

How to Reschedule a lesson

1. Logon to your teacher zone account via,
 - the “Programs login” on the top banner of our website,
 - www.teacherzone.com,
 - the free teacher zone phone app (this is the easiest one).
2. If on the website, go to “Weekly Schedule”
 - choose reschedule (not cancel or close)



3. If not the phone app Choose RESCHEDULE like this.



4. A Calendar then launches allowing you to select dates and see what your teacher has open to be rescheduled.

Available Lessons Calendar

August 2018							
Sun	Mon	Tue	Wed	Thu	Fri	Sat	OPEN LESSON TIMES
29	30	31	1	2	3	4	02:00 PM - 02:30 PM Lesson : 74257541 <input type="radio"/>
5	6	7	8	9	10	11	02:30 PM - 03:00 PM Lesson : 74257541 <input type="radio"/>
12	13	14	15	16	17	18	03:00 PM - 03:30 PM Lesson : 74257541 <input type="radio"/>
19	20	21	22	23	24	25	03:30 PM - 04:00 PM Lesson : 74257541 <input checked="" type="radio"/>
26	27	28	29	30	31	1	04:00 PM - 04:30 PM Lesson : 74257541 <input type="radio"/>
							04:30 PM - 05:00 PM Lesson : 74257541 <input type="radio"/>
							05:00 PM - 05:30 PM Lesson : 74257541 <input type="radio"/>

Cancel **Choose**

5. Once you have selected a time, it will be sent to your teacher for approval and you will be asked if you want to cancel the lesson or keep it if the teacher declines your request.

Confirmation

If request is declined, do you want to cancel or keep this lesson?

Cancel **Keep**

How to BANK a lesson (ask your teacher to do this for you)

IF however you do not find a suitable time available or don't know when you can be available, you can choose to BANK to the lesson

1. If on the website, go to "Weekly Schedule"
 - choose CANCEL and you will see this pop up,
 - Type in your reason and click YES,
 - Your lesson will automatically be BANKED and your teacher notified.
2. You can reschedule the Banked lessons at any time after you Banked them but within 90 days.

Are you sure you want to cancel this lesson?
If "Yes" Please provide a reason for cancellation?

No

Yes

NB Banked lessons need to be used within 90 days or they expire.

How to CANCEL/DELETE a lesson

Lessons are automatically scheduled for every week of the year. If you don't want lessons in school holidays, or public holidays or any other times you need to CANCEL those lessons through the teacher zone app or software, or ask you teacher to do it for you (and check your booking list to confirm it is done).

Please note some teachers do not offer lessons on school holidays or public holidays, so they may cancel those dates themselves.

To cancel a lesson, or a few lessons:

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 - the free teacher zone phone app (this is the easiest one).
2. If on the website, go to "Weekly Schedule" or on the App choose the menu item "SCHEDULE"
 - choose the required date and click CANCEL (not reschedule or close) and follow the prompts.