# Email Notifications and Calendar Scheduling

## Q: Once I add my virtual links/ virtual integration to my event, do I need to do anything to my emails to ensure that our parents receive the information?

A: Ensure that you have the Printable Schedule of Appointments activated on your Confirmation and Reminder emails within the Notification Setup page. To confirm that this setting is activated, go to Events Management/Settings/Notification Setup. You can then check the Replace the Email Body with the Printable Schedule of Appointments option within the Confirmation and Reminder emails. The Printable Schedule of Appointments has the needed macro and formatting for your virtual URLs.

## Q. Why does my appointment time in Google Calendar look different than my confirmation email?

This usually happens due to a time zone mismatch.

If an event is created in a different time zone than your local setting, calendar providers like Google or Outlook will automatically adjust the time to match your location. For example, an appointment scheduled for 9:00 AM Central Time will appear as 10:00 AM if your calendar is set to Eastern Time. If you notice that all appointments for an event are off by an hour, you, as an admin, can fix this by updating the event's time zone:

1. Log in to the Admin UI
2. Go to Events / Preview
3. Locate your event and check the Time Zone column
4. Select the correct local time zone (e.g., Eastern Time) from the dropdown

To update existing appointments to the correct time zone, do the following in the Admin UI:

1. Navigate to the Appointments List page.
2. Check the All appointments box.
3. Select the relevant event from the drop-down menu and click Search.
4. Locate your appointment on the right-hand side and select it.
5. Click Send Email > Send email to selected.
6. In the pop-up, choose Send reminder email and click OK.

Once the time zone is set, the reminder emails (which include a calendar attachment) will reflect the updated time. Calendar entries will automatically sync and display the correct time for users.

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