Zoom FAQs

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Setting Up the Zoom Integration

Q: How much does the Zoom integration cost?

A: Nothing additional on pickAtime's part, but the integration does require a paid Zoom account (such as a school/education or enterprise account).

Q: Does it matter if I have a paid Zoom account?

A: Yes. A paid Zoom account is required for several reasons:

- **API and Authentication Requirements:** Connecting Zoom to an external scheduling platform like pickAtime requires administrative privileges and API access that are restricted on free-tier accounts.
- **Meeting Duration Limits:** Free Zoom accounts enforce a 40-minute time limit for meetings with three or more participants. A paid plan avoids unexpected meeting disconnections during conferences.
- **Host Management:** The account hosting the integration needs the appropriate licensing to manage multiple scheduled meetings without overlapping restrictions.

Q: Can I add my integration retroactively?

A: Yes, you can set up the integration after the event closes. Make sure you alert parents so they are aware. The links will be included in the Printable PDF within the Reminder email.

Q: It looks as if none of our Zoom meetings have a link. We set up our Zoom integration in Summer 2025. What happened?

A: You previously used the Server-to-Server integration with Zoom. This integration method has been deprecated.

We recommend setting up a new Admin Managed app integration. This can be completed in a few clicks, and once configured, meeting links will be generated automatically.

Configuring Virtual Appointments

Q: Can there be two virtual hosts?

A: No, there can be only one host.

Q: How do I change the host?

A: For a team of teachers, the system selects the first teacher as the host/lead teacher. The other teachers and parents will then be guests.

To change the lead teacher:

1. Add the new lead teacher to the team if they are not already a member.
2. Remove the other teacher(s) from the team.
3. Allow Zoom to update the change (approximately 40 minutes).
4. Re-add the other team members.

Q: Our event is already set up, and appointments have been booked. Can we add virtual meeting links to the Virtual Room column retroactively?

A: Yes! You can add virtual meeting links to an existing event, even after appointments have been booked.

If you have already added the meeting links to the teachers' contact accounts, you will need to import the Class File to transfer those links into the event.

To add the links to an existing event:

1. Make sure the teachers' contact accounts have the correct meeting links in the **Virtual Room** field.
2. Make sure the event is configured for virtual appointments. Go to **Events Management > Settings > Admin View Settings** and enable **Show the "Appointment Type" dropdown**, if it isn't already enabled.
3. On the **Appointments** tab, select the appointment dates and use **Slots > Update Slots** to set the appointment type to **Virtual** or **In-Person/Virtual**, as appropriate. When doing this, ensure that the box "*Keep existing slot type on slots being updated*" is **checked**.

4. Import the event's updated **Class File**. This step transfers the virtual meeting links from the teachers' contact accounts into the event.
5. Return to the **Appointments** tab and verify that the links appear in the **Virtual Room** column.

Important: Make sure you have not enabled a virtual meeting integration under **Online Scheduler Settings > Advanced Settings**. When an integration is active, it manages the meeting links and overrides manually entered links.

Once the links have been added to the event, they can be included in appointment reports and notifications.

Managing Zoom Meeting Links

Q: How long does it take for Zoom meeting links to be generated?

A: It can take up to 40 minutes for a new link to be generated and added to the reports.

Q: What happens if a teacher does not have an individual Zoom account assigned to their email address/user?

A: The teacher will not have a Zoom meeting link generated until their account is mapped. Once the teacher is mapped, the integration will retroactively generate the missing links.

Q: I don't want to use an integration or import my teachers' Zoom links. Can I add them manually?

A: Yes. You can add meeting links directly on the Appointments tab in the list of teachers. Double-click in the **Virtual Room** column to edit or paste the teacher's meeting link.

Q: I added Virtual links to the Virtual Room column, but they aren't appearing in the reports after someone books, and the links have disappeared. Why?

A: Check **Online Scheduler Settings > Advanced Settings**. You will see that the Zoom integration has been set up.

If you disable the integration, the links you created manually will appear.

Q: Can I add the virtual link to the calendar invites?

