

# Teachers

## How do I sort my teacher roster?

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, in the Account Level Display Options / Display Contact Name section. The options are last name, first name, or first name last name.

## I'm getting the message "email address already exists, can't create duplicates" when I add a teacher's 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.

## I have a teacher who needs 15-minute time slots for her First Grade class and 30-minute time slots for her Kindergarten class. She is only showing up one time in the Class Editor and the Slot Editor, so how can I set up different slot durations for her?

The goal is to have her listed twice in the Slot Editor so you can create 30-minute slots for one listing of her name and 15-minute slots for the second listing of her name. To do this, you will need the teacher to be listed twice in the Class Editor.

1. Go to the Class Editor page.
2. Click on the Add teacher button. This will bring up a Select Person dialog box. Locate the teacher's name, click on the name, and then press select.
3. You will now see her name listed two times in the Class Editor.
4. Click on the second listing of the teacher's name. Click on her Kindergarten class and click on the Move Class button. Then click on the first listing of the teacher's name. This will move the Kindergarten class to your first teacher listing.
5. To edit the teacher name (so you can easily identify which class you are creating slots for in the Slot Editor), click on the listing and edit the name. For example, if your teacher's name was Sue Smith, you could modify the first listing of her name to Sue Smith - Kindergarten and the second one to Sue Smith - First Grade.
6. Go to the Slot Editor page.
7. You will see two references to the teacher listed, and you can create slots of different durations for each. Since both listings are assigned to the same contact person, the system will ensure that this teacher does not get double-booked. When a slot is booked for one listing, the corresponding slot on the second listing will be made unavailable.

## **A teacher will no longer be available for conferences. How do I cancel all her appointments?**

Probably the easiest way is to go to the [Appointments List](#) page. Search for all appointments on your event. Then sort by parent Last Name (click on the column heading to sort) and then by Resource (teacher). If you locate your teacher, you will see any parent appointments. You can click on an appointment and then select the Delete / Delete selected button.

## **I need to edit the Room Number for a teacher**

Go to the Appointments page. To the right of the teacher's name, you can edit the room number.

## **I imported teachers, but I don't see my teachers listed in the roster on the Appointments page.**

Teachers that you import on your teacher file should show up in the Contacts section of the Admin UI. They show up in the Appointments page (and Class Editor page) AFTER a class has been imported for them.

## **My 3rd-grade teachers require 15-minute slots, and my 4-5 grade teachers require 20-minute slots? How can I do this?**

Go to the Appointments page. Select your first 3rd-grade teacher from your roster on the right-hand side, then hold down the Ctrl key and select the other 3rd-grade teachers. When you have selected this entire group, select the Create Slots option from the Slots drop-down. You will then be prompted to enter the from and start time of the conferences as well as the duration of the appointments. Create your slots with a duration of 15.

Using the ctrl key option, repeat this process to collect your 4-5th grade teachers. Then select the Create Slots option from the Slots drop-down, and in the Slot Generator dialog box, enter an appointment duration of 20 minutes for this group of teachers.

## **I have a teacher who needs 15-minute time slots for her First Grade class and 30-minute time slots for her Kindergarten class. She is only showing up one time in the Class Editor, so how can I set up different slot durations for her?**

The goal is to have her listed twice in the Appointments page so you can create 30-minute slots for one listing of her name and 15 minute slots for the second listing of her name. To do this, you will need the teacher to be listed two times in the Class Editor.

1. Go to the Class Editor page.
2. Click on the Add Teacher/Team -> Add Teacher button. This will bring up a Select Person dialog box. Locate the teacher's name, click on the name, and then press select.
3. You will now see her name listed two times in the Class Editor
4. Click on the second listing of the teacher's name. Click on her Kindergarten class and click on the Move Class button. Then click on the first listing of the teacher's name. This will

move the Kindergarten class to your first teacher listing.

5. To edit the teacher's name (so you can easily identify which class you are creating slots for in the Appointments page), click on the listing and edit the name. For example, if your teacher's name was Sue Smith, you could modify the first listing of her name to Sue Smith - Kindergarten and the second one to Sue Smith - First Grade.
6. Go to the Appointments page.
7. You will see two references to the teacher listed, and you can create slots of different durations for each. Since both listings are assigned to the same contact person, the system will ensure that this teacher does not get double booked. When a slot is booked for one listing, the corresponding slot on the second listing will be made unavailable.

## **I've already opened my scheduler. Can I add a new teacher?**

To add students in the Class Editor, click on the teacher's name, then the class. To add the student to a class, click on the class, and simply type in the student's name in the entry box on the right-hand side. Be sure to use the format that is selected for your account (either last name, first name, or first name last name). When the system finds a match, press Enter. The student will then show up in the roster of students for the class. Alternatively, you can import an enrollment file for the class you just added. count (either last name). You will also need to create slots for this teacher by selecting the Create Slots option from the Slots drop-down on the Appointments page.

## **My teachers are receiving email notifications every time an appointment is booked. How do I turn this off?**

To turn off the email message that your teacher received, go to the Settings / Notification page, Resource Email Notification section, and uncheck the box "For resources assigned to a contact, send appointment notification via email" - this sends an appointment notification email any time a parent books or cancels an appointment.

