

Rescheduling Classes

First, an important note: **Zinkerz requires 24-hour notice for rescheduling classes.** This policy is in place to ensure both students' and educators' time is respected and valued, and so that class schedules run smoothly for everyone.

If you need to reschedule a lesson that is **more** than 24 hours away, there are three ways (listed below) you can manage your class schedule from your LivePrep calendar.

Please note: **If a lesson is less than 24 hours away, the below options will not appear!**

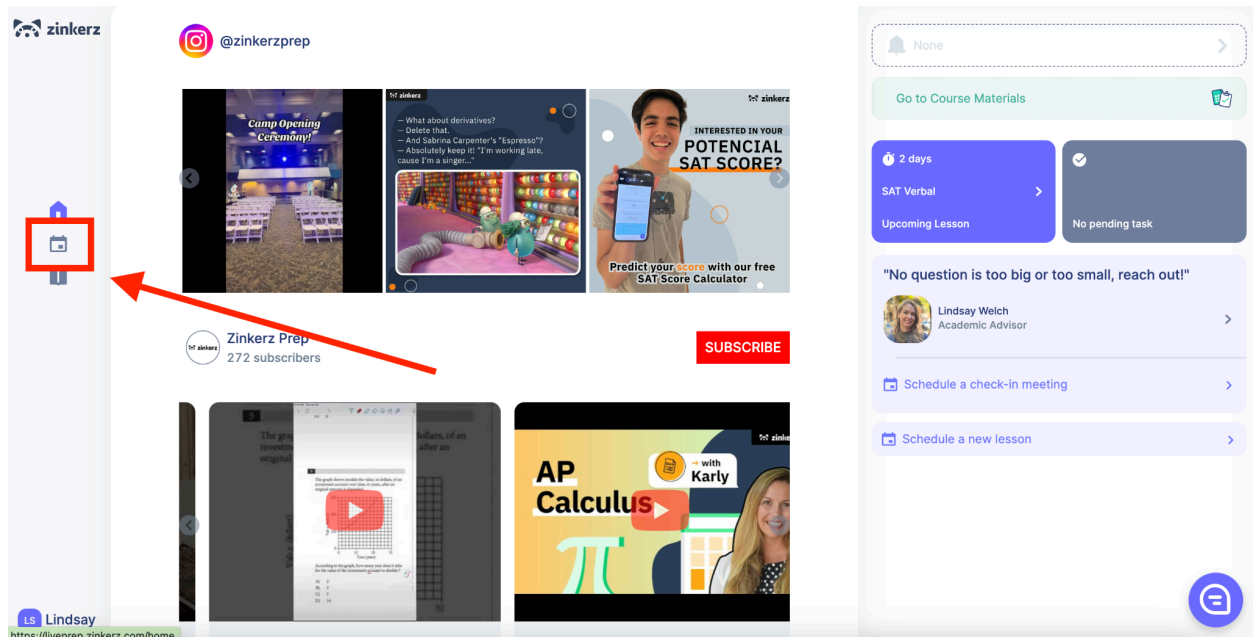
1. Rescheduling a lesson that is on your LivePrep calendar

What does it mean?

Moving a class that is already on your LivePrep calendar to a different day and/or time.

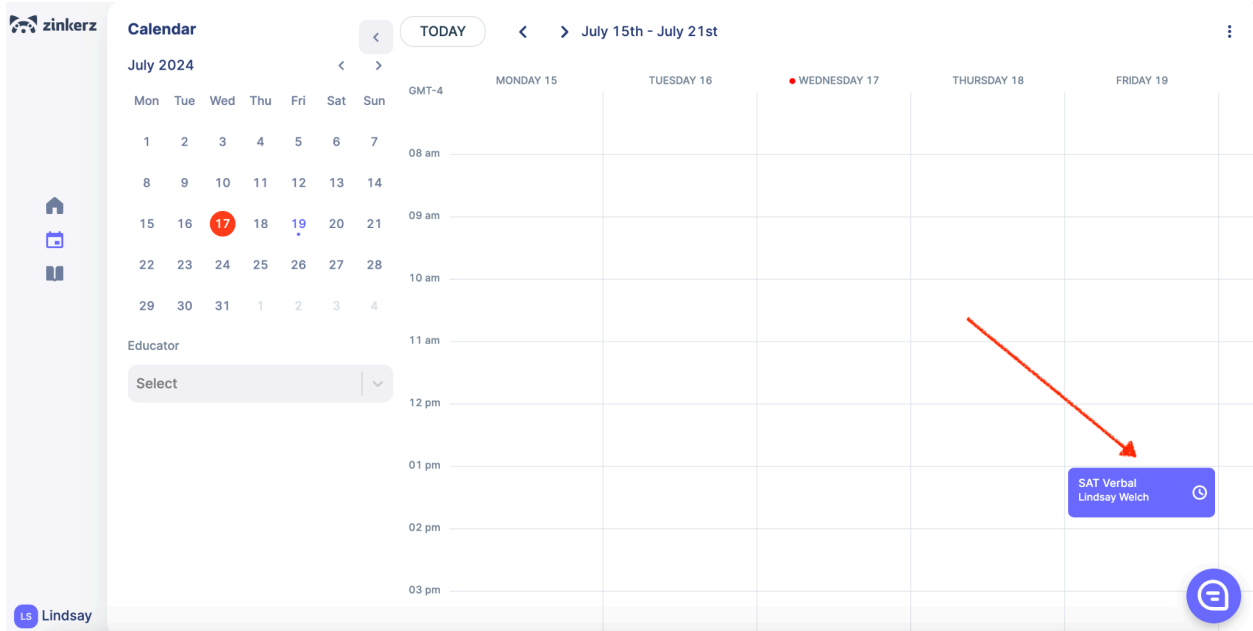
How do I do it?

