

CITK

Turning Off Alternate Time Zones

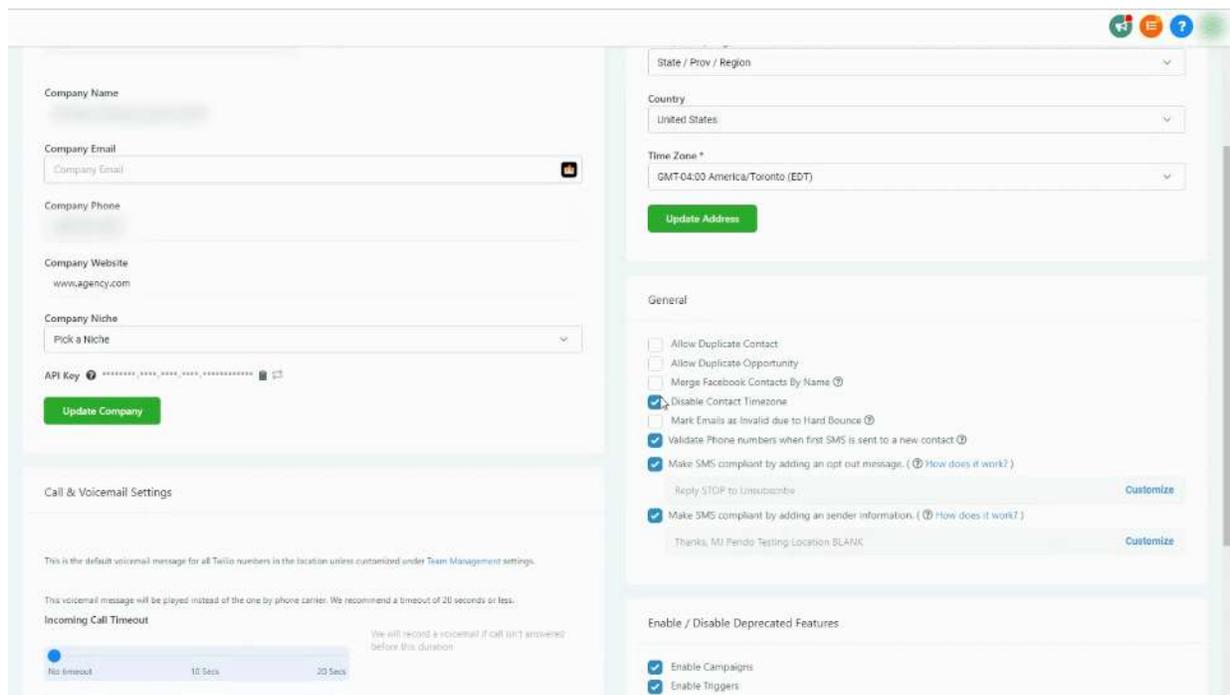


How to prevent users from making appointments in time zones other than the business's time zone:

If you have a client whose business is near a time zone border (or maybe the business is in a popular tourist town that receives customers from other time zones) you may want to prevent people from being able to book appointments in their own time zones.

To prevent people from being able to book appointments in their own time zones please head into:

Settings > Select the **Business Info** tab > Scroll down and activate the "Disable Contact Time zone" checkbox.

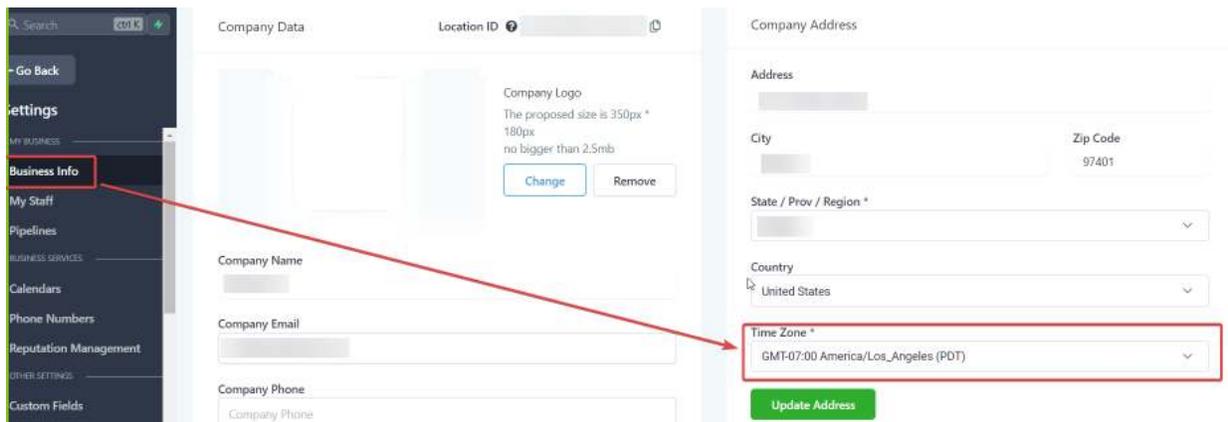


The screenshot displays the Twilio Business Info settings page. On the left, there are fields for Company Name, Company Email, Company Phone, Company Website, and Company Niche. Below these is an API Key field and an 'Update Company' button. The right side of the page shows the 'State / Prov / Region' dropdown set to 'United States' and the 'Time Zone' dropdown set to 'GMT-04:00 America/Toronto (EDT)'. An 'Update Address' button is visible. Under the 'General' section, the 'Disable Contact Timezone' checkbox is checked. Other options include 'Allow Duplicate Contact', 'Allow Duplicate Opportunity', 'Merge Facebook Contacts By Name', 'Mark Emails as Invalid due to Hard Bounce', 'Validate Phone numbers when first SMS is sent to a new contact', and 'Make SMS compliant by adding an opt out message'. The 'Enable / Disable Deprecated Features' section has 'Enable Campaigns' and 'Enable Triggers' checked.

Turning Off Alternate Time Zones

With the "Disable Contact Time zone" box selected, users will no longer see the time zone dropdown selector in the calendar widget (see screenshot below), and all appointments will be made in whatever time zone is set within the location settings.

To see which time zone the location is set to please head into the **Location Settings > Business Info > Time Zone field**.



The screenshot displays the 'Location Settings' interface. On the left, a navigation menu includes 'Business Info', which is highlighted with a red box. A red arrow points from this menu item to the 'Time Zone' dropdown menu in the 'Company Address' section. The 'Time Zone' dropdown is also highlighted with a red box and shows the selected value 'GMT-07:00 America/Los_Angeles (PDT)'. Other fields in the 'Company Address' section include 'Address', 'City', 'Zip Code', 'State / Prov / Region', and 'Country'.

The screenshot shows after you have selected the "Disable Contact Time zone" checkbox on the calendar widget

This screenshot shows the default calendar widget with the time zone preference