Simple PTA Setup Guide

Admin UI Overview

When you first log in to your pickAtime account, you will automatically land on the Administrative User Interface, with the Event Reports displayed by default.

Profile & Sidebar Navigation

- **Profile Settings**: In the top-left corner, your name is displayed. Click the back arrow (<) to edit your profile, change your password, or log out.
- **Minimize Sidebar**: Click the "X" in the green ribbon to collapse the sidebar and expand your workspace.

- **Multi-Account Users**: Use the Vendor drop-down menu to toggle between different accounts.

Left-Hand Navigation Menu

- **Reports**: View both account-wide and event-specific data.
  - **Account Reports**: Select this button to view billing and global data.
  - **Event Reports**: Select this button to view data for specific events. Use the Event drop-down to switch between events, and the Report drop-down to switch between specific report types. (See the Reports section for more details).
- **Events Preview**: Create, view, and manage your scheduled events.
- **Appointments List**: View all upcoming appointments globally, or filter them by date/event. From this page, you can delete appointments and send one-off emails to participants.
- **Contacts**: Manage all users linked to your account (Administrators, Teachers and Parents).
  - Parents: View scheduled appointments, history logs (bookings, cancellations, emails sent), or manually reset parent passwords.
  - Teachers: View and adjust administrative access levels.

- **Importer**: Upload your roster and data files.
- **Global Setup:** Manage your sitewide configurations across two tabs:
  - **Business**: Update your school’s name, address, and core account settings.
  - **Contacts**: Create custom prompts and forms for parents to complete when they first register on your scheduling site.
- **Calendar Sync**: Authorize administrators to sync their Google and/or Outlook calendars with the platform.

- **Online Scheduler**: A quick-access link to the live booking page (also known as the Customer User Interface or CUI).
- **Add New Account**: Opens a new window to set up a brand-new business or sub-account.
- **User Manual**: Opens the comprehensive Online User Manual in a separate window.
- **Tour This Page**: Launches an interactive, step-by-step guided walkthrough with helpful on-screen popups.

Previous Users of pickAtime

Setting up a new event

If you've used pickAtime before, you **don't need to create a new account** — simply create a new event under your existing account (e.g., "Parent Teacher Conferences 2026").

Recommended order:

1. Create the new event **first**.
2. Delete the old event **afterward**, if you're not reusing its data.

> Creating the new event before deleting the old one preserves your settings — **Online Scheduler Settings**, **Notification Setup**, and **CUI Messages** — by carrying them over.

⚠ **Don't simply rename your old event.** Importing new class/enrollment data into a renamed event will **merge** with the old data, rather than replacing it.

⚠ **Deleting an event deletes its class and enrollment data.** Don't delete an old event if you plan to reuse that data.

To reuse previous class/enrollment data: Use the **Duplicate PTA** option on the Events page. This is intended specifically for a second set of conferences using the **exact same** class/enrollment data as the first.

> If this option isn't available on your account, email support@pickatime.com to have it enabled.

Administrator Information

At the beginning of each year you should plan to remove any old admins and add new admins.

To add an Admin

1. **Navigate to Contacts:** In the Admin UI, go to the **Contacts** page.
2. **Add New Admin:** Select the **Add > Admin...** button.

3. **Enter Details:** Fill in the user information on the *Add New Contact* form.
4. **Set Access Level:** In the **Admin Level** pull-down menu, select **Appointment Viewer**.
5. **Save:** Click to finish.

Note: If you see a red message stating "*Vendor already has a contact with this email,*" do not panic. Click the blue **Go back** button and use the **Search** tool to find the existing contact by name.

Assigning Specific Access

Once the contact is created or located:

- Go to the **Vendor Access** tab.
- Locate the specific **Event** and **Teacher** this person needs to monitor.
- Click the **checkbox** next to the name to grant report access.

First-Time Login Instructions

You can provide these steps to the new admin to help them get started:

- **URL:** Go to pickatime.com.
- **Step 1:** In the **Login** section, enter your email address and press **Login**.
- **Step 2:** On the following page, you will be prompted to create a unique password for your account.

To remove an old Admin

1. **Navigate to Contacts:** In the Admin UI, go to the **Contacts** page.
2. **Locate the Contact**: do a search for the contact by first or last name or by email.
3. **Delete the Contact**: Click on the Contact's name and click the DELETE button.

