

Time Slots

I created slots on the wrong date?

Go to the **Appointments** page and select **Move Slots** from the **Slots** dropdown menu. This tool allows you to shift all time slots (and any existing appointments) to a new date. You will also have the option to send an automated email to parents whose appointments are being moved.

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

If your break is not a multiple of your slot duration (e.g., a 30-minute break for 20-minute slots), you must create your slots in two separate segments. Use the **Slot Generator** to create the first block of slots *before* your break, then repeat the process to create the second block *after* the break.

Why are some of my time slots grey?

Grey slots indicate that a teacher is unavailable because they are booked elsewhere at that time. This usually means the teacher is part of a team meeting or has booked appointments in their role as a parent. You can click on any grey slot to see a message explaining exactly where the teacher is booked.

Why are some of my time slots yellow?

Yellow time slots indicate that the scheduled time has already passed. These slots are automatically hidden from participants and can no longer be booked.

If the slots were created on the wrong date, you can delete them or move them to the correct date. Future time slots will appear in blue and remain available for booking or blocking.

I created time slots with the wrong duration?

Existing time slots cannot be edited to a different duration. To change the length of your appointments, you must delete the incorrect slots and use the **Slot Generator** to create new ones with the correct duration.

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

Because slot durations cannot be changed once created, you must delete the incorrect slots and recreate them. When you delete slots that contain appointments, the system will ask how to handle the existing bookings:

- **Cancel & Rebook:** You can cancel the appointments and send an automated email asking parents to log back in and select a new time.
- **On Hold:** You can move appointments to a "holding area" (found on the **Appointments List** page). From there, you can manually cancel or rebook them into the new slots you've created.

After selecting the Delete Time Slots option, you will see a new dialog box telling you the number of appointments on your soon to be deleted slots.

The system defaults to moving these affected appointments to a holding area on the **Appointments List** page. If you proceed with this option, you will need to visit that page to either officially cancel the records or manually rebook the parents into your newly generated time slots.

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