

# Emails

## How can I view any emails that have been sent?

This can be viewed on the individual contact level. On the [Contacts](#) page, you can search for a contact by name. Then click on the contact and then click on the small Log tab. This will show a log of appointments booked, canceled, and any emails sent.

## How do I turn off my E-Mail Reminders?

To turn off your reminder emails, go into the [Events Management/Settings / Notification Setup](#) page, and under the Reminder email option, you will see a check box labeled " *Send Reminder Emails*". Uncheck this box.

## E-Mail Reminders

We would recommend that you use the include a table of appointments within the body of the reminder emails. If you go into the **Settings / Notifications Setup** page and select the Reminder email option, you will see a check box (above the body) labeled " Replace the Email Body with the Printable Schedule of Appointments". This will take the schedule of appointments (in a table format) and use this as the body of the reminder email. Any text you add in the Header will show up above the table of appointments.

The format of the printable schedule is set in the **CUI Messages / Print Schedule** section. This table does include the room number.

On the **Settings/UI Setup** page under the Customer **Reminder Email** section, you have checked the box to require a reminder. You also need to enter the number of hours (prior to each appointment) for which the reminder will go out. For the Automatic Reminder Email(s), select the green + under the Send Reminder Emails and then enter the number of hours prior to the appointment you would like the email sent (e.g., 24, 48 etc).

## Can I change the time/verbiage of my reminder emails?

Yes, you can change the verbiage and add/remove the times of your Reminder Emails at any time. These updates will apply to all appointments.

## How do I display the Class name in the Confirmation email to my parents?

The Macro Field for Class Name is \$(CLASS\_NAME). If you are using the Printable Schedule option for the Email Confirmation (recommended), then add a Class Name Column heading on the **Settings / CUI Messages** page under Print schedule / Print schedule headings. Then add in the macro for Class Name on the Print schedule / Print schedule appointment.

I'm testing the confirmation email and I have not yet received it. Does it take a long time?

The confirmation email is sent approximately 20-25 minutes after the parent books their appointments. We do not send the email immediately, as we wait to make sure the parent has completed booking all their appointments

## **I booked and canceled some test appointments. Will I receive any emails?**

If you book and then immediately cancel your appointments, pickAtime will send a cancellation email, but not the confirmation one. Also, for the PTA product, we wait 20 minutes before sending out an email; this is to ensure that the parent has finished booking their appointments.

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