

# Scheduler

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## Can my event span multiple days?

Yes. To set up a multi-day event, navigate to the **Appointments** tab. Select your first date on the left-hand calendar and choose **Create Slots** from the **Slots** dropdown menu. Repeat this process by selecting each subsequent date on the calendar and generating slots for those days.

## Can there be multiple sign ups for the same slot?

Yes. You can control this in the **Slot Generator** dialog box by entering a value in the **Maximum allowed appointments per slot** field. Once a slot reaches this limit, it will no longer appear as available to parents.

- **To update existing slots:** Go to the **Appointments** page and select **Update Slots** from the **Slots** dropdown. This allows you to adjust the maximum capacity for specific time periods or for all slots at once.

## I want to start with a new event for the Fall. I'd like all the old data to be removed.

1. **Create a fresh event:** On the **Events** page, click the "+" icon to add a new, empty event.
  2. **Clear existing contacts:** Navigate to **Global Setup / Contacts** and click **Show advanced options....** Click the **Remove all customers** button and select the level **Event Administrators** (this includes parents/teachers). This forces users to create a new account and password for the new season.
- **IMPORTANT:** Perform these steps *before* importing any new data for the current year.

## Every time I change the "Open scheduler to customers on" one of my events, it changes this on my other events. Why are my events connected?

This is due to "Propagator Mode," which syncs settings across events. To change this, go to the **Events Preview** page and select **Events Settings**. Under the **Propagator Mode** section, change the **Propagate Changes to:** setting from "all events of this type" to "**only current event.**"

## How do I add a logo to my scheduling site?

Navigate to **Global Setup / Business**. Under the **Account Level Settings / Account Logo** section, click the **Upload** icon to add your school or organization's logo.

## Do you have a Spanish/French version of the scheduling page?

While the interface is in English, users can easily translate the page using their browser's built-in translation tools (such as Google Translate in Chrome). You can view our [instructions](#) on how to guide parents through this.

## What is the link for my parents? Can I customize the link?

Your account URL is located at the bottom left of the **Global Setup / Business** page. This link displays all currently **OPEN** events; if multiple events are live, parents will see a dropdown menu to choose one.

- **To customize:** Check the "**Set custom URL**" box and enter your preferred name (e.g., `myschool`). Your new URL will be `https://pickatime.com/myschool`. Please allow 5-10 minutes for the new link to become active.

## How do I test out the scheduler?

Click the **Online Scheduling** link in your admin dashboard. This allows you to enter the scheduler as a user. You can add a test student to your account and view the booking process for that student's teachers exactly as a parent would.

## When I try to test out the site, I see a message that says "there are no events available" or "the online scheduler is closed."

This indicates the event is not currently open for bookings. Go to the **Settings / UI Setup** page and check the **Scheduler Availability** section. Ensure the current date falls between the **Start Date** and **End Date** you have set.

## When I try to test out the site, I see a message that says "no slots available?"

This usually means one of two things:

1. You have not yet generated slots for your teachers.
2. All available slots for the selected teachers have already been booked.

## Help! My scheduler is not open.

1. Verify the **Open/Close scheduler to customers** dates in **Settings / UI Setup** under **Scheduler Availability**.
2. Ensure you have actually created slots for your teachers in the **Appointments** tab.
3. Check your **Closed Booking Window**: If you have set "Customer cannot book closer than XX hours/days," parents will be unable to book slots that fall within that restricted window.

## Our conferences have been snowed out; we'd like to move all the slots and appointments to a new date.

Go to the **Appointments** page and select the affected date on the calendar. Click **Slots / Move Slots**, select all teachers, and choose your new destination date. You will be prompted to send an automated notification email to all scheduled parents.

## We have conferences on two days, and we only need to cancel one day. We'd like to let parents continue to book on the day that is not cancelled.

On the **Appointments** page, select the specific date you wish to cancel and click **Slots / Delete Time Slots**. You can then specify the time range to remove. You will have the option to cancel those specific appointments and send (or skip) a cancellation email.

## How can I sort my teachers alphabetically on the Scheduler?

On the **Appointments** page, select the **Teachers** dropdown and click **Sort Teachers**. To change the naming format (e.g., "Last, First"), go to **Global Setup / Business**, locate **Account Level Display Options**, and update the **Display Contact Name as** setting.

## Our scheduler is closed, but our parents can still cancel. Why?

Even after the booking window closes, the login link remains active so parents can view their schedules.

- **Cancellation Policy:** Parents can still cancel if they are outside your restricted window (set in **Settings / UI Setup** under **Appointment Cancellations**). If they try to cancel within the restricted window, they will see a message directing them to call the school instead.

## Can I organize my teacher legend by specific categories (e.g., Lower School vs. Upper School)?

Yes, follow these steps:

1. **Create Categories:** Go to **Settings / UI Setup** and add your names under the **Teacher's Category** section.
2. **Enable Sorting:** In the **Scheduler Display** section of the same page, check the box for **"Sort by categories."**
3. **Assign Teachers:** Go to the **Appointments** page and use the **Category** column to the right of each teacher's name to assign them to the appropriate group.