

Teachers

How do I sort my teacher roster?

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

This sorts teachers using the order set under **Global Setup / Business / Account Level Display Options / Display Contact Name** (Last Name, First Name, or First Name Last Name).

"Email address already exists, can't create duplicates" — what does this mean?

This means the teacher's email is already associated with an existing pickAtime contact.

To check: Go to **Contacts**, enter the email in the search box, and click **Search**. You should find an existing record using that address.

A teacher is no longer available — how do I cancel all her appointments?

1. Go to the **Appointments List** page.
 2. Search for all appointments on your event.
 3. Sort by **Parent Last Name**, then by **Resource** (teacher), by clicking the column headers.
 4. Locate the teacher's appointments, select them, and click **Delete Selected**.
-

How do I edit a teacher's room number?

Go to the **Appointments** page — the room number is editable in the field to the right of the teacher's name.

How do I set different slot durations for different grade groups (e.g., 15-min for 3rd grade, 20-min for 4th–5th grade)?

1. Go to the **Appointments** page.
2. Select your first 3rd-grade teacher, then hold **Ctrl** and select the rest of the 3rd-grade teachers.
3. From the **Slots** drop-down, select **Create Slots**.
4. Enter the conference start/end times and set duration to **15 minutes**.

5. Repeat the process for 4th–5th grade teachers, setting duration to **20 minutes**.
-

How do I stop teachers from getting an email every time an appointment is booked?

1. Go to **Settings** → **Notification** → **Resource Email Notification**.
 2. Uncheck "**For resources assigned to a contact, send appointment notification via email.**"
-

I see a grey slot that says "An appointment has been booked with [teacher name] at this time."

This means either:

- A different teacher contact is attached to this resource, or
- Multiple teachers are attached to the same resource

The system blocks double-booking, so it greys out the conflicting slot.

To fix:

1. Go to **Class Editor** and select the affected teacher resource.
 2. Click **Assign Contact/Team** → **Assign Contact**.
 3. In the dialog, select the **correct** teacher contact, then click **OK**.
-

I see "Teacher not available" in the Admin UI.

This means the teacher already has a conflicting appointment — either:

- Booked in their own role as a **parent**, or
 - Booked as part of a **team** they belong to
-

Can I email my teachers their schedule?

Yes:

1. Go to **Report Selection**.
 2. Select **Teachers' Schedule**.
 3. Click **Email Report**.
-

My teacher is at two events (e.g., High School and Middle School). Blocking their slots in one event blocked them in the other too —

why?

This is expected. **Blocking** slots affects every event sharing that teacher's contact record (matched by email), so blocking time in one event blocks the corresponding time everywhere.

“ **Deleting** slots, however, does **not** carry across events — it only affects the event you're working in. If a teacher is unavailable at one school but available at another, delete (not block) the slots on the unavailable event.

How do I set my teachers' passwords?

You have two options:

- **Import** a password via the teacher file, or
- Let teachers **create their own** the first time they log in (if no password was imported)

How do I reset the password for one teacher?

1. Go to **Contacts** and search for the teacher.
2. Select their name, then click **Reset PW**.

This resets their password to your account's default (**123456**, unless customized).

“ To change the default password, go to **Global Setup / Contacts / Show Advanced Options / Default Password**.

How do I reset passwords for all teachers at once?

1. Go to **Global Setup / Contacts / Show Advanced Options**.
2. Click **Reset Admin Passwords**.
3. Select the access level to reset — choose **Appointment Viewer** to reset all teachers.

The Reset PW button isn't available for a teacher — why?

This typically happens when the teacher's email is also used as a **parent account at another school**. Since the email is shared across two separate accounts, neither account can reset the password independently.

Solution: Have the teacher use **Forgot Password**, or email support@pickatime.com for a manual reset.

A teacher can't view her schedule — how do I fix this?

Check the following in **Contacts**:

1. Confirm she's logging in with the **email address on file**.
2. Confirm her **Admin Level** is set to **Appointment Viewer**.
3. Confirm the box next to her name under **Resource Access** is checked.

“ Imported teachers are automatically configured correctly. If a teacher was added **manually**, you'll need to set both of these yourself.

Quick check across all teachers: Go to **Account Reports** → **List of Teachers** to review access levels at a glance.

How do teachers view their schedule and log in?

Teachers log in using your school's account URL, entering their email and password. Each teacher only sees their **own** schedule.

How do I block out time for a teacher?

You have two options:

- **Delete** the slots: **Appointments / Slots / Delete Time Slots**
 - **Mark them unavailable:** **Appointments / Slots / Update Time Slots**, then select **"Make Unavailable"** for the desired time range
-

How do I correct the spelling of a teacher's name?

1. Go to **Appointments**, select the teacher's name.
 2. From the **Teachers** drop-down, select **Assign Contact**.
 3. In the **Select Person** dialog, correct the spelling, then click **Select**.
-
-

Revision #2

Created 2026-06-21 17:00:53 UTC by Anne Taves

Updated 2026-06-21 17:48:00 UTC by Anne Taves