

Appointments

I'd like to offer Virtual appointments part of the day (e.g., morning/early afternoon) and In-Person for another part (e.g., evening). Can I set that up?

Yes — create separate time slots for each type:

- Use the **Virtual** slot type for morning/early afternoon hours.
 - Use the **In-Person** slot type for evening hours.
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A participant accidentally booked an In-Person appointment but needs Virtual instead. How do I change the appointment type?

Option 1: Participant self-service

1. Go to **My Appointments**.
2. Locate the appointment and click **Edit**.
3. Change the **Appointment Type**.

Option 2: Admin

1. Open the event in the Admin UI.
 2. Locate the resource and corresponding time slot.
 3. Click the appointment, then click **Edit Appointment**.
 4. Change the **Appointment Type** and save.
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I want to change ALL booked appointments from In-Person to Virtual (or vice versa). How do I do this?

1. Open the event in the Admin UI, then go to **Event Management**.
 2. Click **Slots / Update Slots**.
 3. In the **Slot Updater** pop-up:
 - Set the desired time range.
 - Choose the new type from the **Slot Type** drop-down.
 - Click **OK**.
 4. A confirmation message will show how many existing appointments will be updated.
 5. Click **OK** to proceed — all affected appointments will be updated to the new type.
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