## **I have some time slots that are grey with the message "An appointment has been booked with 'teacher name' at this time"**

When you see a message like this, it means that either there is a different teacher contact attached to the resource or there are multiple teachers attached to the same resource. The system doesn't allow for double booking and therefore blocks out the time slots. To correct this, go to the Class Editor and click on the teacher resource that is experiencing this issue and then click on the "Assign Contact / Team" menu and select "Assign Contact." From within the dialog box, you will see the current teacher contact that is attached to the resource. Click on the name of the correct teacher and then click Ok and the boxes will go back to normal.

## **I'm seeing the message "teacher not available" in the Admin UI.**

This means that the teacher has either an appointment booked in their role as a parent, or they are part of a team and they are booked in their role as a team member.

## **Can I email my teachers their schedule?**

Yes, on the Report Selection page, select the report labeled Teachers' Schedule. You will then see a button labeled Email Report. This will email each teacher their own schedule.

## **Some of my teachers are at two different events, both the High School event and the Middle School event. I blocked out slots on the High School event when they wouldn't be available, but this also blocked out their times on the Middle School event as well.**

Yes, blocking slots in one event will block out the corresponding time slots on the second event for any teacher sharing the same contact record (matching email address) across events.

Deleting slots for a teacher in one event will NOT delete slots for a teacher in another event. If you have a teacher who is not available at the High School during some times, but is available at the Middle School, you will need to delete the slots on the High School event.

## **How do I set my teachers' passwords?**

You can either import a password into the teacher file or let your teachers create their own when they first log in. If you did not import a password for your teachers, the first time a teacher logs in, he/she will be prompted to create a password for their account.

## **How do I reset a password for a teacher?**

In the Admin UI, select the Contacts tab. In the Search control boxes, enter the teacher's first name or last name and select search. Click on the teacher name listed in the left hand side. Click on the Reset PW button. This will reset the password to the default password of 123456. You can change this default password by selecting the Global Setup / Contacts page. If you click on the Show advanced options..., you would see the Default Password section, here you would be able to change the default password that is used when you select the Reset PW button.

## **How do I reset the passwords for all my teachers?**

In the Admin UI, go to the Global Setup / Contacts page. If you click on the Show advanced options..., you would see the Default Password section, here you can find the Reset Admin Passwords button. Select this button and you will have the option to reset the password at the administrative access level. To reset the password for all your teachers, select the level to reset of Appointment Viewer.

## **The Reset PW button is not available when I select a teacher.**

This is most likely the case when your teacher is a parent at another school. In this case, the email address is associated with 2 different accounts, and can not be reset by either one of the two accounts. The teacher can select the Forgot Password button and have a new password emailed to him/her, or he/she can email pickatime support ([support@pickatime.com](mailto:support@pickatime.com)) and request that the password be reset.

## **One of my teachers can not view her schedule. How do I fix this?**

There are a couple of things to check for a teacher.

In the Contacts section of the Admin UI, locate the teacher contact record.

- 1) make sure she is using the email address listed in the contacts.
- 2) make sure the Admin Level pull-down is set to Appointment Viewer.
- 3) make sure the box next to her name in the Resource Access section is checked.

In the Reporting section, if you select the Account Reports option, there is a report labeled List of Teachers. You can quickly scan this to see the access levels for your teachers.

When teachers are imported, they are automatically set up with Appointment Viewer access, and with the box checked by their name in the Resource Access section. This allows them to view their own schedule in the Reporting section.

If you added a teacher in manually, then you would need to set both the Admin Level to Appointment Viewer and check the box by their name in the Resource Access section.

## **How do my teachers view who has signed up? How do my teachers log in?**

Teachers can view their schedule by logging into the site as well. From your school's account URL, your teachers should enter their email address and password in the Login section. Each teacher will only have access to his/her own schedule. Click [here](#) (Directions for Teachers) for a printable template of instructions for your teachers.

## **How do I block out time for a teacher?**

To block out a time for a teacher, you can either:

Delete the time slots using the Delete Time Slots option in the Slots drop-down on the Appointments page, or make the slots unavailable with the Update Time Slots option from the Slots drop-down on the Appointments page. If you select the Update Slots option, a dialog box will come up where you can enter in the times to make unavailable, and then select "make unavailable" from the drop-down option.

## **How do I correct the spelling of a teacher's name?**

- Go into the Admin UI.
- Then select the Appointments page. Click on the teacher's name and then select Assign Contact from the Teachers drop-down menu.
- The Select Person dialog box will come up with the teacher contact record. Correct the spelling and then press select in the dialog box.

This will update the teacher's name.

## **One of my teachers has gone on leave and will be replaced by a long-term substitute teacher. How can I let parents see the new teacher's name?**

If a teacher is being replaced with a different person, such that all the classes taught by the former will now be taught by the new teacher, you can reassign the teacher by going again to the Class Editor tab.

- Select the teacher that you want to replace and select Assign Contact/Team, Assign Contact. A dialog will pop up that is very similar to the contacts tab.
- Search for and select the new teacher, then click "select."

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