

# Parents

## A parent has forgotten her password

1. In the Admin UI, select the **Contacts** tab.
  2. Search by name for the parent in the Search Control boxes.
  3. Select the parent's record — their email will display in the middle section.
  4. Click **Reset PW**.
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## A parent says they booked an appointment, but can't see it when they log in

1. Go to **Contacts** and search for the parent by first or last name.
2. Select the small **Log** tab to review their activity.

The log will help you identify what happened:

- The parent booked with one email but is logging in with a different email
  - The parent booked, then cancelled, and never re-booked
  - The parent never actually booked an appointment
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## How do parents view and manage booked appointments on mobile?

1. Tap the three-bar menu at the top of the page.
2. Under **Main Navigation**, select **My Appointments** (shown in green).

This displays a list of all booked appointments.

3. Next to each appointment, tap the three-bar menu to see up to four management options.
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## A parent wants a longer appointment than our standard 15-minute slots. How can I accommodate this?

You'll need to book this manually through the Admin UI, since it requires overriding the normal one-appointment-per-parent-per-teacher rule.

1. In the Admin UI, schedule the appointment for the parent (see *Making Parent Appointments*, above).
2. Since the parent needs more time, book a second, consecutive appointment with the same teacher.

3. This second appointment will be flagged with a red box, since it breaks the one-appointment-per-parent-per-teacher rule.
  4. Select the flagged appointment and click **Confirm Appointment** to force it through.
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## How can I see the appointments my parents have made?

1. Go to **Contacts** and search for the parent's name.
2. Confirm you have the correct parent — check the name and email address shown on the right-hand side.
3. Select the **Appointments** tab.

This displays a list of all appointments the parent has made. From here, you can print or email the schedule directly to the parent.

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## Is there a way to see when a conference was scheduled (not the conference time, but when the booking was made)?

### Option 1: Add the field to a report

1. Go to **Reports**.
2. Click **Additional Report Fields**.
3. Select **Appointment Fields**.
4. Check the box next to **Created Date**.

### Option 2: Check an individual contact's log

1. Go to **Contacts**.
  2. Locate the contact.
  3. Select the small **Log** tab.
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## How can I log in as if I were the parent?

1. Go to **Contacts**.
2. Locate and select the parent's name.
3. Click **Login As**.

This logs you in as the parent from your administrative account, without needing their password.

From here, you can:

- View any appointments the parent has already booked
  - Make, change, or cancel appointments on their behalf
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**Note:** The parent will still receive confirmation/reminder emails for any bookings made this way. The system logs the action in the **Log** section of the parent's contact record, noting that an admin booked on their behalf.

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