Contact Information

What happens to contact data between events

Contact information — including parent/teacher login credentials and student records — is **retained across events** and is **not deleted** when you delete an event. This means:

- Parents can log back in with their original email and password.
- Any students previously linked to a parent's account remain linked.
- Parents who've forgotten their password can use **Forgot Password** on the login page.

This is especially useful for schools running **multiple conferences per year**.

If you'd prefer parents create fresh accounts each time (e.g., for annual conferences), you can manually clear old contact data.

How to remove all previous contact information

1. Go to **Global Setup / Contacts**.
2. Click **Show Advanced Options**.
3. Click **Remove All Customers**.
4. Select the access level to delete from the pull-down.

Access levels (from broadest to narrowest):

Level	Who it includes
Customer access	Parents and students
Appointment Viewer	Teachers
Appointment Maker	Admins with Appointment Maker access
Resource Administrator	Admins with access to a select group of teachers
Event Administrator	Admins with access to one or more events

> Important: Deleting a given level also deletes every level below it on this list. For example, deleting Resource Administrator also deletes Appointment Maker, Appointment Viewer, and Customer access (parents).

To remove stored student data specifically: Click **Remove All Students**.

Exceptions — what won't be deleted

- Contacts who have **logged in within the last 2 months**
- Contacts who have **booked an appointment within the last 2 months**
- Students currently **enrolled in any event** on your account

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⚠ **When you should remove old contact data**

You'll want to clear previous contact/student data if either of the following applies:

- **Teacher IDs are being reused** — e.g., a new teacher will use a departing teacher's TeacherID

Checklist

Checklist: Setting Up a Simple PTA Event

To set up your Parent-Teacher Conference event using the **Simple PTA** scheduler, follow these steps:

1. **Create Your Account** **and** **Setup Your Event:** Create your conference event and give it a clear, descriptive name (e.g., "Fall 2026 Conferences").
2. **Add or Import Your Teachers:** Add your teachers manually, or import them using a Teacher file.
3. **Create Slots for the Event.** After verifying your data, create your time slots — including dates, times, and appointment durations.
4. **Configure Settings**
   - **Appointment Settings** — Adjust various settings specific to your event.
   - **Configure Notifications** *(optional)* — Customize the default email confirmations and reminder notices, if needed.
5. **Try It Out** Test your scheduler before opening it to parents.

STEP ONE: Setup Event

Create Your School's Account

If you haven't already created your school's account, click here to create an account for your school.

Create Your Event

When you first log in to pickAtime, you'll land in the Admin tool on the **Event Reports** page.

Steps to Create a New Event

1. Select **Events/Preview** from the sidebar.
2. Click the green **Add** button.
3. Enter a name for your event — e.g., `Fall 2026 Conferences`.
4. Select the event type: **Simple PTA**.
5. *(If you've used pickAtime before)* Select a **Template** from the pull-down, based on a previous event. This carries over your starting settings from **Online Scheduler Settings**, **Notification Setup**, and **CUI Messages**.
6. Select your event's **time zone**.
7. *(Optional)* Add a **Date** and **Location**.

Once saved, your event will appear as a new row in the Events list.

About the Date and Location Fields

These fields are optional and primarily used to **distinguish between multiple events** when more than one is listed.

- The **Date** field is just a label — if your conference spans multiple dates, you can list them all here, or leave it blank.
- You do **not** need to create a separate event for each date — a single event can include any number of dates.

Adding Event Details

Use the **Event Details** box to add event-specific information you'd like to display on the scheduler or include in emails.

Anything entered here becomes available as a macro: `$(E_DESCRIPTION)`

You can insert this macro into your **CUI Messages** or **Notification Setup** templates to automatically pull in this text.

Removing a Previous Event

If you've used pickAtime before and are importing new data, you can delete your previous event(s) once the new one is created.

1. Create your new event first (see steps above).
2. Click **Delete** on the old event.

> Creating the new event **before** deleting the old one lets you use the previous event as a template. Be sure to confirm your new event is set to type **Simple PTA**.

Deleting Your Contacts

To remove all parents and teachers from your account:

1. Go to **Global Setup / Contacts**.
2. At the bottom of the page, click **Remove All Customers**.
3. Select the **access level** to delete from the pull-down.

> Use this option if you'd like to clear out previous parent login information before a new event.

What's preserved:

- Contacts with **full Administrator** access are never removed.
- Any parent who has **logged in within the past month** is also preserved.