1. Log into LivePrep.Zinkerz.Com and from the home page, click on the calendar icon on the left.

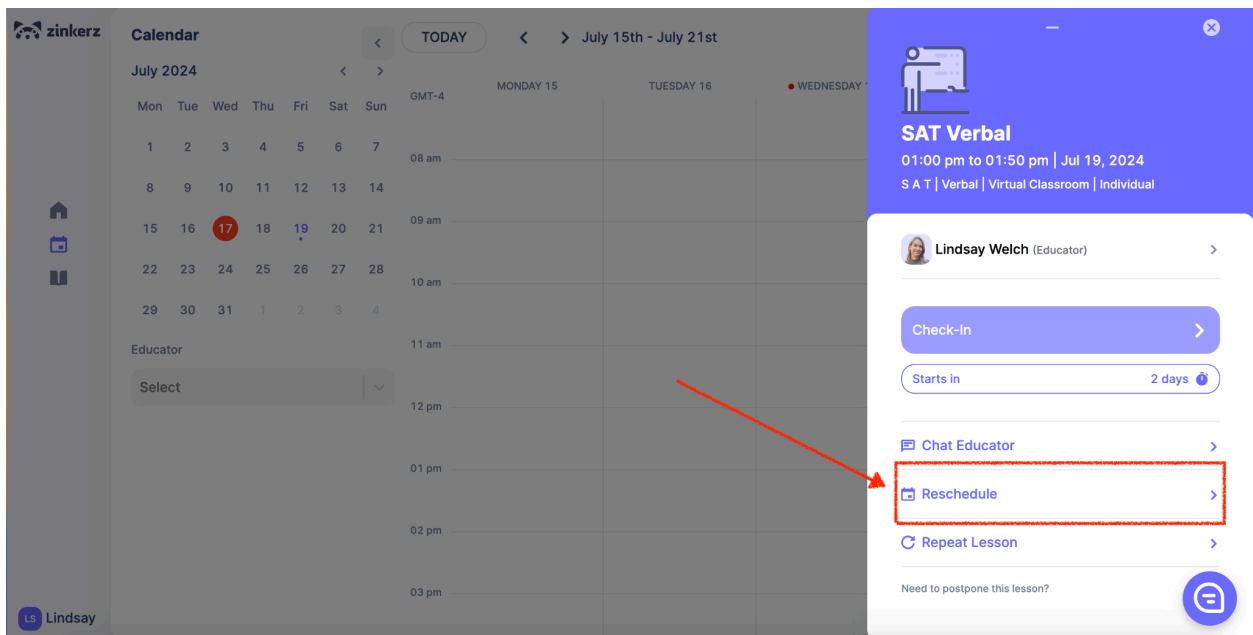


Student Resources - Platform

2. Click on the lesson you want to reschedule.



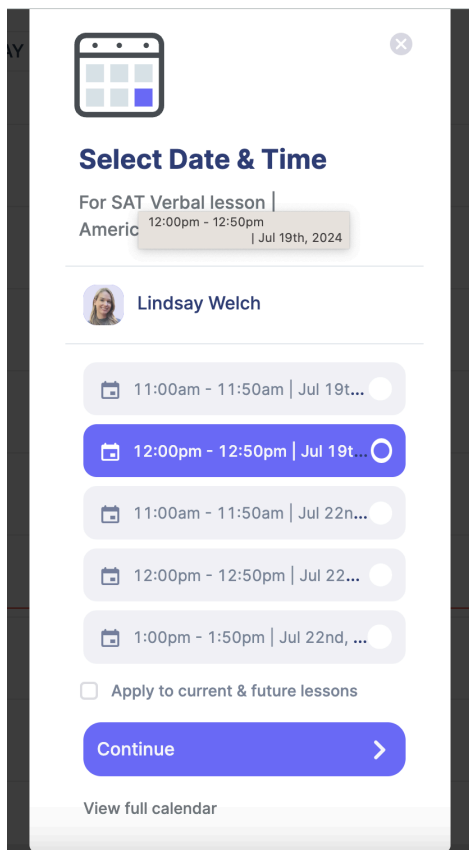
3. Click on “Reschedule.”



4. From here, you can do either of two things:

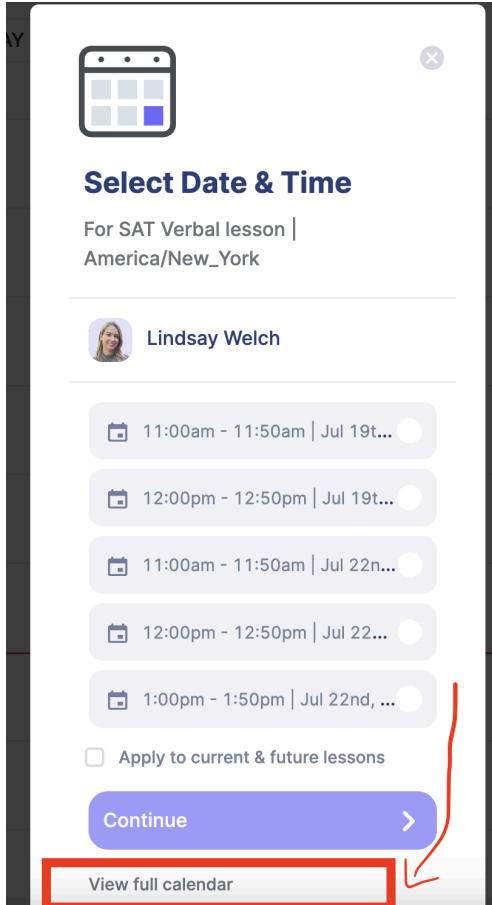
- a. Select one of your educator’s available days/times from the list, and click on “Continue.” This will move your lesson to the new day/time of your choice.

Student Resources - Platform

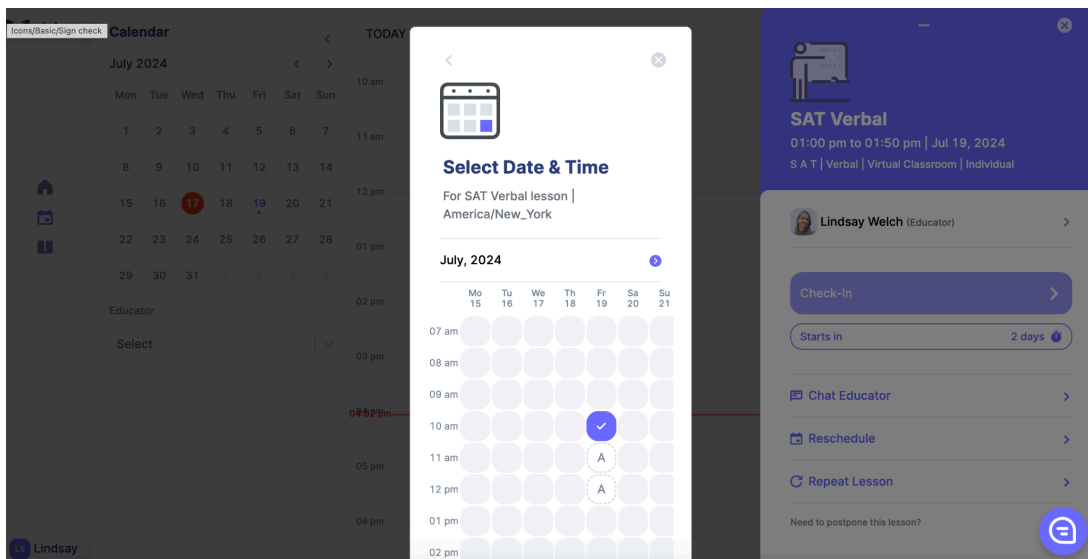


- b. Click on the “View Full Calendar” button under “Continue” to see more days/times your educator has available.

