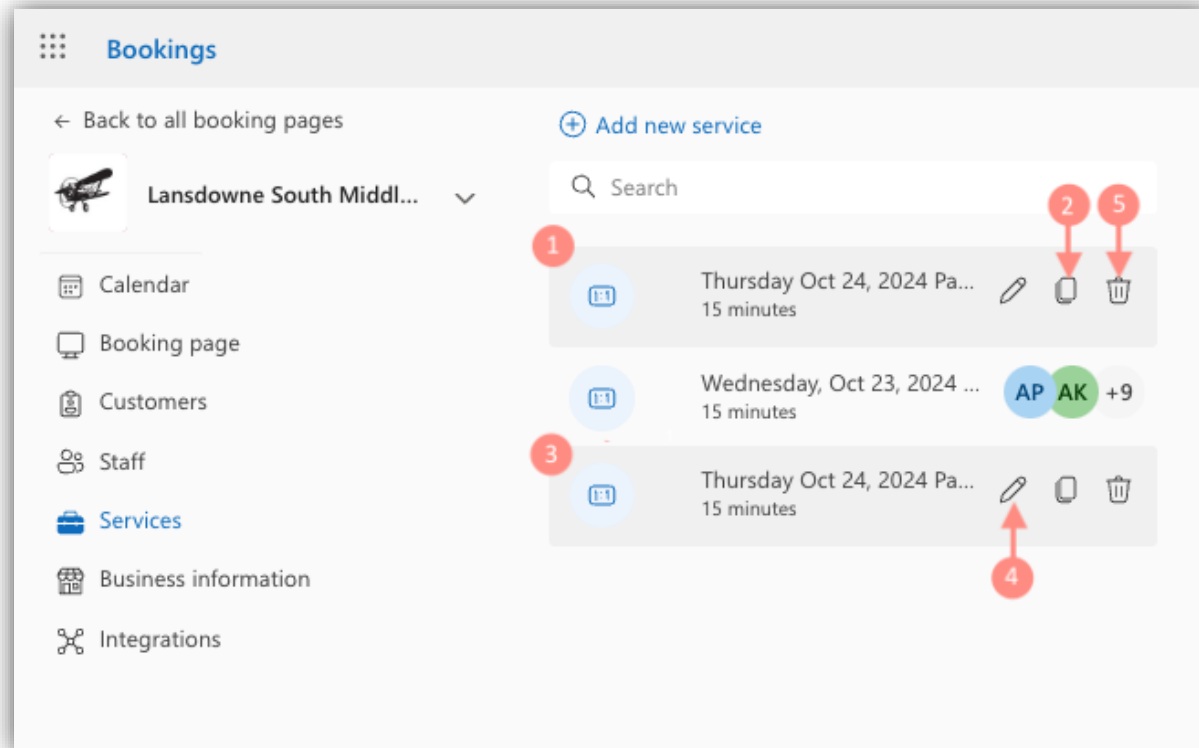


## Bookings FAQ's

- **Do I need to setup a new service for each round of Parent/Teacher interviews?**

Yes, creating a new service is the best way to avoid any issues. To make this process easier and time saving, you can now duplicate a service. Duplicating the service will inherit settings, staff and schedules. Modifying a duplicated service avoids time conflicts and gives you the ability to modify settings without any 'glitches'

