

Why are the contacts different colors?

The color coding in your contact list is a visual shorthand to help you quickly identify the status and health of your user database.

When viewing your **Contacts** tab, names will appear in one of three colors:

Black: Active Users

- **Meaning:** This person has successfully logged into the online scheduler at least once and has set up or "taken ownership" of their account.
- **Status:** These are standard, verified records.

Blue: Unverified/Pre-loaded Users

- **Meaning:** This contact was likely added by an administrator or imported from a list, but the person **has not yet logged in**.
- **Status:** The account is waiting for the user to access it for the first time and set their password.

Red: Problem Accounts (Action Required)

- **Meaning:** This indicates a data conflict that needs your attention.
 - **Most Common Cause:** The email address associated with this contact is a **duplicate**. The system flags these in red because duplicate emails can cause login errors or lead to appointments being linked to the wrong person.
 - **How to Fix:** Search for the email address in your contacts. You will likely see two entries. Review the information and delete the incorrect or duplicate record to clear the red flag.
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