

Time Slots

I created slots on the wrong date — how do I fix this?

1. Go to the **Appointments** page.
2. Open the **Slots** drop-down and select **Move Slots**.

This moves all slots (and any existing appointments) to a new date. You'll have the option to email anyone whose appointment is being moved.

My slots are 20 minutes long, but I want a 30-minute break in the middle.

If your break doesn't match your slot duration or a multiple of it (e.g., 20-minute slots with a 30-minute break), you'll need to create slots in two sections:

1. Create slots for the time **before** the break.
2. Create slots for the time **after** the break.

Why are some of my time slots grey?

Grey slots mean the teacher is **unavailable** at that time — typically because they're:

- Attending meetings as part of a team, or
- Booked elsewhere as a parent making their own appointments

Click the grey slot to see a message explaining where the teacher is booked.

Why are some of my time slots yellow?

Yellow slots indicate the scheduled time has **already passed**. These slots are hidden from parents/participants.

Fix: Check the date on these slots, then either delete them or move them to the correct date.

“ Slots on the correct (current/future) date will appear **blue**, indicating they're active and bookable.

I created time slots with the wrong duration.

Slot duration **cannot be edited** after creation. You'll need to:

1. Delete the slots with the incorrect duration.
2. Create new slots with the correct duration.

I created time slots with the wrong duration, and customers have already booked appointments.

Slot duration still cannot be edited directly — you'll need to delete and recreate the slots. However, since appointments already exist, you have options for handling them:

1. Go to **Slots / Delete Time Slots**.
 2. A dialog will show you the number of existing appointments on the slots you're about to delete.
 3. Choose how to handle them:
 - **Cancel them** — optionally send an email asking customers to reschedule, **or**
 - **Hold them** — the default option moves affected appointments to a holding area on the **Appointments List** page, where you can review and manually cancel or reschedule each one.
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Revision #2

Created 2026-06-21 17:01:28 UTC by Anne Taves

Updated 2026-06-21 17:52:36 UTC by Anne Taves