Appointments File Error Messages

"Event not found. EventID: XX"

This error occurs when the EventID in your Appointments file does not match any existing event on your account. This could mean the EventID is incorrect or the event has been deleted.

How to Fix:

- Verify the correct EventID by going to **Event Management / Settings / Online Scheduler Settings > Scheduling Link**.
- Copy the EventID from the scheduling link URL and update your Appointments file with the correct value.

"Resource not found. Resource: XX"

This message indicates that the Resource name in your Appointments file does not match any existing Resource in the event.

How to Fix:

- Go to the event in your Admin UI and review the list of Resources.
- Make sure the Resource name in your file exactly matches (including capitalization and spacing) the name listed in the system.

"There is no person with ID: XX."

This message appears when the Appointments file includes a person ID that was not previously imported in the People file.

How to Fix:

- Open your People file and confirm the ID listed in the error message is present.
- If the person is missing, update your People file and import it before importing appointments again.

"There are no slots at 'date' for person with ID: XX."

This error means that the system could not find an available appointment slot at the specified date and time for the given person.

How to Fix:

- Review the schedule for the selected event and resource.
- Ensure there are open appointment slots at the specified date and time.
- Update your Appointments file with a valid date/time that corresponds to an available slot.

"Incorrect phone number"

This message indicates the phone number provided for SMS reminders is not in a valid format.

How to Fix:

- Make sure the phone number contains 10 digits (e.g., 1234567890 or (123)456-7890).
- Avoid using letters or special characters (other than parentheses or dashes).

"Person with ID: XX has an appointment at this time."

This message indicates a conflict - this person already has an appointment scheduled at the specified time.

How to Fix:

- Check the person’s existing appointments.
- Either change the appointment time in your file or cancel the conflicting appointment in the Admin UI.

"Person with ID: XX can't create an appointment in the past."

You cannot import appointments set in the past.

How to Fix:

- Review the Date column in your file.
- Make sure all appointments are scheduled for current or future dates/times.

"Person with ID: XX too many appointments per event."

The person has already reached the maximum number of appointments allowed for the event.

How to Fix:

- Review the event settings and check the maximum number of appointments allowed per person.
- Either increase the limit in the event setup or reduce the number of appointments in your import file.

"Person with ID: XX too close to previous appointment."

This error appears when two appointments for the same person are scheduled too close together.

How to Fix:

- Review the time spacing between appointments for the same person.
- Adjust the appointment times to meet the minimum required gap between appointments, as defined in your event settings.

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