

On the Appointments List page I noticed orange appointments with the status 'Customer is creating this appointment'. What do we need to fix these?

If you see appointments highlighted in **orange** on the **Appointments List** page, it indicates that a parent is currently in the middle of the booking process.

What do these mean?

- **In-Progress Status:** The parent has selected the time slot but has not yet clicked the final "Create Appointment" or "Register" button.
- **Safety Lock:** These slots are temporarily reserved so that other parents (and administrators) do not attempt to book the same time while the current user is filling out their information.
- **Restricted Actions:** To prevent data errors, orange appointments **cannot** be manually deleted or selected for bulk email notifications while in this state.

How to "Fix" Them

In most cases, **no manual intervention is required** from the administrator.

1. **Automatic Confirmation:** Once the parent completes the process, the orange status will disappear, and the appointment will turn into a standard confirmed booking.
2. **Automatic Cleanup:** If a user abandons their session or remains inactive for an extended period without finishing, the system will automatically expire the "hold" and release the slot back to the public.

Benefits for Administrators

This feature is particularly helpful if you are manually booking appointments for parents via the Admin UI. By seeing these orange indicators, you can avoid selecting time slots that are seconds away from being finalized by a customer, preventing scheduling conflicts before they happen.

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