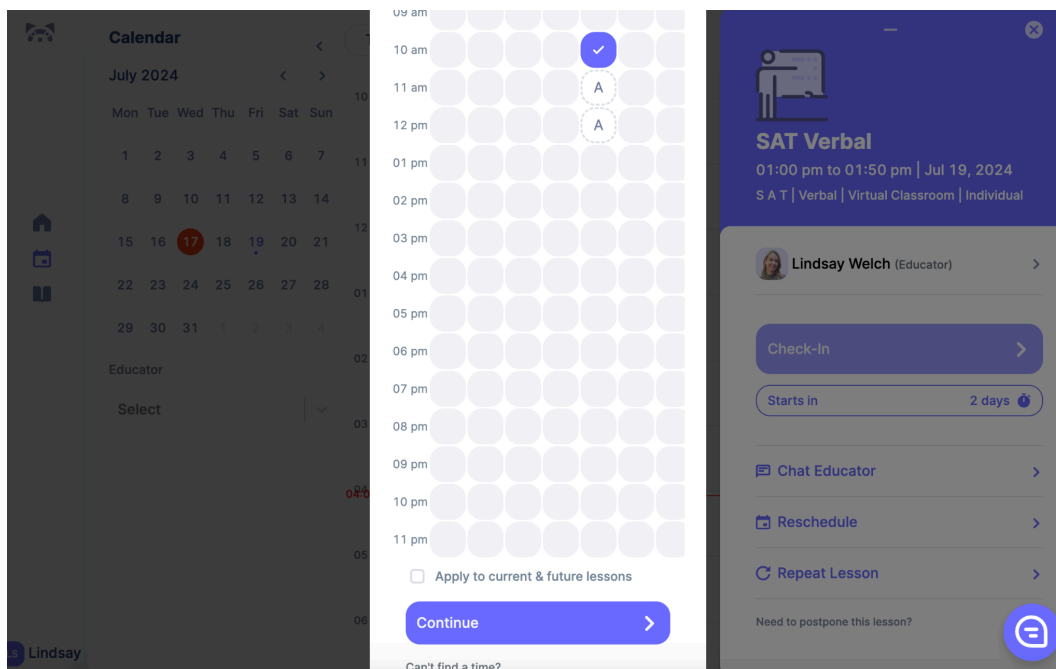
Student Resources - Platform



From here, any day/time appearing in white with an "A" is available. Any day/time appearing in gray is unavailable. Click on the available day/time you want to move your lesson to, and then click on "Continue" to reschedule the class.



Student Resources - Platform



5. Finally, **refresh your LivePrep calendar to confirm** your lesson was moved to the day/time of your choice.

2. Setting a lesson to pending

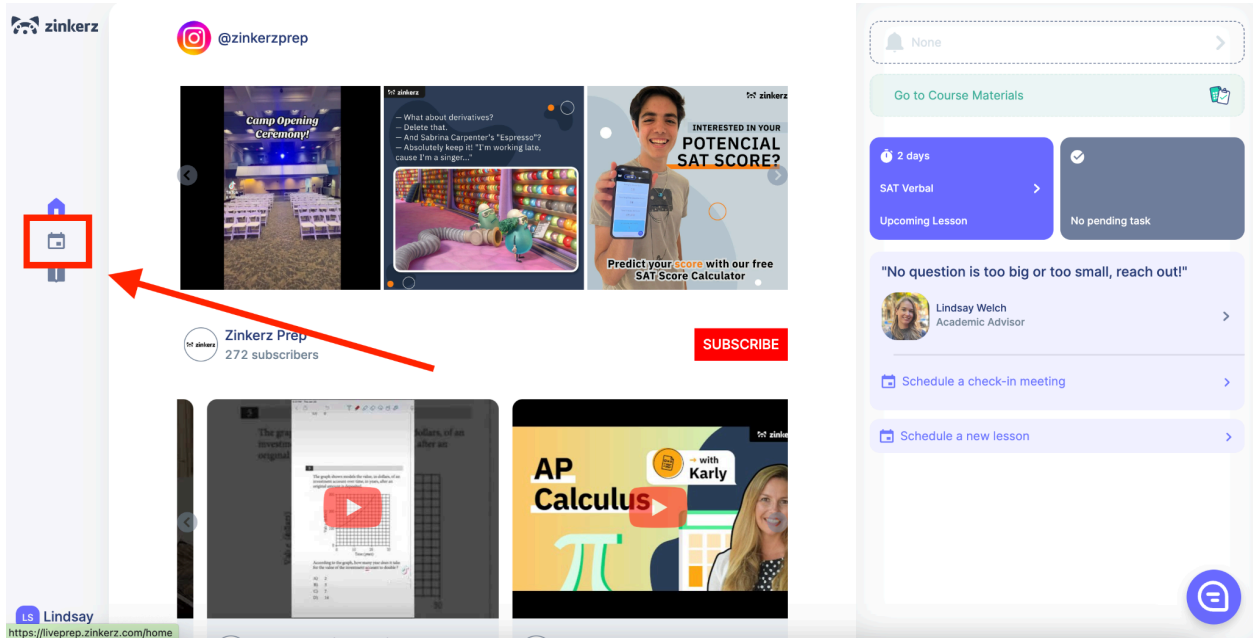
What does it mean?

Temporarily canceling a lesson you cannot attend (so it can be rescheduled later)