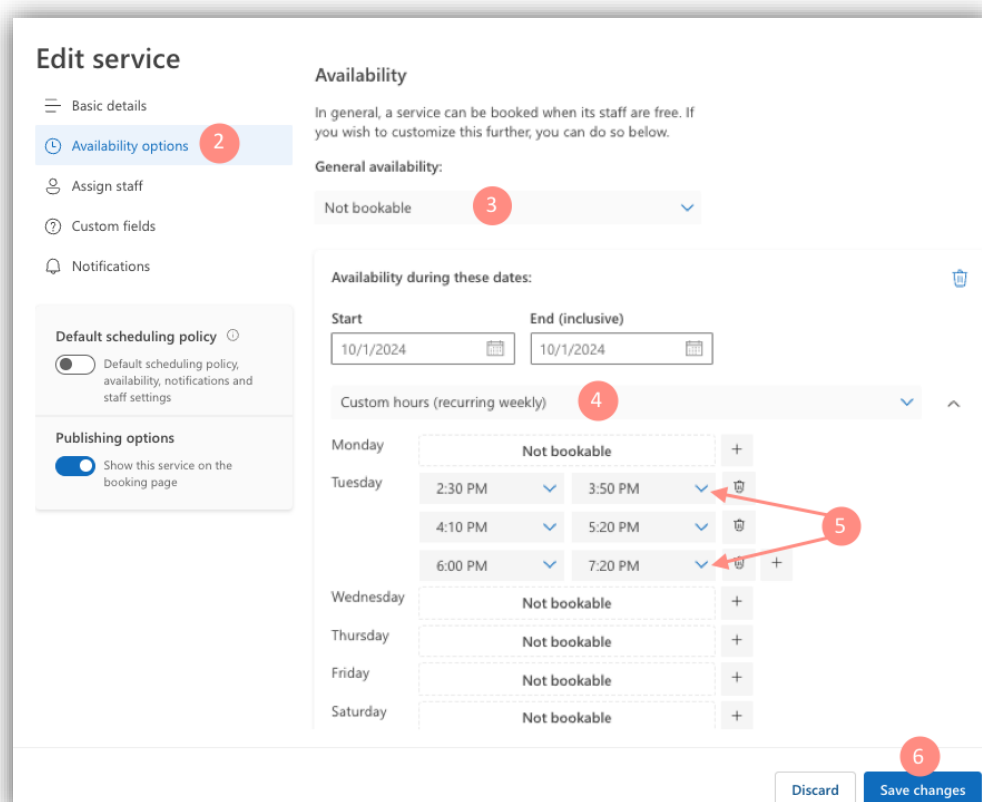
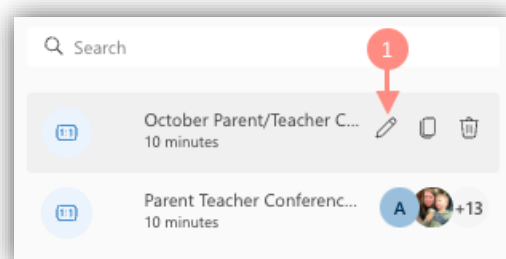
1. Hover over the old service to view options.
2. Click *copy*.
3. Confirm service copied. (new service should show here)
4. Hover over new service and click *edit*, to add new dates and modify the staff list.
5. Delete the old service.



- **Do I need to block off individual teacher schedules to avoid school hour Bookings?**

No, booking off individual schedules for each staff is not needed if all staff will all be following the same schedule.

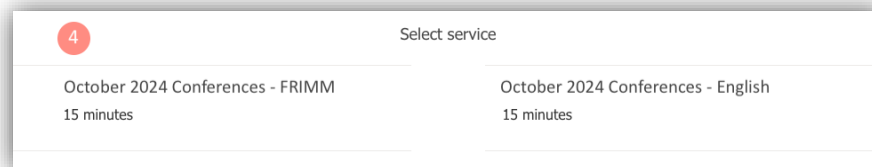
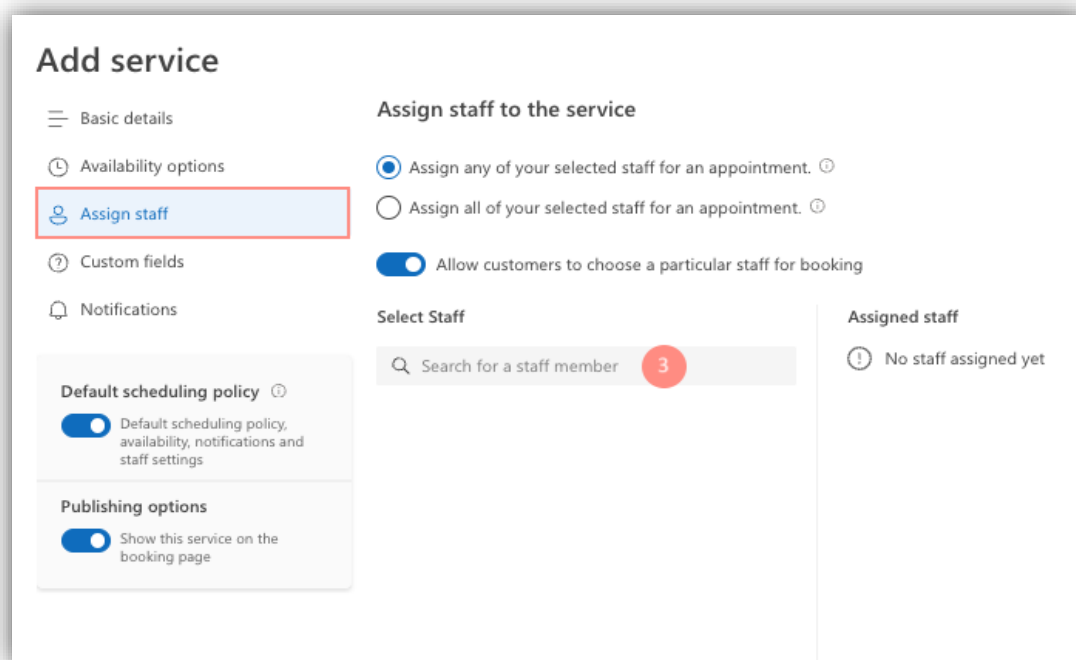
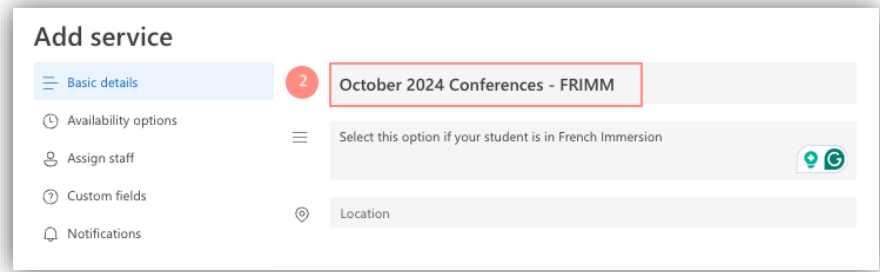
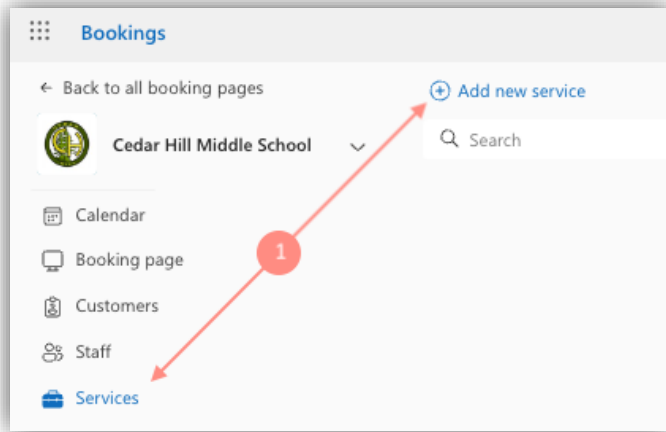
1. Hover over the service and select *edit*.
2. Select *availability* from the left menu.
3. Choose *not bookable* under general availability.
4. Below the date picker choose *custom hours (recurring weekly)*.
5. Set the times that you would like the staff to be available for interviews.  
(this will standardize the staff schedules if no other modifications have been made)
6. Hit *save*.



