Common Questions

- A new Admin will be replacing me
- Parents who are also Teachers
- Teachers unable to view their schedule

A new Admin will be replacing me

Adding a New Admin

1. In the Admin UI, go to the **Contacts** page and click **Add > Admin...**
2. Fill in the user's information on the **Add New Contact** form.
3. From the **Admin Level** dropdown, select **Administrator** to grant full administrative access.

> **Note:** If you see a red message stating "*Vendor already has a contact with this email,*" click the blue **Go back** button and search for the contact by name or email instead. Once found, you can adjust their **Vendor Access** as needed.

Changing the Billing Contact

1. Go to **Global Setup / Business**.
2. Under **Primary Contact**, locate the new admin and select them.
3. Under **Billing Contact**, locate the new admin and select them.

Login Instructions for New Users

1. Go to the pickAtime home page and navigate to the **Login** section.
2. Enter your email address and click **Next**.
3. Follow the prompt on the next page to create a password.

Parents who are also Teachers

Should parents who are also teachers log in and book appointments using their personal email address?

No — we recommend that parent-teachers use their **school email address** instead. This ensures that any appointments they book as a parent are also blocked out on their teacher schedule, preventing double-booking.

Teachers unable to view their schedule

A teacher can't view her schedule — how do I fix this?

Check the following in **Contacts**:

1. Confirm she's logging in with the **email address on file**.
2. Confirm her **Admin Level** is set to **Appointment Viewer**.
3. Check the small tab labeled **Vendor Access** and under the **Resource Access** section confirm the box next to her name is checked.

> Imported teachers are automatically configured correctly. If a teacher was added **manually**, you'll need to set both of these yourself.