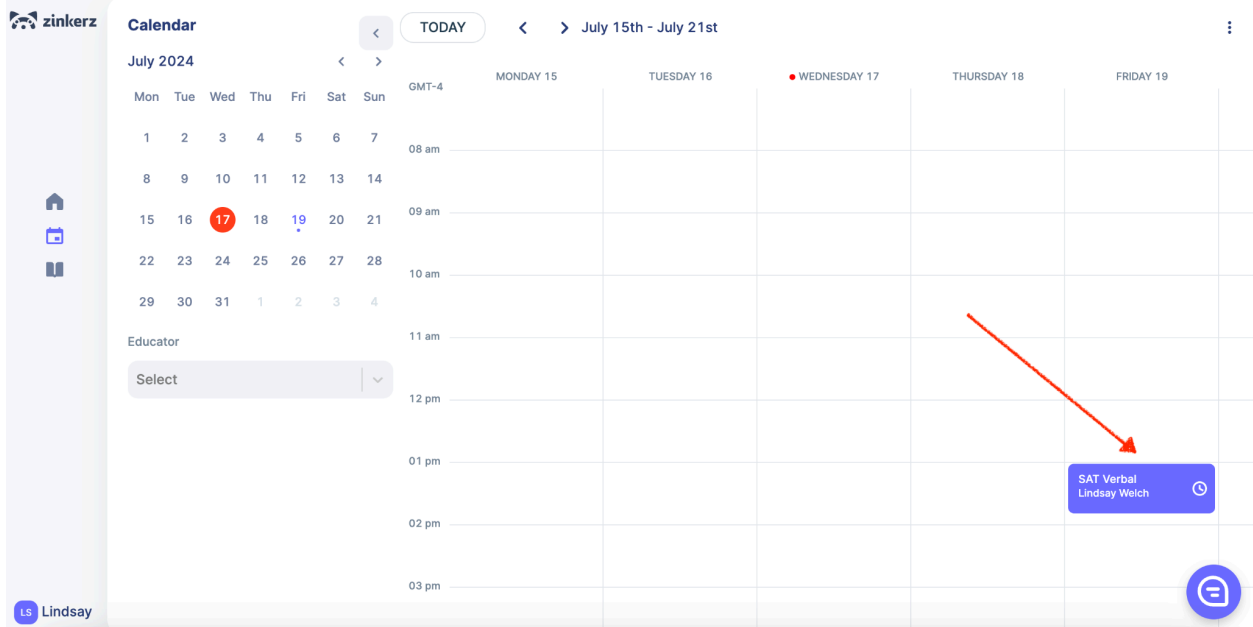
How do I do it?

1. Log into LivePrep.Zinkerz.Com and from the home page, click on the calendar icon on the left.

Student Resources - Platform



2. Click on the lesson you want to set to pending.



Student Resources - Platform

3. Click on “Reschedule.”

The screenshot displays the Zinkerz platform interface. On the left, a calendar for July 2024 is visible, with the date July 19th highlighted in red. The main area shows a grid for the lesson 'SAT Verbal' on July 19, 2024, from 01:00 pm to 01:50 pm. The lesson is scheduled for Wednesday, July 19th. The right panel shows the lesson details for 'SAT Verbal' by Lindsay Welch (Educator). The 'Reschedule' button is highlighted with a red box, and a red arrow points to it from the calendar grid.

Calendar

July 2024

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Lesson Details: SAT Verbal

01:00 pm to 01:50 pm | Jul 19, 2024
SAT | Verbal | Virtual Classroom | Individual

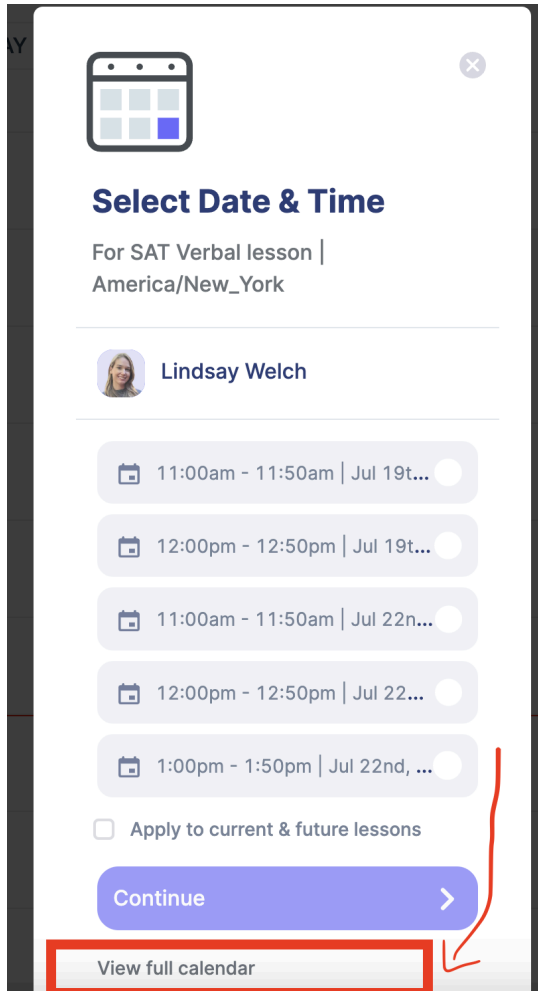
Lindsay Welch (Educator)

- Check-In
- Starts in 2 days
- Chat Educator
- Reschedule**
- Repeat Lesson

Need to postpone this lesson?

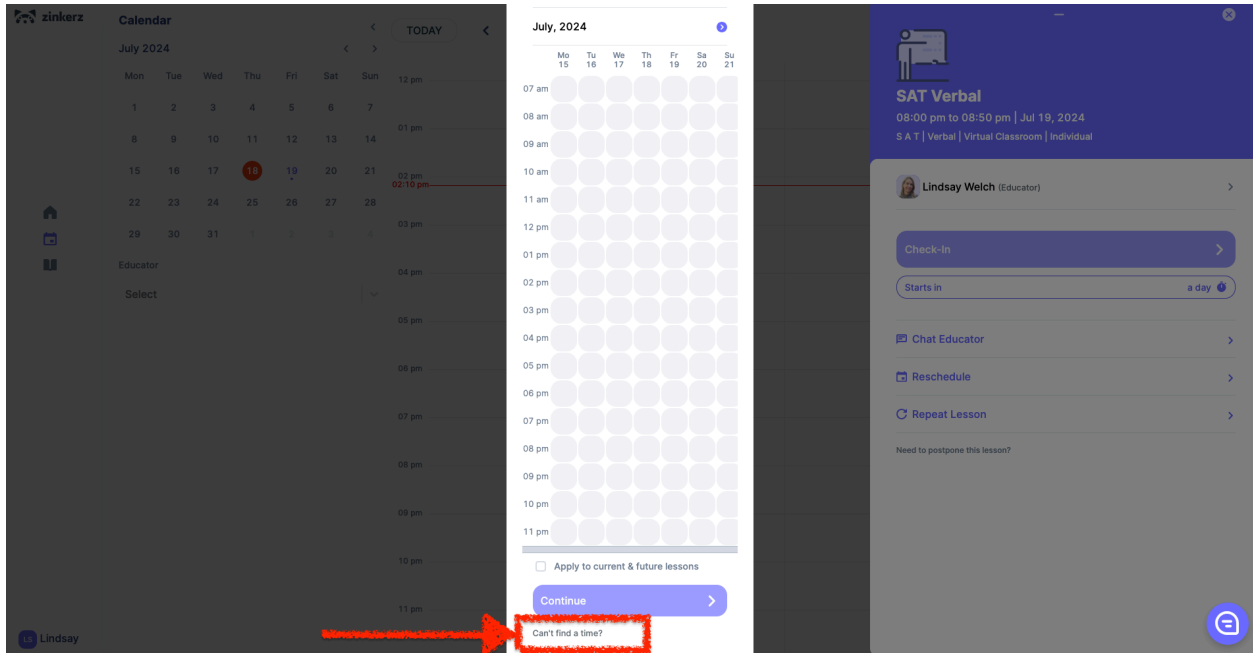
4. Once you see a list of available days/times appear, click on “View Full Calendar” under the “Continue” button.