- **Can I create 2 services - one for FRIMM bookings and another for English teachers?**

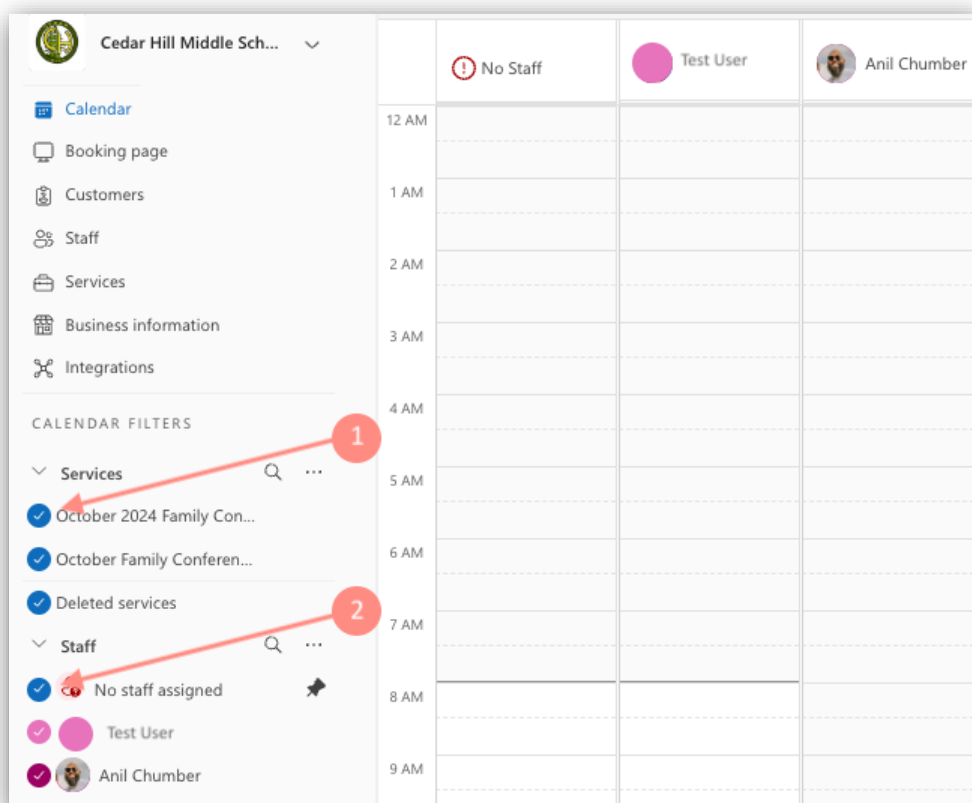
Yes, having separate services for each language could be a useful way to avoid parents booking with the incorrect teacher.