STEP TWO: Add or Import Teachers

There are two ways to populate your teacher roster: **add them manually**, or **import a Teacher file**.

Option A: Manually Add Teachers

Go to **Event Management / Appointments**.

Copy teachers from a previous event

1. Select the **Teachers** drop-down.
2. Select **Copy Teachers**.

> Once copied, you can safely delete the old event.

Add teachers one by one

To add an existing contact as a teacher:

1. Select **Add Teacher** from the **Teachers** drop-down.
2. In the **Select Person** dialog, search for the teacher's name.
3. Select the correct name, confirm the details on the right, then click **Select**.

To add a brand-new teacher:

1. In the **Select Person** dialog, enter the teacher's **Last Name**, **First Name**, and **Email** on the left.
2. Click **Add New**, then click **OK**.

Repeat until all teachers are added — each will appear in your teacher list on the right.

Option B: Import a Teacher File

Step 1: Create the File

Field	Description
TeacherID	Unique identifier for the teacher *(key field)*
First	Teacher's first name
Last	Teacher's last name
Email	Teacher's email (must be unique; one address only)
Room	Where the teacher will be during conferences — useful for room-based reporting

Example:

TeacherID	First	Last	Email	Room
234	Angela	Frank	a@school.com	106
225	Bobby	Smith	b@school.com	Library

> File must be **tab-delimited** (`.txt` from Excel, `.tsv` from Google Sheets), with column headers matching exactly (no spaces) in the first row.

Optional columns:

Column	Purpose
Password	Sets an initial password (min. 6 characters). If omitted, the teacher creates their own at first login. *(Once a teacher sets their own password, future imports won't override it — use the Reset Admin Password button under Global Setup / Contacts Setup to reset instead.)*
Virtual Room	Online meeting link, if manually generating your own (not needed if using pickAtime's built-in meeting integration)
AccessLevel	Sets admin access. `3` = Resource Administrator (can block their own schedule). Default is Appointment Viewer.
GroupName	Categorizes teachers (e.g., "Middle School," "Science") — useful for creating different slot durations per group, or displaying teachers grouped on the scheduler
Action	Set to `delete` to remove a previously imported row. Defaults to `update` if omitted.

Step 2: Import Your File

1. Log into pickAtime and click **Importer**.
2. Set **Data Type** to **School**.
3. Select your event from the **Event** pull-down.
4. Set **File Type** to **Teachers**.
5. Click **Browse**, select your file, and click **Import**.

> If you left out some teachers, you can simply import a follow-up file containing just the missing rows.

Error Messages on Import

"Found contact with teacherid of ABC and a different contact with the email of [email]"

This means your import row has TeacherID `ABC` + a specific email, but the Admin UI already has **two separate** existing contacts — one matching the TeacherID, one matching the email — and the system can't tell which one to update.

Example:

Your import file:

TeacherID	Email
ABC	betsy@noemail.com

Existing Admin UI contacts:

TeacherID	Email
ABC	annie@noemail.com
DEF	betsy@noemail.com

How matching works: The import looks for a matching TeacherID *or* a matching email. If it finds one match, it updates the rest of that contact's info. If it finds **both** a TeacherID match and a separate email match — pointing to two different contacts — it can't determine which one you intended to update, so it flags this error instead.

Fix: In the Admin UI, search for the contact with the flagged email. If that contact has a different (likely outdated) TeacherID than your file, delete it, then re-import your teacher file.

Viewing Your Imported Data

Go to the **Appointments** page and confirm your teacher list (right-hand side) is correct.

STEP THREE: Create Slots

Creating Slots

To get started, from the Admin UI, go to **Events / Preview** and select your event. Click the orange **Go To Event** button to open your event. You will then see the **Appointments** tab. From the left-hand calendar, select the date you want to work with. Open the **Slots** drop-down and choose **Create Slots**.

Step 1: Choose Which Teachers to Create Slots For

In the slot generator, choose to create slots for **selected teachers** or **all teachers/resources**. To select multiple teachers, hold **Ctrl** while clicking names in the right-hand panel.

Step 2: Set Your Time and Duration

Field	Description
From	Start time of the first slot
To	End time of the last slot
Duration	Length of each appointment (in minutes)
Travel Break	Optional gap between appointments

Example: 10-minute slots with a 5-minute travel break create slots at 8:00–8:10, 8:15–8:25, 8:30–8:40, and so on.

