

Scheduler

Every time I change the Open scheduler to customers on one of my events, it changes this on my other events. Why are my events connected?

Go to the [Events Preview](#) page, select the Events Settings option, change the setting in the Propagator Mode section, under Propagate Changes to: from all events of this type to only the current event. This setting allows you to make changes to one event apply to all your events.

Can my event span multiple days

Yes, your event can span multiple days. When you set up your event, click on the Appointments tab. On the calendar on the left, click on your first date of slots and then select the [Create Slots](#) option from the Slots drop-down menu. Then select the next date of your event on the calendar on the left, and continue to create slots on all the days of your event.

Can there be multiple sign-ups for the same slot?

Yes, there can be multiple sign-ups for the same time. When you create your slots, you will have the option of allowing more than one appointment to be made per time slot. When you create the slots, in the Slot Generator dialogue box, there is an area for the maximum allowed appointments per slot. This is where you would enter the maximum number of parents who can select the same time slot. On the scheduling page, once that maximum number has been reached, the slot will not be displayed as an available time slot.

If you would like to update this number after you have already created your slots, you would do this in the Appointments page by selecting the Update Slots option from the Slots drop-down menu. The dialogue box will allow you to update the Maximum allowed appointments per slot for a specific time period or for all time slots.

How do I add a logo to my scheduling site?

To add a logo to your scheduler, go to the [Global Setup / Business](#) page. Under the Account Level Settings / Account Logo, click on the Upload icon to upload your logo.

Do you have a Spanish/French version of the scheduling page?

You can use your browser to translate your page. Review our [instructions](#) on how to do this.

What is the link for my parents? Can I customise the link?

The link for your parents is the link for your account. This URL is located on the [Global Setup / Business](#) page on the bottom left hand side. This link will display any OPEN event on your account to your parents. This means if you have multiple open events, parents will see a pull-down where they can select an event.

You can customise the URL by checking the box "custom URL" and entering in what you would like the **XXX** part to be in the <https://pickatime.com/XXX> URL. For example, if you would like your URL to be <https://pickatime.com/myschool>, you would check the box "set custom URL" and enter in myschool in the white box. Note that it will take approximately 5-10 minutes for the new URL to be available.

How do I test out the scheduler?

Go to the Online Scheduling link. This will take you into the Online Scheduler. You can add any student to your account and then view the schedule for the students' teachers.

When I try to test out the site, I see a message that says "there are no events available" or "the online scheduler is closed"

This means that you have not made the site available for appointment taking. In the [Settings / UI Setup](#) page, check the start date and end date of Scheduler Availability. In order to view the scheduler, the site must be open for appointment taking.

When I try to test out the site, I see a message that says "no slots available?"

This could mean a couple of different things. This may mean that you have not created any slots for your teachers. It could also mean that your slots have all been filled.

Help! My scheduler is not open

- Make sure you have set the Open scheduler to customers on and the Close scheduler to customers on correctly. This is on the Settings / UI Setup page under the Scheduler Availability section.
- If your parents are seeing a message 'there are no available times', check to make sure you have created slots for your teachers.
- Make sure you are not within the closed booking window, by checking the setting 'Customer cannot book their appointment closer than xx hours/days'. If the appointment date and time are within this window (for example, if the appointment slot is tomorrow and you have this set to 1 day), then the parent will not be able to book an appointment.

We've opened up our scheduler, but are missing some classes.

If you have not made any manual changes to the classes and enrollment within the Admin UI, you can simply import updated class and enrollment files. A new import will not replace what was previously imported, but it will add in any new class and enrollment data.

If you have made manual changes in the Admin UI (i.e. changing teachers, moving kids from one class to another), then you will want to import a class file with ONLY the missing class(es) and an enrollment file with ONLY the missing enrollment.

These options will not disturb any appointments that have already been made

We've opened up our scheduler and need to remove some classes.

From the Class Editor page, you can delete classes. Note that this will not delete any appointments that have been booked for teachers of these classes.

Our conferences have been snowed out, we'd like to move all the slots and appointments to a new date

In the Admin UI, on the Appointments page for your event. Select the date of conferences from the calendar on the left-hand side. Click on the Slots / Move Slots option. Here you will be able to move all slots and appointments to a new date in the future. You will be prompted to select a destination date. You will have the option to send an email to all parents with appointments.

We have conferences on two days, and we only need to cancel one day of the conferences. We'd like to let parents continue to book on the day that is not cancelled.

In the Admin UI, on the Appointments page for your event, you can delete all slots and appointments. Select the date of the conferences from the calendar on the left-hand side. Click on the Slots / Delete Time Slots option. In the dialogue box that comes up you will be able to specify times and dates for the slots you would like to delete. The system will also let you know how many appointments exist on your soon-to-be-deleted slots. You will have the option to cancel all these appointments, and you can choose to send a cancellation email or not.

How can I sort my teachers alphabetically on the Scheduler?

On the Appointments page, select the Teachers drop-down and then select the Sort Teachers option. This will sort your teachers by the sort order that is listed on the Global Setup / Business page, , Account Level Display Options section. Under the Display Contact Name as setting, you could change from first last to last, first.

Our scheduler is closed, but our parents could still cancel.

When the scheduler closes, if the link is still available (either on your website or bookmarked by the parent), parents can still log in and view their schedule. They are not able to book any appointments.

Depending on your cancellation settings, they can still cancel an appointment. This is determined by the setting customer cannot cancel their appointment closer than xx hours/days. This setting is on the Settings / UI Setup page, Appointment Cancellations section. If parents are not able to cancel, then a message displays that they should call the school to cancel.

How can I add the Class Name to the scheduler and to the parent email?

On the Settings / UI Setup page, Scheduler Settings section, check the box separate legend for each child and display class names. This will add the class name to the scheduler. To include the class name on the Printable Schedule for your parents, add the class name to the CUI Messages / Print Schedule -> Print Schedule Headings and Print Schedule Footer. The macro for class name is \$(CLASS_NAME).

Revision #3

Created 2026-04-08 16:04:35 UTC by Tara Cicora

Updated 2026-04-23 15:57:13 UTC by Tara Cicora