1. Select services, then select *add a new service*.
2. Make it obvious in the *title* that one will be FRIMM bookings and the other, English.
3. Add only the FRIMM staff to the FRIMM service and repeat for English.
4. The two services will then show-up on the Bookings page – once selected, the appropriate staff become available.



- **Why can't I see all of my staff schedules on the calendar?**

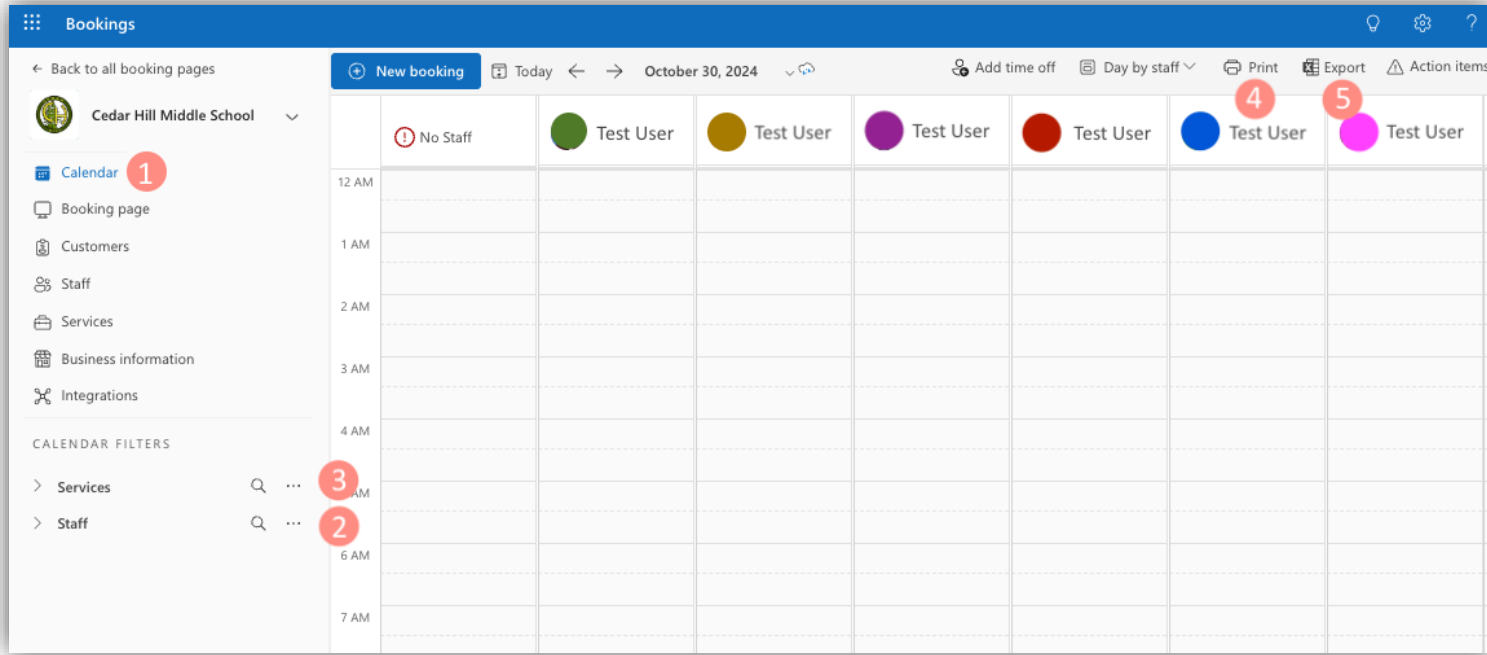
1. Make sure you have the correct services selected to view.
2. Confirm the staff you want to view is selected.



### Can I print and export staff schedules?

Yes, printing staff schedules or exporting schedules in an Excel format is possible.

1. Select the *Calendar* option along the left side.
2. Select the individual *staff* schedules that you would like to print.
3. Select the *service*, if you are looking to print the entire schedule for the selected service.
4. Click *print*, and you will be presented with some printing options.
5. Click *export*, if you would like to download the data into an Excel spreadsheet.



- **Can I make a mandatory check box to get parents to verify the correct teacher was chosen?**

Yes, it is valuable to have this as it prevents bookings with the incorrect teacher. The message can be changed, some schools use 'please confirm your students name' or 'please, verify you have only booked one time slot'.

1. Select the main *Bookings* page.
2. Expand the *Customer data usage consent* window.
3. Check the box to make this option mandatory, and input your message
4. Make sure to hit *save*.

