

Google Meet FAQs

Q: How much does the Google integration cost?

A: Nothing additional on pickAtime's part, but the integration does require a paid Google account.

Q: Can multiple people receive the Google links?

A: The links will be in the Printable PDF sent in the Confirmation/Reminder emails, and those only go to the appointment maker. However, those emails can be forwarded to whomever the appointment maker wishes.

Q: How long does it take for the links to be generated?

A: It can take 40 minutes for a new link to be generated and added to the reports.

Q: Will teachers log in to pick a time to get the link to their virtual conference, or does it create a meeting with a link on their calendar?

A: Teachers can sign into pickAtime to view their schedule and meeting links by navigating to Reports / Event Reports / Teachers Schedule. Additionally, all the meetings will be automatically available on Google Meet.

Q: My teacher synced their Google Calendar, and now their slots are greyed out

A: Locate the teacher in Contacts and click on their name, and then click on the Log In As button. Then, on the Main Navigation, navigate to the Calendar section and uncheck the box 'block off time in pickAtime from Google Calendar' and then run the sync.

We do not recommend that teachers check this option.

Q: Can I add my integration retroactively?

A: Yes, you can do the integration after the event closes. Make sure that you alert parents so that they are aware, and the links will be included in the Printable PDF within the reminder email.

Q: Can there be two virtual hosts?

A: No, there can be only one host.

Q: How do I change the host?

A: For the team of teachers, the system will select the first teacher as the host/lead teacher, and the other teacher(s) and parents will then be guests. To change the 'lead' teacher, you would need

to add(if they are not already a part of the team) the new lead and remove the other teacher(s) from the team. Then you will allow Google to update to that change (40 minutes) and then re-add the other team members.

Q: Why aren't my links appearing? I added a service and appointment fields, giving the parents their appointment choice.

A: For the links to appear, the slots must be Virtual or Virtual/In-Person. Please update your slots to either the Virtual or the In-Person or Virtual option for your parents. To do this, on the Appointment Tab (Events Management), click on the Slots drop-down menu and click Update Slots. From there, you can update your Appointment Type for your slots.

To update the slots appointment type to virtual:

1. On the Settings/Vendor UI Setup 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 remove the Services, click the red Xs to the left of the Services.

To remove the Appointment Fields, click on the field in Appointment Fields and then click the right-hand arrowhead to remove the appointment fields.

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

A: Make sure that your event has either virtual or in-person/virtual appointment slots. If they do, then make sure that you haven't accidentally activated the integration.

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 your Appointment Type for your slots.

To update the slots appointment type to virtual:

1. On the Settings/Vendor UI Setup 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 **UI Setup, Advanced Settings**. The drop-down menu should be empty.

Q: I added Virtual links to the Virtual Room column, and I don't seem them appearing in the reports after someone books, and the links have disappeared.

A: Please look at the UI Setup, Advanced Settings. You will see that you have set up the Google integration.

If you disable this, the links you created will appear.

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: Will teachers log in to pick a time to get the link to their virtual conference, or does it create a meeting with a link on their calendar?

A: Teachers can sign into pickAtime to view their schedule and meeting links by navigating to Reports / Event Reports / Teachers Schedule.

Q: Can I add the virtual link to the Calendar invites?

A: Yes, before opening the event, navigate to Event Management, Settings, Notification Setup, Calendar Event Notification. Click on Insert Macros, and under the Appointment section, add the Room macro to the Description section of the notification.

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 your Appointment Type for your slots.

To update the slots appointment type to virtual:

1. On the Settings/Vendor UI Setup 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 **UI Setup, Advanced Settings**. The drop-down menu should be empty.

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: When I sync my calendar, do I have to allow all of the permissions?

A: Yes, to sync your calendar to utilize the Google Integration, you have to accept all permissions and select which of the Google Calendars you want to connect to.

Q: In a team of teachers (e.g., Teacher A and Teacher B), are both teachers considered organizers for a Google Meet meeting?

A. No. Only one teacher in the team is designated as the host (organizer). The other teacher(s) in the team are set as guests, similar to the parents who booked the appointments.

Q: How can I ensure all teachers receive a notification when an appointment is booked?

A. If you would like every teacher in a team to receive a notification for a new booking, please follow these steps:

1. Go to the Settings / Notifications Setup tab.
2. In the Resource Notification Email section, check the box labeled "For resources assigned to a contact, send appointment notification via email".

Once this is enabled, all teachers will receive a notification from pickAtime whenever an appointment is booked.

Q: A teacher has synced their calendar and meeting links were generated for all appointments except one. On the Online Meeting Issues page, this teacher appears in the 'Resources Without Online Meeting URLs' section with a checked box in the 'Setup' column. And the specific appointment appears in the 'Appointments Without Online Meeting URLs' section with a checked box in the 'Only this' column. Why is this happening, and how can it be fixed?

A. This issue is typically caused by a temporary "sync hiccup" between pickAtime and Google.

To resolve this, a teacher experiencing the issue can sign into pickATime, navigate to the Calendar Sync page, select the Google tab, and click the Reset and Re-Export button.

Alternatively, as an Administrator, you can resolve this without contacting the teachers by following these steps:

1. Go to the Contacts page.
2. Search for the specific teacher.
3. Select their contact record and click the Login As button under the search console.
4. Perform the "Reset and Re-Export" steps mentioned above while impersonating their account.

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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