Teachers

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How do I sort my teacher roster?

On the **Appointments** page, click the **Teachers** dropdown and select **Sort Teachers**. The roster will sort based on the preference set in **Global Setup / Business** under the **Account Level Display Options** section (either First Last or Last, First).

I'm getting the message "email address already exists, can't create doubles" when I add a teacher email address. What does this mean?

This indicates the email address is already associated with an account in your system. To find it, go to the **Contacts** page, enter the email address in the search box, and click search. You can then edit that existing record rather than creating a new one.

A teacher will no longer be available for conferences, how do I cancel all her appointments?

The most efficient way is to go to the **Appointments List** page. Run a search for all appointments in your event, then click the **Resource (Teacher)** column header to group the appointments by teacher. Select the appointments for that specific teacher and click the **Delete / Delete selected** button.

I need to edit the Room Number for a teacher

Navigate to the **Appointments** page. You can edit the room number directly in the text field located to the right of each teacher's name.

My teachers are receiving email notifications every time an appointment is booked. How do I turn this off?

To disable these alerts, go to the **Settings / Notification** page. In the **Resource Email Notification** section, uncheck the box labeled: *“For resources assigned to a contact, send appointment notification via email.”* This stops automated emails for every new booking or cancellation.

I have some time slots that are grey with the message “An appointment has been booked with ‘teacher name’ at this time."

This occurs when a teacher contact is duplicated or multiple teachers are assigned to the same resource, causing a "double booking" block. To fix this, go to the **Class Editor**, select the affected

teacher resource, and click the **Assign Contact / Team** menu. Choose **Assign Contact**, select the correct teacher name from the dialog box, and click **OK** to restore the slots.

I’m seeing the message “teacher not available” in the Admin UI.

This means the teacher is unavailable because they are already booked during that time in another role—either as a parent (using the same email) or as a member of a different team within the system.

Can I email my teachers their schedule?

Yes. On the **Reporting** page, select the **Teachers’ Schedule** report. Click the **Email Report** button to automatically send each teacher their individual list of appointments.

Some of my teachers are at two different events, both the High School event and the Middle School event. I blocked out slots on the High School event when they wouldn't be available but this also blocked out their times on the Middle School event as well.

Because teachers are linked by their email address, **blocking** a slot in one event will sync that unavailability across all events. To prevent this, you should **Delete** the slots in the High School event instead of blocking them. Deleting slots is event-specific and will not affect the teacher’s availability in the Middle School event.

How do I set my teachers' passwords?

You can include a password column in your teacher file import or allow teachers to set their own. If no password is imported, the system will automatically prompt them to create one the first time they log in.

How do I reset a password for a teacher?

In the **Contacts** tab, search for the teacher and select their name. Click the **Reset PW** button. This reverts their password to the system default (usually `123456`). You can customize this default value under **Global Setup / Contacts** by clicking **Show advanced options...** and updating the **Default Password** field.

How do I reset the passwords for all my teachers?

Go to **Global Setup / Contacts** and click **Show advanced options...**. In the **Default Password** section, click **Reset Admin Passwords**. Select **Appointment Viewer** as the access level to reset passwords for all teachers simultaneously.

The Reset PW button is not available when I select a teacher?

This happens if the teacher’s email is a "global" account (e.g., they are also a parent at another school using pickAtime). For privacy reasons, you cannot manually reset global passwords. The teacher should use the **Forgot Password** link on the login page or contact **support@pickatime.com** for assistance.

One of my teachers can not view her schedule. How do I fix this?

Check the following in the **Contacts** section:

1. Verify she is logging in with the exact email listed in her record.
2. Ensure her **Admin Level** is set to **Appointment Viewer**.
3. Confirm the box next to her name in the **Resource Access** section is checked. *Note: You can verify all teachers at once by running the **List of Teachers** report in the **Account Reports** section.*

How do my teachers view who has signed up? How do my teachers log in?

Teachers log in via your school’s unique pickAtime URL using their email and password. Once logged in, they will only see their own schedule. You can also provide them with our Directions for Teachers printable template for guidance.

How do I block out time for a teacher?

You have two options on the **Appointments** page:

1. **Delete:** Select **Delete Time Slots** from the **Slots** dropdown to remove the time entirely.
2. **Make Unavailable:** Select **Update Time Slots**, enter the time range, and choose **"make unavailable"** from the dropdown. This keeps the slot visible to you but hides it from parents.

How do I correct the spelling of a teacher's name?

Go to the **Appointments** page and click on the teacher's name. Select **Assign Contact** from the **Teachers** dropdown. In the **Select Person** dialog box, correct the spelling and click **Select** to save the changes across the system.