

# I have a parent who claims that they booked an appointment, but when they log in they can't see any appointments

It is common for this issue to be caused by a parent having multiple accounts (using different email addresses) or accidentally canceling their own slots.

Here is how to investigate and solve this:

## 1. Check for Multiple Accounts

The most likely scenario is that the parent booked using one email address but is currently logged in with another.

- Go to the **Contacts** tab in the Admin UI.
- Instead of searching by email, **search by the parent's last name.**
- Look for duplicate names. If you see two records with different emails (e.g., a work email and a personal email), check the **Appointments** tab for both.
- If you find the appointments under the "other" email, you can either tell the parent which email to use or merge the records.

## 2. Review the Activity Log

If you only find one account and it has no appointments, the **Log** will tell you exactly what happened.

- Click on the parent's record in the **Contacts** tab.
- Click the small **Log** tab at the top.
- **Look for these entries:**
  - **Appointment Created:** This proves they did book it at some point.
  - **Appointment Canceled:** This shows the parent (or an admin) cancelled the booking.

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**Pro-Tip:** If the parent insists they have a confirmation email but you can't find them in the Contacts list, ask them to forward that email to you. The email will contain the exact **Email**

**Address** and appointment details needed to track down the record in your system.

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