Configuring Virtual Appointments and Meeting Links

Q: I created my event with in-person slots, but now my virtual links are not appearing. How can I fix this?

A: Virtual Links will only appear if the Virtual or In-Person/Virtual slots are selected. To update the Slots:

On the Appointment Tab (Events Management), click on the Slots drop-down menu and click Update Slots. From there, you can update the appointment type for your slots.

To update the slots appointment type to virtual:

1. On the Settings/Admin View Settings tab, check the box 'Show the "Appointment type" dropdown.'

2. On the Appointments tab, select the date on the calendar, then click Slots>Update Slots, select the slots appointment type virtual, and click Ok.

To check that the integration isn’t activated: Go to **Online Scheduler Settings, Advanced Settings**. The drop-down menu should be empty.

Q: The help center references a Virtual Room column on the Appointments tab, but I don't see it. Why?

A: The **Virtual Room** column only appears when you are manually adding your own virtual meeting links rather than using a virtual meeting integration with pickAtime.

If you are manually managing your virtual meeting links, first make sure your appointment slots are set to **Virtual** or **In-Person/Virtual**.

To update your slots:

1. Go to **Settings/Admin View Settings** and check **Show the "Appointment Type" dropdown**.

2. On the **Appointments** tab, select the appointment date from the calendar.
3. Click **Slots > Update Slots**.
4. Select **Virtual** or **In-Person/Virtual** as the appointment type.
5. Click **OK** to save your changes.

If you are using a virtual meeting integration: The Virtual Room column will not appear because the integration manages the meeting links.

To check whether an integration is activated, go to **Online Scheduler Settings > Advanced Settings**. The integration dropdown should be empty if you are manually managing your own meeting links.

Q: I don’t want to use an integration or import my teachers’ Google links. Can I add them manually?

A: Yes, you could add meeting links directly on the Appointments tab in the list of teachers. Then, double-click in the Virtual Room column, and you can edit or paste the meeting link for the teacher.

Q: I added virtual meeting links to the teachers' contact accounts, but they aren't appearing in the Virtual Room column. Why?

A: This happens when a virtual meeting integration, such as Google Meet, is activated. When an integration is enabled, pickAtime uses the integration to manage virtual meeting links rather than using links saved in teachers' contact accounts.

To check whether an integration is enabled, go to **Online Scheduler Settings > Advanced Settings**.

If you want to use the links saved in the teachers' contact accounts, you will need to disable the integration. Once disabled, those links should appear in the **Virtual Room** column.

Q: Our event is already set up, and appointments have been booked. Can we add virtual meeting links to the Virtual Room column retroactively?

A: Yes! You can add virtual meeting links to an existing event, even after appointments have been booked.

If you have already added the meeting links to the teachers' contact accounts, you will need to import the Class File to transfer those links into the event.

To add the links to an existing event:

1. Make sure the teachers' contact accounts have the correct meeting links in the **Virtual Room** field.
2. Make sure the event is configured for virtual appointments. Go to **Events Management > Settings > Admin View Settings** and enable **Show the "Appointment Type" dropdown**, if it isn't already enabled.
3. On the **Appointments** tab, select the appointment dates and use **Slots > Update Slots** to set the appointment type to **Virtual** or **In-Person/Virtual**, as appropriate. When doing this, ensure that the box "*Keep existing slot type on slots being updated*" is **checked**.
4. Import the event's updated **Class File**. This step transfers the virtual meeting links from the teachers' contact accounts into the event.
5. Return to the **Appointments** tab and verify that the links appear in the **Virtual Room** column.

Important: Make sure you have not enabled a virtual meeting integration under **Online Scheduler Settings > Advanced Settings**. When an integration is active, it manages the meeting links and overrides manually entered links.

Once the links have been added to the event, they can be included in appointment reports and notifications.

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