Problem Appointments

The Appointments List page shows a master list of all appointments, including any that need attention.

Red Appointments — Rule Violations

What they are: Previously booked appointments that violate a rule configured under **Settings → Online Scheduler Settings**.

How they're created:

- An admin manually books an appointment that breaks a configured rule (e.g., booking limits, one-appointment-per-teacher rules).

To resolve:

1. Click the red appointment to see the reason for the conflict, shown below the calendar.
2. Open the **Appointments** drop-down and select **Confirm Appointment** to force the booking and clear the flag.

> ⚠ **Important:** Red appointments are invisible to parents — they do not appear as booked on the parent's schedule, and reminder emails will **not** be sent until the appointment is confirmed. Always check the Appointments List for unresolved red appointments.

Orange Appointments — In Progress

What they are: Appointments currently being booked by a parent, mid-process.

Behavior:

- Cannot be manually deleted or selected for email notifications.
- Automatically managed by the system — if the parent is inactive for too long without completing the booking, the appointment is automatically canceled.
- The orange status disappears once the parent clicks **Create Appointment** to finish booking.

> This status is useful for admins booking appointments manually: it prevents you from accidentally selecting a time slot a parent is currently in the process of booking.

Deleted Slots with Existing Appointments

When you delete a slot that has appointments booked on it, those appointments are **not deleted** — they're **flagged** instead, and will appear in the **Appointments List** for review.

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