Student Resources - Platform

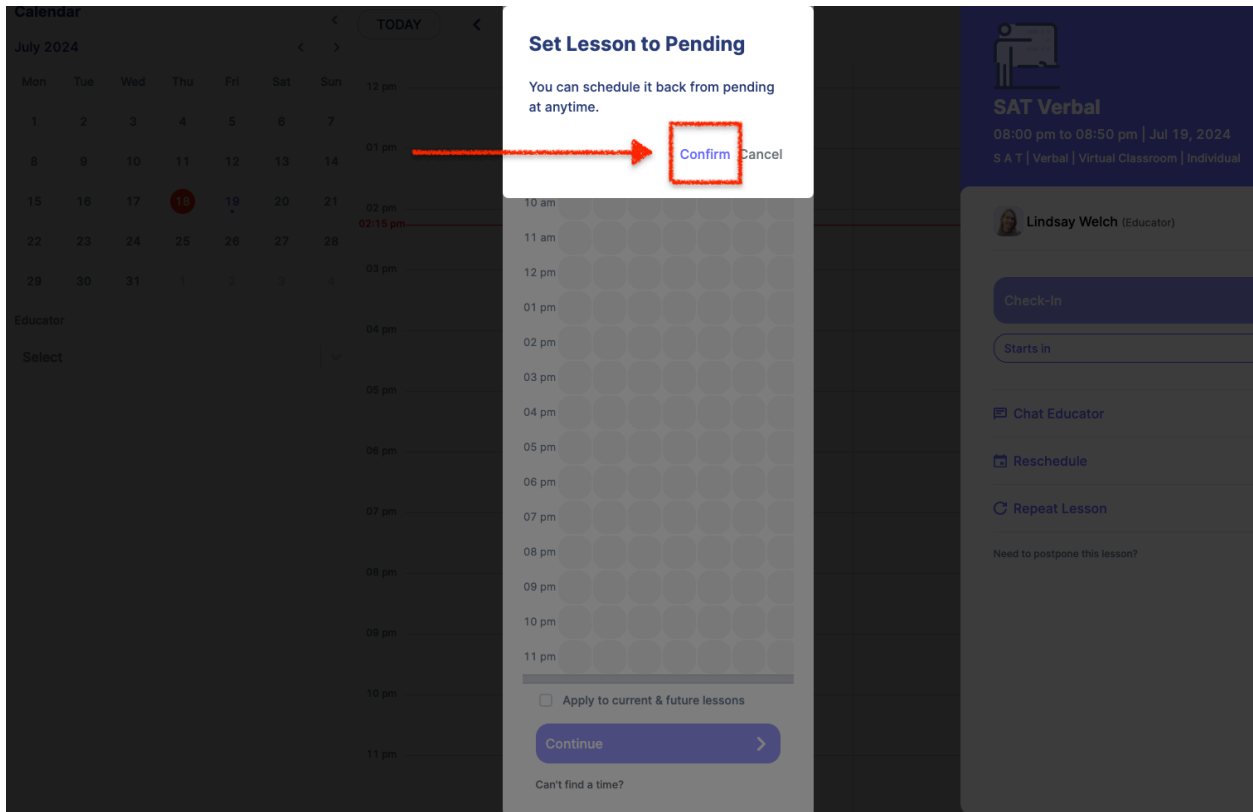


5. Once your educator's full calendar appears, scroll down and click on "Can't find a Time" (under the "Continue" button).

Student Resources - Platform

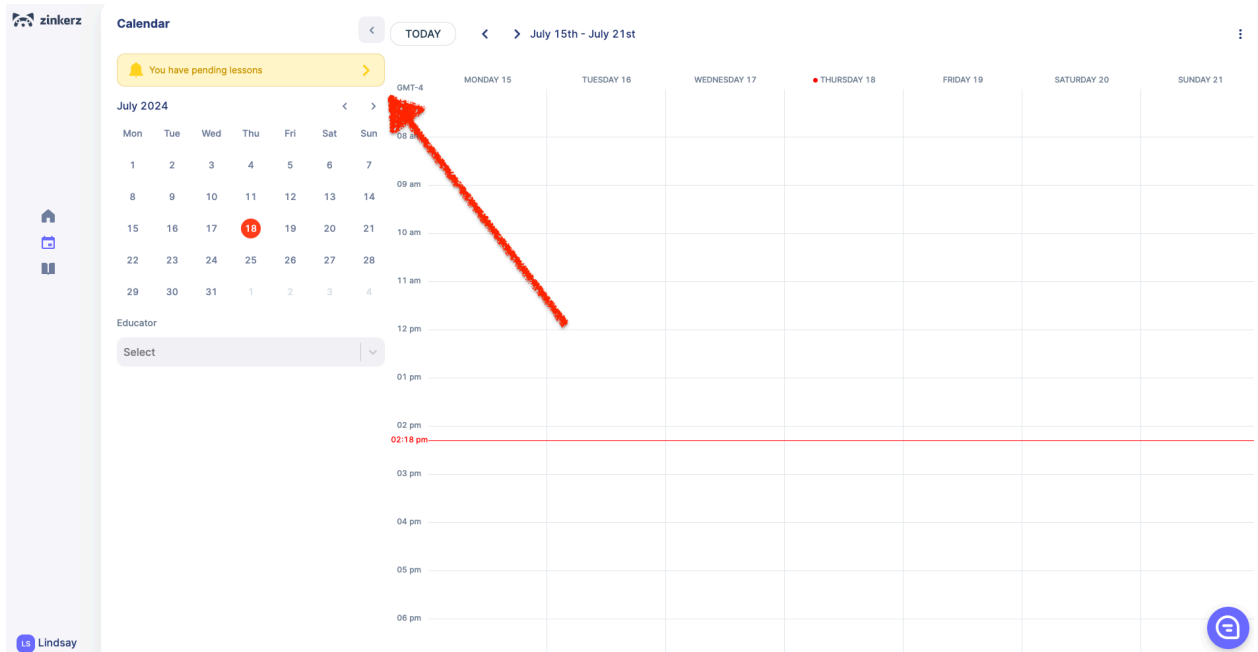


6. Once the “Set Lesson to Pending” button appears, click on the “Confirm” button.



Student Resources - Platform

7. Finally, **refresh your LivePrep calendar to confirm** your lesson was moved to pending. If it was, it will no longer be on your LivePrep calendar. It will appear in your pending lessons, which you can find in the yellow box on the left side of your LivePrep calendar.



