

## Unable to Make It to Class?

If you are going to be unable to make a lesson, it is your responsibility to go in and remove that class **yourself**, reaching out to Support through Whatsapp as needed for assistance.

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### Scenario 1: Rescheduling in Advance

If there is a class sometime in the future that you realize you will have a conflict for, you should go into your Live Prep calendar and remove it, and then block off that time in your Temporary Availability.

If you need to remove **more than one class** for a student in a given week, please reach out to the Support Whatsapp so we can assist you and help make sure the student still gets their needed classes. This applies to two situations:

- Any changes requiring a permanent schedule adjustment
- Any changes requiring the removal of more than one class for a particular student (i.e. you are going out of town for an entire week as opposed to just a few days)

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### Scenario 2: Last-Minute Rescheduling (within 24 hours of class time)

If a class is within 24 hours and something has come up at the last minute and you need it moved, **please go into Live Prep and remove it yourself**. Removing the class sends an automatic message to the student notifying them that the class has been canceled, so they will not show up to a class that you cannot make it to.

This scenario applies to last-minute issues including:

- Loss of Wi-Fi and/or power
- Personal or family emergency
- Illness
- Any other situation in which you will be unable to make it to class

When you go to remove the class, the system will say that you will be penalized for removing it, but a penalty **WILL NOT** be administered (i.e. we will remove it) if you **(1)** reached out to Support **immediately** after you removed the lesson from your schedule and **(2)** gave sufficient **justification** for why the cancellation is unavoidable.

The penalty for canceling within 24 hours **will remain** if any of the following is true:

- You **DID NOT** message Support to provide justification for the rescheduling immediately after you removed the class.
- You begin doing this **frequently**, as you should be checking your LivePrep schedule daily and updating your availability as needed in advance.

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### Aren't sure how to go in and reschedule the class?

See the [Rescheduling a Lesson - Educator Resources.pdf](#) resource for instructions.

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