

Problem Appointments

The [Appointments List](#) page will provide a master list of all appointments. It will also display any appointments that have some sort of problem that needs attention.

Previously booked appointments that break a pre-established rule are displayed in **red**. There are several ways problem appointments are created.

- Appointments created by the vendor that violate the rules set up on the **Settings / UI Setup** tab will be flagged as a problem.

The screen below shows an example of a problem appointment. When you select the red box, the reason for the problem will show up under the calendar on the left. To force this appointment, select the Appointments drop-down and then select Confirm Appointment.

Appointments that are in the process of being booked are displayed in **orange** and cannot be manually deleted or selected for email notification sending. These appointments will be automatically managed and, if necessary, canceled by the system if the user has been inactive for a long time and has not completed creating an appointment.

NOTE: The Customer is creating this appointment status, which indicates that the participant is in the process of booking the appointment. This will be seen on the Appointments Tab.

These appointments will be automatically managed and, if necessary, canceled by the system if the participant has been inactive for a long time and has not completed creating an appointment. Once the participant completes the appointment booking process and clicks on the **Create Appointment** button, the status will disappear.

This will allow admins who are booking appointments for participants in the **Admin UI** tool to not select the time slots that are in the booking process.

- When you delete a slot, the appointments on that slot will not be deleted. Appointments are not deleted; they are flagged, and all flagged appointments show up in the Appointments List tab on the Admin UI.

Here is a screenshot of an appointment where the time slot for the appointment was deleted. To recreate the slot, select the problem appointment and click on the Recreate Slot button.

IMPORTANT NOTE: You will want to make sure that your Appointments List does not contain any red appointments. To the participant, these appointments will NOT exist. Once Admin confirms a problem appointment, it will be available for a participant, and only then will any reminder emails that have been set up continue to go out.