- a. Clicki

3. Rescheduling a lesson from pending

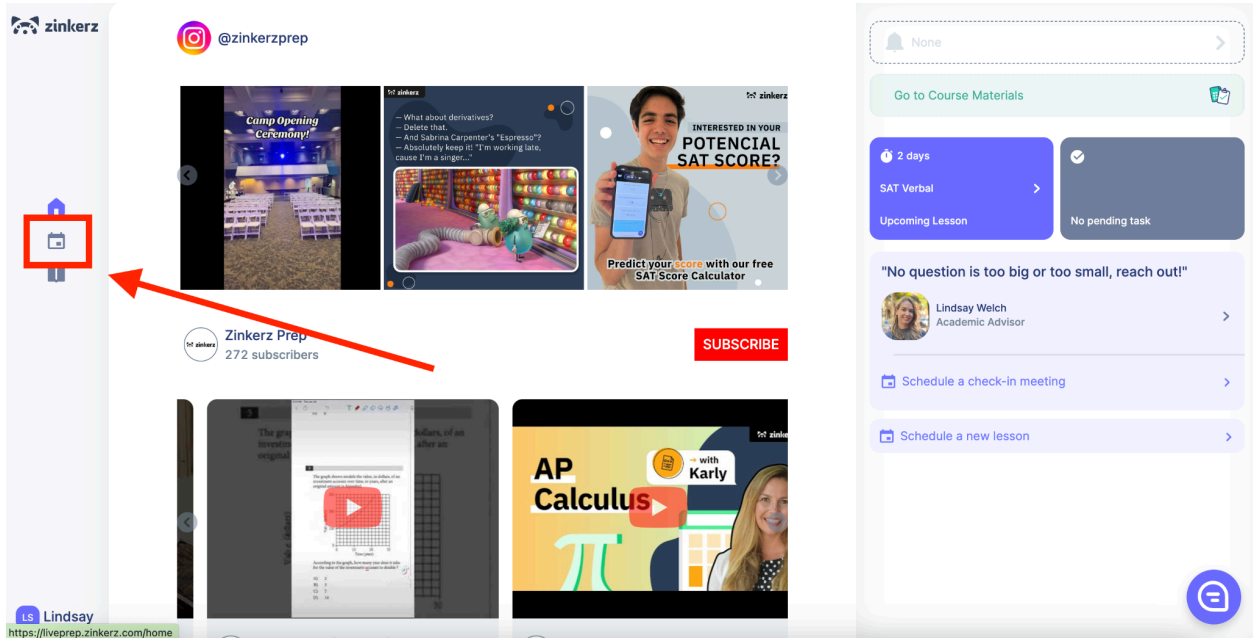
What does it mean?

Taking one of your pending lessons and putting it back on your calendar for a new day/time

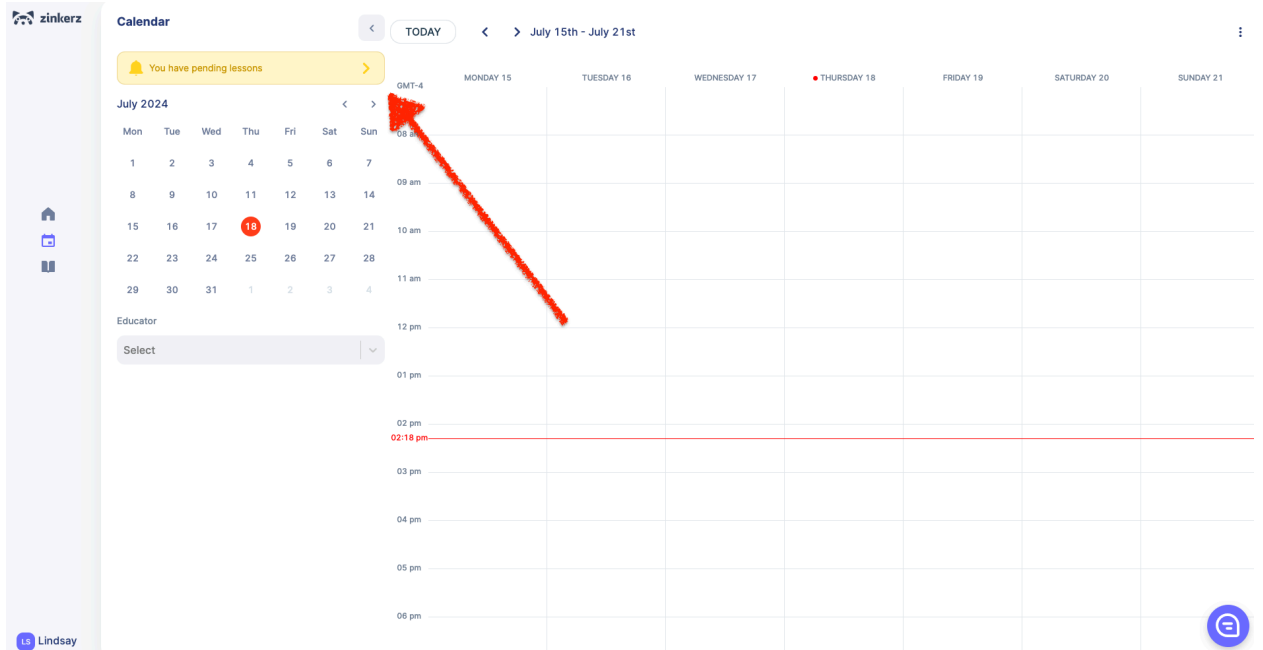
How do I do it?