> **Note:** If you need a break that doesn't align with your slot duration (e.g., 20-minute slots but a 40-minute lunch break), create slots in **two batches** — one before the break, one after.

Step 3: Choose Appointment Type

Type	Description	Indicator
In-Person	Parents receive room/location info	P
Virtual	Parents receive a meeting link	V
In-Person or Virtual	Parents choose their preferred format	PV

Step 4: Set Slot Visibility

Option	What it does
Visible for Customer	Available for online booking
Hidden from Customer	Hidden from parents; visible in Admin UI only
Shown with "Call" Status	Visible to parents, but they're prompted to call the school to book
Make Unavailable	Visible in Admin UI but not bookable online (use for lunch breaks, meetings, etc.)

You can optionally add a custom message for unavailable slots.

Step 5: Set Maximum Appointments Per Slot *(Optional)*

Use this for group sessions, open labs, or any scenario where multiple families can book the same time slot.

Creating Slots for Multiple Days or Teachers

Scenario	What to do
Same schedule across multiple days	Enable **Multiple Dates** and select all applicable dates before saving
Different schedule per day	Create slots for the first day, switch to the next date, and repeat
Different schedules per teacher	Select a teacher (or group), create their slots, then repeat for the next teacher/group

> **Tip:** If you created identical slots for all teachers at once, individual slots won't display until you click a specific teacher's name in the right-hand panel.

Updating Existing Slots

Use **Update Slots** to change existing slot characteristics without deleting and recreating them.

To access: Appointments tab → select date/teacher → Slots / Update Slots

You can update:

- Appointment type (e.g., switch from in-person to virtual)
- Maximum appointments per slot
- Slot visibility (hidden, unavailable, etc.)

> **Tip:** If you created identical slots for all teachers at once, individual slots won't display until you click a specific teacher's name in the right-hand panel.

> **"Keep existing slot type on slots being updated"** — useful when teachers have already blocked parts of their schedule, since it lets you change appointment type without affecting slot type.

Blocking Slots

Blocking is the preferred way to **temporarily** remove availability without permanently deleting a slot.

1. Go to the **Appointments** page and click the **X** in the corner of the slot.
2. The slot turns **red** and displays "Blocked." You can enter a custom message (e.g., "Lunch Break" or "Staff Meeting").
3. To unblock, click the **X** again to restore availability.

> Blocked slots appear on reports when **Show All Slots** is enabled.

Deleting Slots

Use **Delete Time Slots** to permanently remove slots.

To access: Appointments tab → select date/teacher → Slots / Delete Time Slots

If appointments already exist on those slots, you'll be prompted to choose:

- **Move appointments** to the red Appointments List (a holding area for manual rebooking or cancellation)
- **Cancel appointments** without sending a notification
- **Cancel appointments** and send a cancellation email

> **Tip:** Consider whether parents need a cancellation notification before confirming any deletion.

Moving Slots

Use **Move Slots** to transfer an entire day's slots — and any existing appointments — to a new date. Useful for school closures, rescheduled conference days, or teacher availability changes.

To access: Appointments tab → select date/teacher → Slots / Move Slots

In the dialog, select the destination date, choose whether to move slots for all teachers or selected teachers, and confirm.

Existing appointments transfer with all parent information intact, and appointment **times remain the same**.

> **Important:** Calendar notification emails are **not** sent automatically — advise parents to update any calendar entries they've saved. You can send a custom notification email explaining the change.

Copying Slots

Use **Copy Slots** to duplicate a day's slot *structure* to another date or teacher — **without** copying existing appointments.

To access: Appointments tab → select date/teacher → Slots / Copy Slots

Select the destination date and/or teacher(s) and confirm. Slot visibility, appointment type, and availability settings are all preserved.

> If you also need appointments to transfer, use **Move Slots** instead.

Changing Slot Duration or Times

Slot start times, end times, and duration **cannot be edited in place**. To change any of these:

1. Delete the slots you want to change (or all slots for that day).
2. Recreate them with the correct settings.

Example: If you have 10-minute slots from 8:00 AM–2:00 PM but want 9:00 AM–1:00 PM instead, delete the 8:00–9:00 AM and 1:00–2:00 PM slots (or delete all and start fresh), then create the new schedule.

Quick Reference: Which Tool to Use?

