

Scheduler

Every time I change "Open scheduler to customers" on one event, it changes on my other events too. Why are my events connected?

To make changes apply only to the current event:

1. Go to the **Events Preview** page and select **Events Settings**.
2. Under **Propagator Mode**, change **Propagate Changes to** from "all events of this type" to "only the current event."

See also [Propagator Settings](#).

Can my event span multiple days?

Yes. To create slots across multiple days:

1. Go to the **Appointments** tab.
2. On the calendar (left-hand side), select your first event date.
3. From the **Slots** drop-down, select **Create Slots**.
4. Repeat for each additional date in your event.

Can multiple parents sign up for the same time slot?

Yes. You can set a maximum number of appointments allowed per slot.

When creating slots: In the **Slot Generator** dialog, enter the desired number in **Maximum Allowed Appointments Per Slot**. Once that limit is reached, the slot will no longer appear as available on the scheduling page.

To update this after slots are already created:

1. Go to the **Appointments** page.
2. From the **Slots** drop-down, select **Update Slots**.
3. Update the maximum allowed appointments for a specific time period or for all slots.

How do I add a logo to my scheduling site?

1. Go to **Global Setup / Business**.
2. Under **Account Level Settings / Account Logo**, click the **Upload** icon.

Do you have a Spanish/French version of the scheduling page?

Not natively — but parents can use their browser's built-in translation feature. [See [instructions](#)]

What is the link for my parents? Can I customise the link?

Your parent-facing link is your account URL, found at the bottom-left of the **Global Setup / Business** page. This link displays any **open** event on your account — if you have multiple open events, parents will see a pull-down to choose between them.

To customize the URL:

1. Check the box "**Set Custom URL.**"
2. Enter your desired text (the `XXX` portion of `https://pickatime.com/XXX`) — for example, `myschool` for `https://pickatime.com/myschool`.

“ New custom URLs take **5-10 minutes** to become active.

How do I test out the scheduler?

Go to the **Online Scheduling** link (left-hand side of the Admin dashboard) to open the live scheduler. You can add a student to your account and view the schedule for their teachers.

When testing, I see "there are no events available" or "the online scheduler is closed."

This means the scheduler isn't currently open for booking.

Fix: Go to **Settings / UI Setup** and check the **Scheduler Availability** start and end dates. The scheduler must be within this window to be viewable.

When testing, I see "no slots available."

This usually means one of two things:

- No slots have been created for your teachers, **or**
- All existing slots are already filled

Help! My scheduler is not open

Check the following, in order:

1. **Scheduler Availability dates** — Confirm "Open scheduler to customers" and "Close scheduler to customers" are set correctly (**Settings / UI Setup / Scheduler Availability**).
2. **Slots created** — If parents see "there are no available times," confirm slots have been created for your teachers.
3. **Booking window** — Check the setting "**Customer cannot book their appointment closer than XX hours/days.**" If a slot falls within this window (e.g., it's set to 1 day and

the appointment is tomorrow), parents won't be able to book it.

Our conferences got snowed out — how do we move all slots and appointments to a new date?

1. Go to the **Appointments** page for your event.
2. Select the conference date from the calendar.
3. Click **Slots / Move Slots**.
4. Select the destination date.

You'll have the option to **email all affected parents** about the change.

We have conferences on two days and need to cancel just one day, while keeping the other open for booking.

1. Go to the **Appointments** page for your event.
2. Select the date to cancel from the calendar.
3. Click **Slots / Delete Time Slots**.
4. Specify the dates/times to delete.

The system will show how many appointments exist on the slots being deleted, and let you choose whether to cancel those appointments and send a cancellation email.

How can I sort my teachers alphabetically on the scheduler?

1. On the **Appointments** page, open the **Teachers** drop-down.
2. Select **Sort Teachers**.

This sorts teachers based on the **Display Contact Name As** setting under **Global Setup / Business / Account Level Display Options** — switch this between **First, Last** and **Last, First** to change the sort order.

Our scheduler is closed, but parents can still cancel appointments.

This is expected. Once the scheduler closes, parents can still log in (if they have the link) to view their schedule — but they **cannot book** new appointments.

Whether they can **cancel** depends on your cancellation window setting: "**Customer cannot cancel their appointment closer than XX hours/days**" (**Settings / UI Setup / Appointment Cancellations**). If cancellation isn't allowed, parents will see a message instructing them to call the school instead.

Revision #4

Created 2026-06-21 17:00:19 UTC by Anne Taves

Updated 2026-06-27 01:20:16 UTC by Anne Taves