1. Log into LivePrep.Zinkerz.Com and from the home page, click on the calendar icon on the left.

Student Resources - Platform

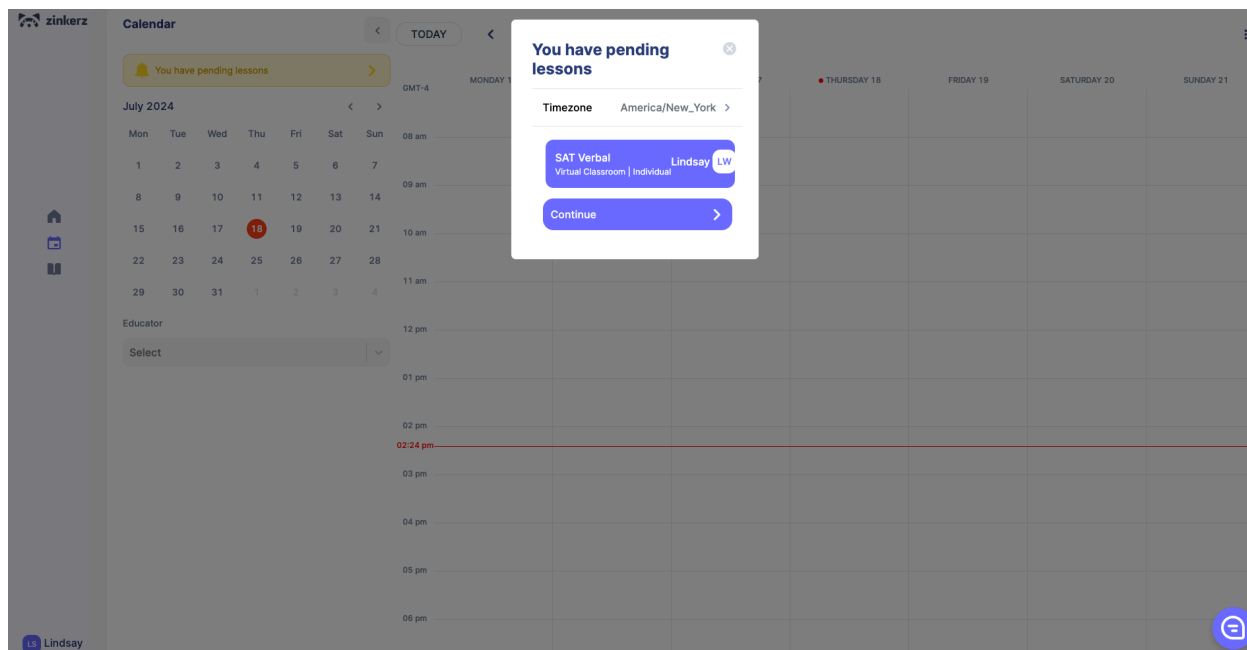


2. Click on the yellow box on the left side of your LivePrep calendar that says "You have Pending Lessons."

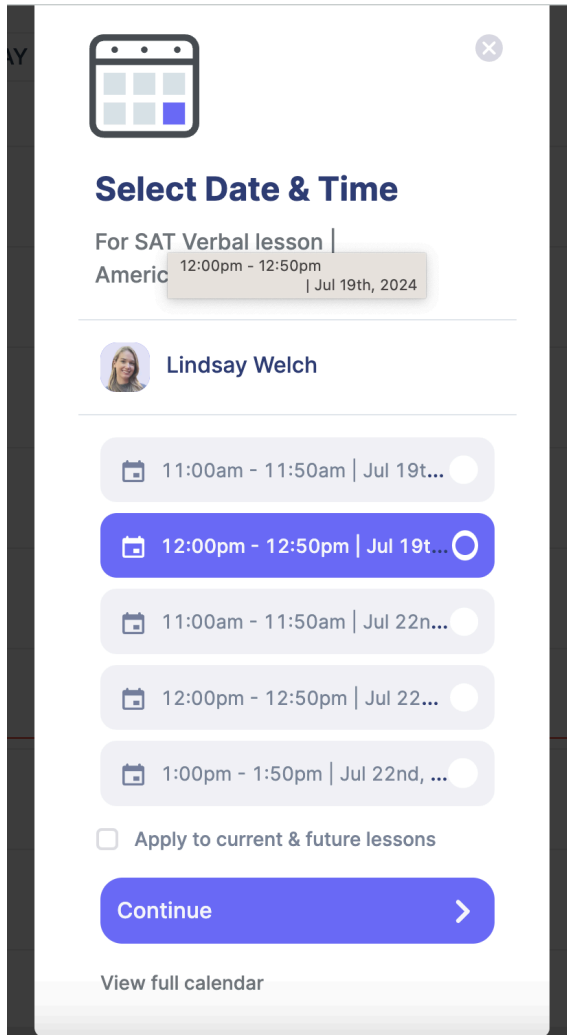


Student Resources - Platform

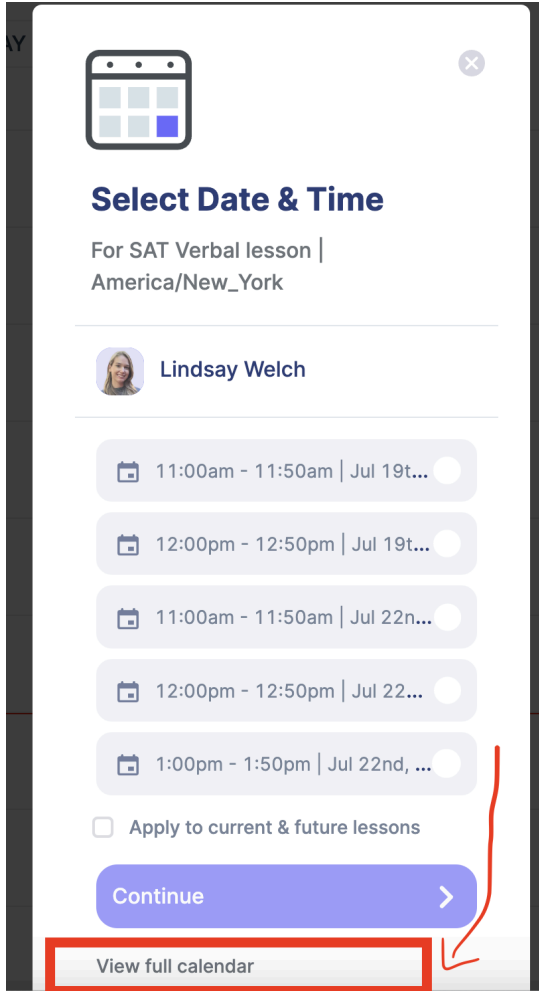
3. Next, you will see a list of your pending lessons. Click on a lesson that is in the correct subject and with the correct educator, and click on “Continue.”



4. From here, you can do either of two things:
 - a. Select one of your educator's available days/times from the list, and click on "Continue." This will move your lesson to the new day/time of your choice.