Situation	Use
Temporarily remove availability	**Block Slots**
Permanently remove slots	**Delete Time Slots**
Change appointment type or visibility	**Update Slots**
Reschedule an entire day	**Move Slots**
Duplicate a schedule to another day or teacher	**Copy Slots**
Change slot duration or times	**Delete + Recreate**

Slot Color Guide

Color	Meaning
□□ Blue	Available
□□ Red	Blocked
⚬ Grey	Teacher is booked elsewhere (team meeting or personal appointment)
image.png Yellow	Time has passed

STEP FOUR: Adjust Settings

Event Settings (Online Scheduler Settings)

The **Online Scheduler Settings** page lets you adjust settings specific to a single event.

To get there:

1. From the Admin UI, go to **Events / Preview** and select your event.
2. Click **Go To Event** to open Event Management.
3. Select **Settings / Online Scheduler Settings**.

Work through the sections from top to bottom, as outlined below.

Booking Settings

Booking Window:

image.png

Setting	What it does
Booking Opens	Date/time the scheduler opens for parents
Booking Closes	Date/time the scheduler closes for parents
Admins can access the scheduler at any time	Lets admins access the parent scheduling page even when it's closed to parents.

For schedulers with multiple booking dates, close booking:

1. Close booking at a specific **time of day**, XX days before the appointment.
2. Close booking XX **hours/days/weeks/months** before the appointment.
3. Close booking XX **hours before the first appointment of the day**.

image.png

Booking Limits:

Setting	What it does
Maximum per Event	Caps total appointments allowed for the entire event
One appointment per teacher per student	If checked, a parent can only book once with a given teacher per student, even if the student has multiple classes with that teacher
Allow back-to-back	If unchecked, parents can't book two appointments back-to-back unless they're with the **same teacher** (to allow travel time between teachers). Back-to-back is always allowed with the same teacher, or when travel breaks have been configured.

Cancellation Policy:

Customer may cancel their appointment up to XX hours/days/weeks. Restricts how close to the appointment time a parent can cancel.

- Set to **0** to allow cancellation up to the last minute.
- Set to a large value to effectively prevent cancellations.

> **Note:** Closing the scheduler does **not** automatically prevent cancellations — this setting is separate.

Share Your Scheduler

image.png

Account Scheduling Link

Your event's **Account Scheduling Link** is the URL you share with parents (on your website or via email) to access the booking page (CUI), which will show all events.

Event Scheduling Link

Your **Event Scheduling Link** will send parents directly to the particular event that the link it tied to. It can be customised with an event-specific suffix — for example: `https://pickatime.com/HowardSchool/LS` or `https://pickatime.com/HowardSchool/US`

> **Important:** Even with a custom event link, parents will see a toggle to switch to any other **open** events on your account. To restrict parents to a single event with no toggle option, use the **Category** link instead, which scopes the scheduler to only the event(s) in that

> category.

Display Settings

image.png

Scheduler Display

Initial Table Layout:

Mode	Best for
Condensed	Compact layout with variable time steps — good for smaller screens or quickly browsing availability
Expanded	Fixed time intervals in a traditional layout — easier for comparing exact appointment lengths/gaps

Parents can toggle between views anytime using the button in the top-left corner of the scheduler.

Navigation Style:

Mode	Behavior
Paginator	Shows multiple dates on one page
Calendar	Shows one day at a time, with a mini calendar to jump to other dates

Display **X weeks of slots**: Sets how many days/weeks of slots are shown at once in the CUI. *(Only applies when Paginator is selected.)*

Teacher Display

Setting	What it does
Teacher Display	Shows the teacher's description (via the info icon next to their name)

Teacher Groups

Allows you to organise teachers into groups (e.g., "Lower School," "Upper School").

1. Enter your desired group names in this section.
2. Go to the **Appointments** page — each teacher row has a **Group Name** column where you can assign them to a group from the drop-down.

Advanced Settings

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Online Meeting Provider

Use 'X' for online meetings: Select your preferred online meeting provider for this event from the drop-down.

Multiple Appointment Booking

Allow a parent to make conflicting appointments for themselves: If checked, a parent can book overlapping appointments at the same time.

Appointment Changes

Setting	What it does
Allow customers to see and cancel past appointments	Lets parents view/cancel appointments that have already passed
Don't allow customers to change appointment time	Prevents parents from rescheduling once booked

Student Selection

Require parents to select their student name from a drop-down when booking an appointment (requires that students have been imported to the account): This is used when you want a parent to attach a pre-imported student to their account.

