Administrators

Can I have multiple administrators on my account?

You can set up any number of users with Administrative access. To do so, you would go to the **Contacts** page, select the **Add > Admin...** button, and then fill in the user information on the **Add New Contact** form. For a full-powered administrator in the Admin Level pull-down, select Administrator.

What Administrative Access levels are there?

- **Appointment Viewer** - allows a contact to view the appointments made. Teachers are generally assigned only this access.
- **Appointment Maker** - allows a contact to make appointments in the Admin tool, but not change any settings on the account.
- **Resource Administrator** - allows a contact to have administrative access to specific resources (teachers). This would give the contact the ability to edit the schedule for the resource.
- **Event Administrator** - allows a contact to have administrative access to the entire event. Administrator - allows a contact to have full administrative access to the entire account.

I'm getting the message "email address already exists, can't create doubles" when I add a teacher email address. What does this mean?

This means that the teacher's email address you added already exists with an account in pickAtime. In the Contacts page, search for the email address by entering it in the email box and pressing search. You should see that the teacher's email address already has an account in your Contacts.

We would like to add another person to our account and give them only report access to a teacher. Is there a way for me to do this without giving any full Admin access?

Yes, you can add another admin with the access level of **Appointment Viewer**. To add an **Appointment Viewer** do the following:

1. **Navigate to Contacts:** In the Admin UI, go to the **Contacts** page.
2. **Add New Admin:** Select the **Add > Admin...** button.
3. **Enter Details:** Fill in the user information on the *Add New Contact* form.
4. **Set Access Level:** In the **Admin Level** pull-down menu, select **Appointment Viewer**.
5. **Save:** Click to finish.

Note: If you see a red message stating "*Vendor already has a contact with this email,*" do not panic. Click the blue **Go back** button and use the **Search** tool to find the existing contact by name.

Assigning Specific Access

Once the contact is created or located:

- Go to the **Vendor Access** tab.
- Locate the specific **Event** and **Teacher** this person needs to monitor.
- Click the **checkbox** next to the name to grant report access.

First-Time Login Instructions

You can provide these steps to the new admin to help them get started:

- **URL:** Go to pickatime.com.
- **Step 1:** In the **Login** section, enter your email address and press **Login**.
- **Step 2:** On the following page, you will be prompted to create a unique password for your account.

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