

Previous Users of pickAtime

If you have previously created an account with pickAtime, you will not need to create a new account for new conferences. Once you log in to your account, you should create a new event on your account, for example, a "Parent Teacher Conferences 2026" event. Then you can delete the previous semester or the previous year's event. By creating the new event prior to deleting the old event, you will retain the settings (UI Setup / Notification Setup / CUI Messages) from your previous event.

Contact Information

The contact information from your previous parent-teacher conference is retained in the pickAtime system and is not removed when you delete an event. The contact information contains the login information from your parents and teachers. This means that your parents can log in again using the email address and password that they set up the first time they used pickAtime. If your parents have forgotten the password, they can select the **Forgot Password** button on the login page.

Schools that have multiple conferences a year may find this simplifies the process for parents. However, if your conferences are only once a year, or if you think that it would be easier for parents to create a new account for each conference, you can delete the old contact information.

To remove all previous contact information, select the [Global Setup / Contacts](#) page, click on the [Show advanced options...](#) at the top of the page. You will see a button labeled **Remove all customers**. Selecting this button will bring up a pull-down that will allow you to delete your contacts based on their access level. The five access levels are:

only Customer access - parents and students

Admin Level - Appointment Viewer - teachers

Admin Level - Appointment Maker - any administrators with Appointment Maker access

Admin Level - Resource Administrator - any administrators with access to only a select group of Resources (teachers)

Admin Level - Event Administrator - any administrators with access to an Event or Events

Deleting an access level will delete the level that is listed above it on the list as well. For example, if you select **Admin Level - Resource Administrator** as your level to delete, it will also delete those with **Admin Level - Appointment Maker**, **Admin Level - Appointment Viewer**, and those with **only Customer access** (parents).

Note that removing the contacts will not remove any contacts who have logged in during the previous two months or any contacts who have created an appointment in the last two months.

Note that removing the contacts will not remove any contacts who have logged in during the previous two months or any contacts who have created an

appointment in the last two months. The "remove all contacts" will not remove any students who have enrollment in any events on your account.

IMPORTANT NOTE: If you have any changes to key fields (for example, if new teachers will be using departing teachers' teacherIDs), then you will also want to have your previous conference contact information deleted. Or if your student ID's have changed for each student, you will want to remove the stored students.

Revision #3

Created 2026-04-07 16:05:08 UTC by Yura Nechyporenko

Updated 2026-04-23 17:24:53 UTC by Tara Cicora