

Admin UI

Why is the Appointments List red?

This means you have appointments with some sort of problem that needs attention. When a problem appointment is created, both the tab and the appointment itself turn red. There are several ways problem appointments are created — see the **Problem Appointments** page for details.

I see orange appointments on the Appointments List page with the status "Customer is creating this appointment." What do I need to fix?

Nothing — this is expected behavior, not an error.

Appointments still being booked appear in **orange** on the Appointments List page:

- They can't be manually deleted or selected for email notifications while in this state.
- The system automatically manages them — if the customer is inactive too long without completing the booking, it will be cancelled.
- Once the customer finishes and clicks **Create Appointment**, the orange status disappears.

“ This also helps admins booking manually in the Admin UI, since it prevents you from selecting a time slot that's currently mid-booking by a customer.

How do I sort my teacher roster?

1. On the **Appointments** page, select the **Teachers** drop-down.
2. Select **Sort Teachers**.

This sorts teachers using the order set under **Global Setup / Business / Account Level Display Options / Display Contact Name As** (Last Name, First Name, or First Name Last Name).

Every time I change "Open scheduler to customers" on one event, it changes on my other events too. Why are my events connected?

1. Go to **Events Preview / Events Settings**.
2. Under **Propagator Mode / Propagate Changes To**, change the setting from "all events of this type" to "only the current event."

Is there a way to let parents only see a certain event on our account?

Yes — use the [Category Sort](#) option to control which events are visible and how they're displayed.

Revision #6

Created 2026-04-07 21:12:45 UTC by Tara Cicora

Updated 2026-06-21 17:06:53 UTC by Anne Taves