

# Appointments List

- [Why is the Appointments List red?](#)

# Why is the Appointments List red?

When the [Appointments List](#) tab in the sidebar includes a **red exclamation mark (!)**, the system is flagging specific registrations that require administrative intervention. These appointments are effectively in "limbo" and will not be managed correctly by the system until you resolve them.

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## Common Causes

Problem appointments are typically triggered by manual changes to the schedule or conflicting data. The most common reasons include:

- **Deleted Slots:** If you delete a time slot that already has a participant booked, the system doesn't delete the person—it turns the appointment red so you can decide where to move them.
  - **Duplicate Bookings (Admin Action):** If an administrator or teacher manually books a parent into a slot, but that parent has already booked another appointment themselves, a conflict is created.
  - **Resource/Event Changes:** If you change a teacher's availability or modify event settings while the scheduler is active, existing bookings that no longer "fit" the new rules are flagged.
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## How to Fix Red Appointments

To clear the red alert and fix the records:

1. Navigate to the **Appointments List** tab.
2. Look for the specific rows highlighted in **red**.
3. **Take Action:** Click on the appointment to choose a resolution:
  - **Delete:** Remove the orphaned or duplicate registration.
  - **Move:** Reassign the participant to a new, valid time slot.
  - **Confirm:** If the appointment is actually correct, you can manually "confirm" it to clear the red flag.

**Note:** For a full list of every possible scenario and step-by-step recovery instructions, please refer to the dedicated **Problem Appointments** page in your documentation.