

Time Slots

I created slots on the wrong date?

On the Appointments page, select the Slots drop-down and then select the Move Slots option. This will allow you to move all slots (and any appointments) to a new date. You will have the option to send an email to any appointment that is being moved.

My slots are 20 minutes in duration, but I want a 30-minute break in the middle.

If your break will not have the same duration as your slots or is not a multiple of your slots (e.g., you have slots of 20 minutes, and you want a 30-minute break), you will need to create your slots in sections. First, create the slots BEFORE your break time, and then create your slots AFTER your break time.

Why are some of my time slots grey?

Grey time slots indicate that the teacher is booked elsewhere and is not available at that time. Either the teacher is having meetings as part of a team, or the teacher has booked her own appointments in her role as a parent. If you click on a grey time slot, a message will display telling you where the teacher is booked.

Why are some of my time slots yellow?

PickATime automatically displays older Time slots in yellow to indicate that the scheduled time has already passed. These slots will not appear to your participants. Check the date of the slots, and either delete them or move them to the correct date. Slots on the correct date will be blue and will allow you to book and block.

I created time slots with the wrong duration.

Time slots can not be changed from one duration to another. If you need a different duration than what you originally created, you will need to delete your time slots with the incorrect duration and create new time slots with the correct duration.

I created time slots with the wrong duration, but my customers have already booked appointments.

Time slots can not be changed from one duration to another. If you need a different duration than what you originally created, you will need to delete your time slots with the incorrect duration and create new time slots with the correct duration. When you delete the time slots, the system will ask you what you want to do with the appointments. You can cancel them and send an email to each customer requesting that they reschedule their appointment. Or you can put the appointment "on

hold” and then cancel and manually re book each appointment.

After selecting the Delete Time Slots option, you will see a new dialog box telling you the number of appointments on your soon to be deleted slots.

The default option is set to move the appointments to a holding area on the Appointments List page. If you choose this option, you will have a list of the appointments that you need to either cancel or reschedule.

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