

Password

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A parent called and can not remember her password?

If a parent has forgotten their password, they can reset it themselves, or you can do it for them through your administrative dashboard.

Option 1: Parent Self-Reset

Advise the parent to go to your scheduling login page and click the **Forgot Password?** link.

- The system will prompt them for their email address.
 - An automated email will be sent immediately with a link to create a new password.
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Option 2: Admin Reset (Through your account)

If you prefer to handle it for them, follow these steps in the **Admin UI**:

1. Go to the **Contacts** tab.
 2. Search for the parent by name or email.
 3. Click on their record to open it.
 4. Click the **Reset PW** button located in the middle section of the page.
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Troubleshooting Tips

- **Check the Email:** While viewing the parent's record, verify the email address is correct. If there is a typo, they won't receive the reset link.
- **Spam Folder:** If they don't receive the email within a few minutes, ask them to check their **Spam** or **Junk** folders.
- **Verification:** You can click the **Log** tab in the parent's record to confirm the "Reset Password" email was successfully sent by the system.

How do I change my password?

To change your password, follow these quick steps:

1. On the Online Scheduler page, click **Settings** on the sidebar.
 2. Select the **Security** section, then you will see the option to change the password.
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Need to Reset Without Logging In?

If you have forgotten your password and cannot log in to reach those settings:

- Go to the main login page and click **Forgot Password**.
- Enter your administrative email address, and a reset link will be sent to your inbox immediately.

I've imported my teacher file this year with a new password for my teachers. But it seems that only the password they set for last year works?

This is because once a user (like a teacher) has "taken ownership" of their account by setting a personal password, the system protects that password from being overwritten by a file import. This prevents an admin from accidentally locking users out or overwriting their chosen security credentials.

If you need to force a reset so that the new password from your file (or a new default) takes effect, you can do so through the **Global Setup**.

How to Reset Teacher Passwords in Bulk

1. Navigate to the **Global Setup / Contacts** page.
 2. Click on the link labeled **Show advanced options...** at the bottom of the page.
 3. Locate the **Default Password** section.
 4. Click the **Reset Admin Password** button.
 5. A pop-up will appear asking which access level you would like to reset.
 6. Select **Appointment Viewer** (this is the default access level for teachers).
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What Happens Next?

- **The "Reset" Effect:** All users at that access level will have their personal passwords cleared.
- **The New Password:** Their password will now revert to whatever you have set as the "Default Password" in that same section, or the password included in your most recent import.
- **First Login:** When teachers log in for the first time after this reset, they will use the new password you provided. Depending on your settings, the system may prompt them to create a new unique password immediately upon entry.

Important Note

Be sure to communicate this change to your staff before performing the reset, as their old credentials will stop working immediately once you click that button.

My teachers are receiving a message to "contact the Administrator" for a password

This message would come up if you import a password for your teachers. For these teachers, let them know what password you imported.

Alternatively, you can reset the password for all your teachers. To do so, go to the **Global Setup / Contacts Setup** page, Advanced Options, **Default Password** section. Optionally, you could change the default password setting. Then select the **Reset Admin Passwords** button to reset all passwords for your teachers.

I'm trying to reset the password for a parent, but I'm getting a message that says I can not

This happens because of **privacy and security protocols** designed to protect parent data across different organizations.

If a parent has used their email address to book appointments with **another school or organization** that also uses pickAtime, their account is considered a "global" account. Because their history might contain confidential appointments with other entities, the system prevents any single administrator from overwriting their password.

How to Resolve This

Since you do not have the administrative authority to change a password that is shared with another organization, please advise the parent to use one of the following methods:

- **Self-Service Reset:** Ask the parent to go to your login page and click the "**Forgot Password**" link. This allows them to reset it themselves via their own email.
- **Contact pickAtime Support:** If the self-service option fails, the parent should email **support@pickatime.com**. Our support team can verify their identity and issue a password reset that works across all their associated accounts.

Sometimes when my parents try to log in to book the site will tell them that they are a bot. Why is that?

The "bot" message is triggered by **Google reCAPTCHA**, a security tool we use to protect the system from automated spam and cyberattacks. It runs in the background and analyzes browsing behavior to ensure the user is a real person.

Why "False Positives" Happen

Occasionally, the system incorrectly flags a parent as a bot. This usually happens if:

- The parent is using a **VPN** or a very restrictive corporate/school network.
 - They have browser extensions or "Ad Blockers" that interfere with Google's scripts.
 - They are using an outdated browser.
 - They have performed a high number of rapid clicks or refreshes in a short period.
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How to Solve It

If a parent reports this issue, advise them to try the following steps:

1. Perform a Hard Refresh:

- **Windows:** Press `Ctrl` + `Shift` + `R`
- **Mac:** Press `Cmd` + `Shift` + `R`
- *This clears the browser's cache for that specific page and forces it to reload the security scripts.*

2. **Try a Different Browser:** If they are using Safari, have them try Chrome or Firefox (or vice-versa).

3. **Switch to Incognito/Private Mode:** This disables extensions that might be causing the conflict.

4. **Check the Network:** If they are on a mobile device, suggest switching from Wi-Fi to cellular data (or the reverse) to change their IP address.