

# Emails

## How can I view any emails that have been sent?

This can be viewed on the individual contact level. On the **Contacts** page, you can search for a contact by name. Then click on the contact and then click on the small Log tab. This will show a log of appointments booked, canceled, and any emails sent.

## How do I turn off my E-Mail Reminders?

To turn off your reminder emails, go into the **Events Management / Settings / Notification Setup** page, and under the Reminder email option, you will see a check box labeled " *Send Reminder Emails*". Uncheck this box.

## E-Mail Reminders

### Recommended: Include a table of appointments in the reminder email

1. Go to **Settings / Notifications Setup**.
2. Select the **Reminder Email** option.
3. Check the box labeled "**Replace the Email Body with the Printable Schedule of Appointments**" (located above the body field).

This replaces the email body with a table-formatted schedule of appointments, which includes room numbers. Any text entered in the **Header** field will appear above this table.

“ The table's format is controlled separately, under **CUI / Messages / Print Schedule**.

### Set up when reminders are sent

1. Go to **Settings / Notifications Setup**
2. Select the **Reminder Email** option
3. Check the box to require a reminder.
4. Enter the number of hours before each appointment that the reminder should be sent.
5. Under **Send Reminder Emails**, click the green + to add an automatic reminder, then enter how many hours before the appointment it should go out (e.g., 24, 48).

You can add multiple reminders by repeating step 4 — for example, one at 48 hours and another at 24 hours.

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

Yes, you can change the verbiage and add/remove the times of your Reminder Emails at any time. These updates will apply to all appointments.

## **I'm testing the confirmation email and I have not yet received it. Does it take a long time?**

The confirmation email is sent approximately 20-25 minutes after the parent books their appointments. We do not send the email immediately, as we wait to make sure the parent has completed booking all their appointments

## **I booked and canceled some test appointments. Will I receive any emails?**

If you book and then immediately cancel your appointments, pickAtime will send a cancellation email, but not the confirmation one. Also, for the PTA product, we wait 20 minutes before sending out an email; this is to ensure that the parent has finished booking their appointments.

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Revision #3

Created 2026-06-21 16:52:09 UTC by Anne Taves

Updated 2026-06-21 17:28:35 UTC by Anne Taves