Notification Setup

The **Notifications** tab lets you configure: **Confirmation Email**, **Cancellation Email**, **Reminder Email**, **Custom Email**, **Follow-up Email**, **Resource Notification Email**, and **Calendar Event Notification**.

Confirmation Email

Field	What it controls
Subject	Email subject line
Header	Text shown above the email body

Field	What it controls
Body	Main email text
Send Confirmation and Cancellation Emails	Sends a confirmation after booking *(typically left unchecked for schools)*
Support Email	Address that receives replies to confirmation/reminder/cancellation emails. If left blank, replies get an automated response directing them to contact your organization.
Replace the Email Body with the Printable Schedule	**Recommended.** Sends one consolidated email with a table of all booked appointments, instead of one email per appointment.

Reminder Emails

Send Reminder Emails: Click **Add** and enter the number of hours before an appointment that a reminder should go out. You can add multiple reminder times — duplicates are automatically removed.

How reminders are grouped depends on your Printable Schedule setting:

- **If "Replace the Email Body with the Printable Schedule" is ON:** All appointments are grouped into a single reminder email per day, sent the configured number of hours before that day's **first** appointment. With reminders set at both 24 and 12 hours, you'll receive two emails — one at each interval before your first appointment of the day.
- **If it's OFF:** Appointments booked within the **same hour** are grouped into one reminder email. For example, 9:00, 9:15, and 9:30 AM appointments would be combined into one email, while a separate 10:15/10:30 AM email would be sent independently.

Field	What it controls
Footer	Text shown below the email body
Subject for combined email	Subject line used when a combined email is sent (e.g., a cancel + immediate reschedule)

Recommended: Use the Printable Schedule as the Email Body

For both **Confirmation** and **Reminder** emails, you can replace the email body with a **Printable Schedule** — a table summarizing all of a parent's booked appointments (identical to what they'd see clicking "Printable Schedule" on the scheduler page).

To enable this: Check **"Replace the Email Body with the Printable Schedule of Appointments."**

When enabled, the email will contain:

1. Your **Header** text
2. The printable schedule table
3. Your **Footer** text

> The table's content/format is controlled separately under **Settings → CUI Messages → Print Schedule**.

With this option on, parents receive **one** email containing their full schedule — not one email per appointment.

Configure CUI (Customer User Interface)

You can customize most of the text and labels parents see when booking appointments.

To edit CUI messages:

1. From the Admin UI, go to **Events / Preview**, select your event, and click **Go To Event**.
2. Select **Settings / CUI Messages**.
3. On the left, choose a label to edit — the corresponding text appears on the right for editing.

Common customizations:

- **Login page title:** Edit under **Sign In Page / Welcome Message**.
- **Logo:** Go to **Global Setup / Business**, under **Account Level Settings / Account Logo**, and click the **Upload** icon.
- **HTML editing:** Click the **HTML icon (`<>`)** in the toolbar to view/edit raw HTML for a given message.

STEP FIVE: Try it Out

1. Open the Scheduler

1. From the Admin UI, go to **Events / Preview**, select your event, and click **Go To Event**.
2. Select **Settings / Online Scheduler Settings / Event Settings / Booking Window**
3. Set **"Open scheduler to customers on"** and **"Close scheduler to customers on"** to define the window during which parents can book appointments.

> To access the scheduler yourself while it's closed to parents, check **"Allow Admins access to the CUI at all times."**

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2. View the Scheduler

1. Go to **Global Setup / Business / Account Level Settings / Account URL**, and find your **Account URL** at the bottom of the page.
2. Click the URL, or copy it into another browser window to test the scheduler as a parent would experience it.

> You can customize this URL by checking **"Set Custom URL"** and entering your preferred name. The updated URL will be live in approximately **5–10 minutes**.

Additional Checks

Is the URL I gave my parents correct?

Go to **Global Setup / Business / Account Level Settings / Account URL** and check the **Appointment URL for Customers** section. Your unique scheduling link is listed here, along with the option to customize it.

Are my slot durations correct?

Slot duration **cannot be edited** after creation. If it's wrong, you'll need to:

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

> **Example:** If parents have already booked 15-minute slots and you realize you need 10-minute slots instead, you'll need to delete the 15-minute slots (which will also cancel existing appointments) before creating the correct 10-minute slots.