

Time Slots

I created slots with the wrong duration.

Slot duration **cannot be edited**. Delete the incorrect slots and recreate them with the correct duration.

“ **If customers have already booked appointments on those slots:** When you delete the slots, you'll be prompted to either cancel the appointments (optionally with a rebooking email) or move them to a holding area on the **Appointments List** page for manual handling.

I created slots on the wrong date.

Use **Slots → Move Slots** on the Appointments page to move all slots (and any appointments) to the correct date. You can optionally notify affected participants by email.

My slots are 20 minutes, but I need a 30-minute break mid-schedule.

If the break doesn't align with your slot duration, create slots in two batches — before the break, then after.

Why are some slots yellow?

Yellow indicates the time has already **passed** — these slots are hidden from participants. Check the date and either delete or move them. Correctly dated slots appear **blue** and remain bookable.

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