

Previous Users of pickAtime

If you have previously created an account with pickAtime, you will not need to create a new account for new conferences. Once you log in to your account, you should create a new event on your account, for example, a "Parent Teacher Conferences 2026" event. Then you can delete the previous semester or the previous year's event. By creating the new event prior to deleting the old event, you will retain the settings (**UI Setup / Notification Setup / CUI Messages**) from your previous event.

Please do not simply rename your old event. Importing new class and enrollment data to an old event that has been renamed will add the new class and enrollment data to your previous year's class and enrollment data.

Deleting your old event will delete all class and enrollment data, so do not delete your old event if you will be reusing your previous class and enrollment data. To reuse your previous class and enrollment data, use the Duplicate PTA option on the Events page. Note that the Duplicate PTA option is only used when you have a second set of conferences with the exact same class and enrollment data as the first set of conferences. If you have not previously used this option, you will need to request that this option to be enabled on your account. Simply email support@pickatime.com for assistance.

Contact Information

The contact information from your previous parent-teacher conference is retained in the pickAtime system and is not removed when you delete an event. The contact information contains the login information from your parents and teachers, as well as the student contact records. This means that your parents can log in again using the email address and password that they set up the first time they used pickAtime. Any children they had associated with their account will remain associated with the parent. If your parents have forgotten the password, they can select the **Forgot Password** button on the login page.

Schools that have multiple conferences a year may find this simplifies the process for parents. However, if your conferences are only once a year, or if you think that it would be easier for parents to create a new account for each conference, you can delete the old contact information. To remove all previous contact information, select the **Global Setup / Contacts** page, click on the **Show advanced options...** at the top of the page. You will see a button labeled "**Remove all customers.**"

Selecting this button will bring up a pull-down that will allow you to delete your contacts based on their access level. The five access levels are:

- **only Customer access** - parents and students

- **Admin Level - Appointment Viewer** - teachers
- **Admin Level - Appointment Maker** - any administrators with Appointment Maker access
- **Admin Level - Resource Administrator** - any administrators with access to only a select group of Resources (teachers)
- **Admin Level - Event Administrator** - any administrators with access to an Event or Events

Deleting an access level will delete the level that is listed above it on the list as well. For example, if you select Admin Level - Resource Administrator as your level to delete, it will also delete those with **Admin Level - Appointment Maker**, **Admin Level - Appointment Viewer**, and those with **only Customer access** (your parents).

To remove the stored student data on your account, select the "**remove All students**" button.

Note that removing the contacts will not remove any contacts who have logged in during the previous two months or any contacts who have created an appointment in the last two months. The "remove all contacts" will not remove any students who have enrollment in any events on your account.

IMPORTANT NOTE: If you have any changes to key fields (for example, if new teachers will be using departing teachers' teacherIDs), then you will also want to have your previous conference contact information deleted. Or if your student ID's have changed for each student, you will want to remove the stored students.

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