

How can I view any emails that have been sent?

You can track communication history for specific individuals by accessing their activity log. This is the most reliable way to verify if a confirmation, reminder, or manual email was successfully delivered.

Viewing Sent Emails

Since emails are sent to specific users, the history is stored within their individual **Contact** record.

1. Locate the Contact

- Navigate to the **Contacts** tab in the sidebar.
- Use the search bar to find the participant by their **Name** or **Email Address**.
- Click on the contact's name to open their profile.

2. Access the Activity Log

- Within the contact window, look for the small **Log** tab (usually located next to the "Appointments" or "Profile" tabs).
 - Here, you will see a chronological list of all actions associated with this user, including:
 - **Sent Emails:** Displays the timestamp and type of email sent.
 - **Appointments Booked:** Records when and by whom a slot was reserved.
 - **Cancellations:** Shows when an appointment was removed.
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Troubleshooting Email Delivery

If the **Log** shows that an email was sent but the participant claims they didn't receive it, consider the following:

- **Spam/Junk Folders:** Ask the participant to check their filters for emails originating from your account's sender address.
- **Email Status:** If you see a specific failure notice in the log, verify that the email address in the **Profile** tab is spelled correctly.
- **Notification Setup:** If no email is listed in the log at all, double-check your **Settings / Notification Setup** page to ensure that the "Send Email" checkboxes are enabled for that specific event.

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.

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