

Can I change the time/verbiage of my reminder emails?

Yes, you have full control over both the **timing** and the **content** of your reminder emails. Any changes you make will apply to all upcoming appointments for that event.

Updating Reminder Verbiage & Timing

To modify your reminders, navigate to the **Settings / Notification Setup** page and select the **Reminder Email** option.

1. Changing the Verbiage (The Message)

- **Email Body:** You can edit the text in the **Body** or **Header** fields at any time.
- **Macros:** Use macros like `$(DATE)` or `$(TIME)` to automatically insert the specific appointment details into your custom message.
- **Table View:** If you have the "Replace the Email Body with the Printable Schedule" box checked, remember that your custom verbiage should be placed in the **Header** field so it appears above the appointment table.

2. Changing the Timing (The Hours)

The timing is based on how many hours before the appointment the email is triggered:

- **Edit Existing Time:** Locate the number (e.g., 24) under the **Send Reminder Emails** section and simply type over it with a new value.
 - **Add Multiple Reminders:** Click the **green +** icon to add an additional reminder. For example, you can set one for **48** hours (two days) and another for **2** hours (a final "heads up").
 - **Remove a Reminder:** Click the **red x** icon to delete that specific reminder trigger.
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Important Note on Global Changes

When you save these changes, they are **universal**.

- **Existing Bookings:** Parents who booked weeks ago will receive the *new* verbiage you just wrote, not the version that existed when they originally signed up.
 - **Timing:** If you change a 24-hour reminder to a 48-hour reminder, the system will immediately recalculate which emails need to go out based on the new schedule.
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