before booking the replacement appointments.

In most cases, this means waiting approximately 20 minutes after canceling the appointments.

How Reminder Emails Work

Send Reminder Emails: Click **Add** and enter the number of hours before an appointment that a reminder should go out. You can add multiple reminder times — duplicates are automatically removed.

How reminders are grouped depends on your Printable Schedule setting:

- **If "Replace the Email Body with the Printable Schedule" is ON:** All appointments are grouped into a single reminder email per day, sent the configured number of hours before that day's **first** appointment. With reminders set at both 24 and 12 hours, you'll receive two emails — one at each interval before your first appointment of the day.
- **If it's OFF:** Appointments booked within the **same hour** are grouped into one reminder email. For example, 9:00, 9:15, and 9:30 AM appointments would be combined into one email, while a separate 10:15/10:30 AM email would be sent independently.

The Email Fields for the Custom Emails	
Subject	The Email Subject for an individual confirmation email allows for customization
The email Header and Footer	Your Header and Footer can be customized with the text, links, and graphics needed.
The Email Body	The Email Body can be customized with the text, links, and graphics needed.

The Email Fields for Follow-Up Email	
Reply To Email Address	This feature allows you to add an email address, should your participants reply to one of your emails.
Send Follow-Up Emails	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.
Subject	The Email Subject for an individual confirmation email allows for customization
Subject for Combined Email	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.
The Email Header and Footer	Your Header and Footer can be customized with the text, links, and graphics needed.
The Email Body	The Email Body can be customized with the text, links, and graphics needed.

Important: Follow-up emails scheduled for a specific date are sent at midnight (12:00 AM) at the start of that date, based on the event's time zone. The email is sent within one minute after midnight.

If you select the current date, midnight has already passed, so no email will be scheduled or sent for that day.

To send a follow-up email on the current day, use **Send Email** on the **Appointments List** and select the follow-up email you want to send. The email will be sent within one minute.

SMS (Short Message Service) - Normal Events only	
Send SMS Reminder	The option to Send SMS Reminder must be checked for those emails to go out. 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.
Insert Macro	Insert Macro allows you to insert the correct macro for customization. Learn More About Macros.
Reminder and SMS Custom sections	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.

Resource Notification Email Section	
The For resources assigned to a contact, send appointment notification via email option.	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.
Send copy of emails to (separate by ;)	Send copy of emails to (separate by ;): option allows you to add the needed additional (non-resource) emails.
Subject	The Email Subject allows for customization
Insert Macro	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. Learn More About Macros.

The Confirmation Email Body and Cancellation Email Body sections	Your Confirmation Email Body and Cancellation Email Body sections can be customized with the text, links, and graphics needed.

Calendar Event Notification Section

Title*	Your Title* line allows for customization.
Description	The Description section of the notification is where you include the detailed information about the appointment. This section can be customized and may include: • Appointment details (date, time, participant, staff member) • Event instructions • Parking or arrival information • Virtual meeting links • Contact information • Helpful reminders
Insert Macro	Insert Macro allows you to insert the correct macro for customization. Learn More About Macros.
Location*	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: • School or organization name • Building name • Room number • Full address • Virtual meeting link (Zoom, Google Meet, etc.) • Special arrival instructions
Calendar appointment file name	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.

Created 2026-04-10 17:14:40 UTC by Tara Cicora
Updated 2026-11-20 19:23:30 UTC by Tara Cicora