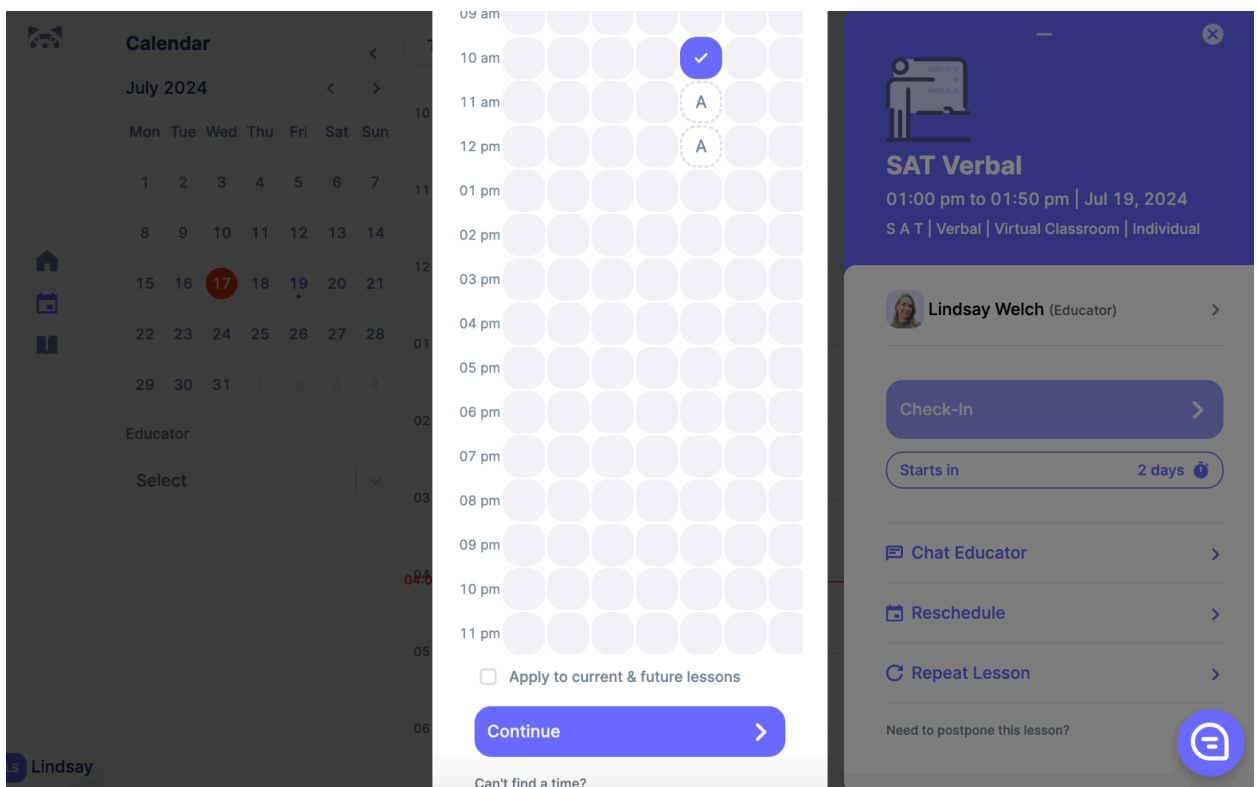
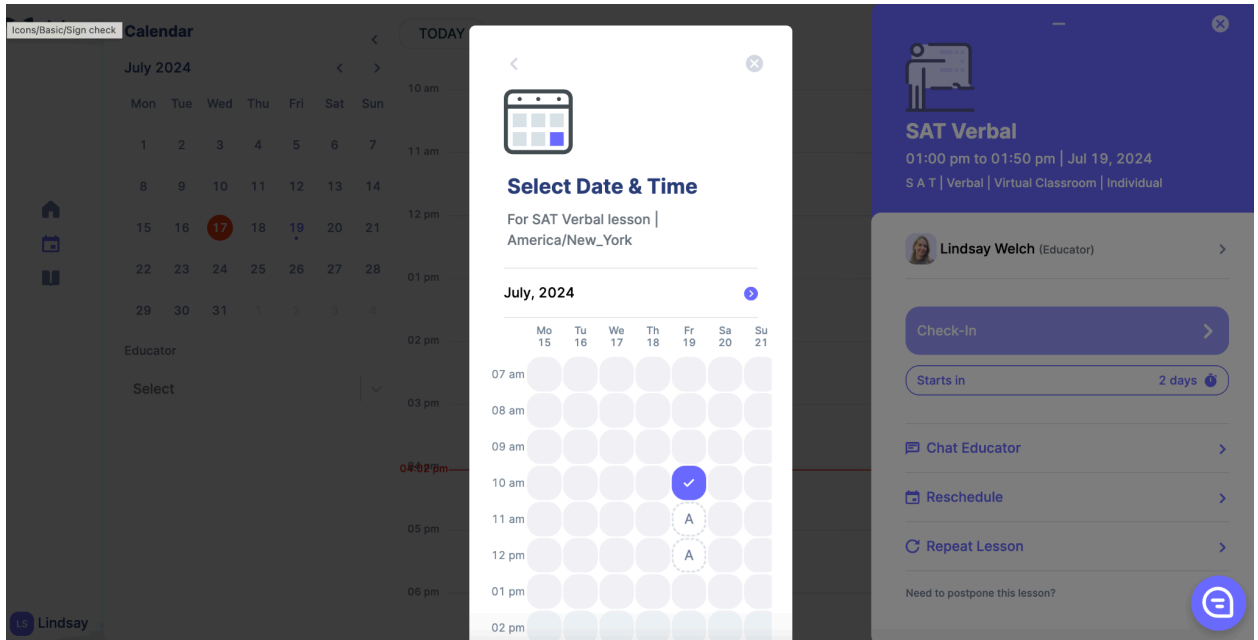


- b. Click on the “View Full Calendar” button under “Continue” to see more options for days/times your educator has available.



From here, any day/time appearing in white with an “A” is available. Any day/time appearing in gray is unavailable. Click on the available day/time you want to move your lesson to, and then click on “Continue” to reschedule the class.

Student Resources - Platform



5. Finally, **refresh your LivePrep calendar to confirm your lesson was moved to the day/time of your choice.**

FAQs

What if I have an emergency and cannot make it to a lesson I have scheduled in less than 24 hours?

We recognize unexpected situations come up. If you are dealing with a true emergency – such as a severe illness – please write to Zinkerz Support. In these cases we *may* be able to reach your educator in time to cancel your lesson. Please note short notice reschedules and cancellations are handled on a case-by-case basis and are not guaranteed.

What if my availability changes drastically, and I need to move *all* of my classes to new days/times?

Write to Zinkerz Support to let us know, so we can help you rearrange your class schedule. In these cases, it is important you let us know *as soon as you find out your availability will change*. Please tell Support *all* days of the week and times you can have class moving forward. This way Support can help you adjust your class schedule as quickly and easily as possible!

What if I will be unavailable for classes for more than a few days?

If you will be unavailable for class for a week or longer, please:

1. **Set your classes to pending, or reschedule them** around the dates you will be unavailable. Please reach out to Zinkerz Support if you need help with this, since once classes are missed, they cannot be rescheduled!
2. **Write to Zinkerz Support** to let us know the dates you will be unavailable for class. This way, we will know why you do not have classes scheduled!

If I miss a lesson, can I reschedule it for a new day/time?

No, classes that have already been missed cannot be rescheduled. This is why it is important to carefully manage your class schedule, so missed lessons are minimized!