

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

It's completely normal not to see the email immediately. In fact, there is a built-in delay of **20 minutes** between the moment a booking is made and when the email is actually sent.

---

## Why the Delay?

The system waits intentionally to improve the experience for your parents:

- **Grouping Appointments:** Most parents book more than one appointment (e.g., for multiple children or different teachers). If we sent the email instantly, they would receive a separate notification for every single click.
  - **A Single Summary:** By waiting about 20 minutes, the system can "bundle" all of those bookings into one clean, organized confirmation email. This prevents the parent's inbox from being flooded and ensures they have their entire schedule in one place.
- 

## How to Verify During Testing

If you want to be 100% sure the email is "queued" and ready to go while you wait:

1. Navigate to the **Contacts** tab.
2. Search for your test account and click on it.
3. Select the **Log** tab.
4. You will see a record of the appointment being created. Once the 20-minute window passes, a new entry will appear showing that the email has been dispatched.

## Pro-Tip

If you still haven't received it after 25-30 minutes, double-check your **Settings / Notification Setup** page to ensure the "**Send Confirmation and Cancellation Emails**" box is checked for that specific event.

Also, if you are testing with a school or corporate email address, check your **Spam/Junk** folder, as high-security filters sometimes catch automated scheduling notifications.

---

Revision #2

Created 2026-04-14 15:41:41 UTC by Yura Nechyporenko

Updated 2026-04-14 15:45:45 UTC by Yura Nechyporenko