A: Yes. Before opening the event, navigate to **Event Management > Settings > Notification Setup > Calendar Event Notification**.

1. Click **Insert Macros**.
2. Under the Appointment section, add the **Room** macro to the Description section of the notification.

Sharing Meeting Links with Parents and Teachers

Q: Will teachers log in to pick a time to get the link to their virtual conference, or does it create a meeting with a link on their calendar?

A: Teachers can sign into pickAtime to view their schedules and meeting links by navigating to **Reports > Event Reports > Teachers Schedule**.

Q: Can multiple people receive the Zoom links?

A: The links are included in the Printable PDF sent with Confirmation and Reminder emails. These emails are sent only to the appointment maker. However, the appointment maker can forward the emails to anyone they wish to share the links with.

Q: Once I add my virtual links or Zoom integration to my event, do I need to do anything to my emails to ensure parents receive the information?

A: Make sure that the **Printable Schedule of Appointments** is activated for your Confirmation and Reminder emails in Notification Setup.

To check this setting:

1. Go to **Event Management > Settings > Notification Setup**.
2. Open the Confirmation and Reminder email settings.
3. Select **Replace the Email Body with the Printable Schedule of Appointments**.

The Printable Schedule of Appointments includes the required macro and formatting to display virtual meeting URLs.

Troubleshooting

Q: The help center references a Virtual Room column on the Appointments tab, but I don't see it. Why?

A: The **Virtual Room** column only appears when you are manually adding your own virtual meeting links rather than using a virtual meeting integration with pickAtime.

If you are manually managing your virtual meeting links, first make sure your appointment slots are set to **Virtual** or **In-Person/Virtual**.

To update your slots:

1. Go to **Settings/Admin View Settings** and check **Show the "Appointment Type" dropdown**.
2. On the **Appointments** tab, select the appointment date from the calendar.
3. Click **Slots > Update Slots**.
4. Select **Virtual** or **In-Person/Virtual** as the appointment type.
5. Click **OK** to save your changes.

If you are using a virtual meeting integration: The Virtual Room column will not appear because the integration manages the meeting links.

To check whether an integration is activated, go to **Online Scheduler Settings > Advanced Settings**. The integration dropdown should be empty if you are manually managing your own meeting links.

Q: What does this Zoom synchronization error mean?

Example error:

> Other Error: pickAtime User: Teacher Name, Teacher email, Zoom User ID: 00000000 was not found in Zoom or is not active. Check Pending Users section of your Zoom Account.

A: This means that the synchronization could not find the teacher in Zoom.

Check both Zoom and pickAtime to make sure the teacher:

- Exists in both systems.

- Has the same information in both systems.
- Is active in Zoom.

Also, check the Pending Users section of your Zoom account.

Q: I created my event with virtual slots and a Zoom integration. All of my teachers are mapped, but I still don't have meeting links. Why?

A: Check your Zoom account settings to see if meeting passcodes are restricted to numeric characters only.

The pickAtime-Zoom integration generates **alphanumeric passwords**. If your Zoom account requires numeric-only passcodes, the integration cannot create the meeting links.

To resolve this, update your Zoom account settings to allow alphanumeric passcodes.

1. **Sign in as an Admin**

   - Go to the Zoom Web Portal.
   - Sign in using an account with Admin or Owner privileges.

2. **Navigate to Account Settings**

   - In the left navigation menu, click **Account Management**.
   - Click **Account Settings**.
   - Make sure you are on the **Meeting** tab.

3. **Locate Passcode Requirement**

   - Scroll down to the Security section.
   - Find **Passcode Requirement**.
   - Make sure the setting does not restrict meeting passcodes to numeric characters only.

4. **Adjust the Settings**

   - Turn off the numeric-only restriction.
   - Make sure alphanumeric passcodes are permitted.

5. **Save and Verify**

   - Save your changes.
   - If the setting is locked (indicated by a padlock icon), you must unlock it at the Account level before making changes.

Once you make these changes in Zoom, let pickAtime know so the meeting link generation can be triggered again.