

# Scheduler

## How do I add a logo to my scheduling site?

Go to **Global Setup / Business**, under **Account Level Settings / Account Logo**, and click the **Upload** icon.

---

## Do you support Spanish/French versions of the scheduling page?

Not natively — your browser's built-in translation tool can be used instead.

---

## How do I test the scheduler?

Go to your **Online Scheduling** link, add a student to your account, and view their teachers' schedules as a parent would.

---

## I see "there are no events available" or "the online scheduler is closed" when testing.

The scheduler isn't currently open. Check **Settings / UI Setup / Scheduler Availability** start/end dates.

---

## The scheduler is closed, but participants can still cancel — why?

This is expected. Once closed, participants can still log in and view (but not book) appointments. Whether they can **cancel** depends on the setting "**Customer cannot cancel their appointment closer than XX hours/days**" under **Settings / UI Setup / Appointment Cancellations**. If cancellation isn't allowed, they'll see a message to call the company instead.

---

## Our account URL shows a 404 error during testing — how do we fix this?

This usually happens when **Category Sort** is enabled but no categories have been assigned to your events.

### Fix:

1. Go to **Events Preview / Events Settings / Manage Categories for Events**.
  2. Under **Category Sort**, uncheck "**Allow customer to select category first.**"
- 

Revision #3

Created 2026-06-21 16:09:58 UTC by Anne Taves

Updated 2026-06-22 20:25:14 UTC by Tara Cicora