3. Scheduling a one-time reminder

Greg Smith - 2026-11-19 - Comments (0) - Coaches

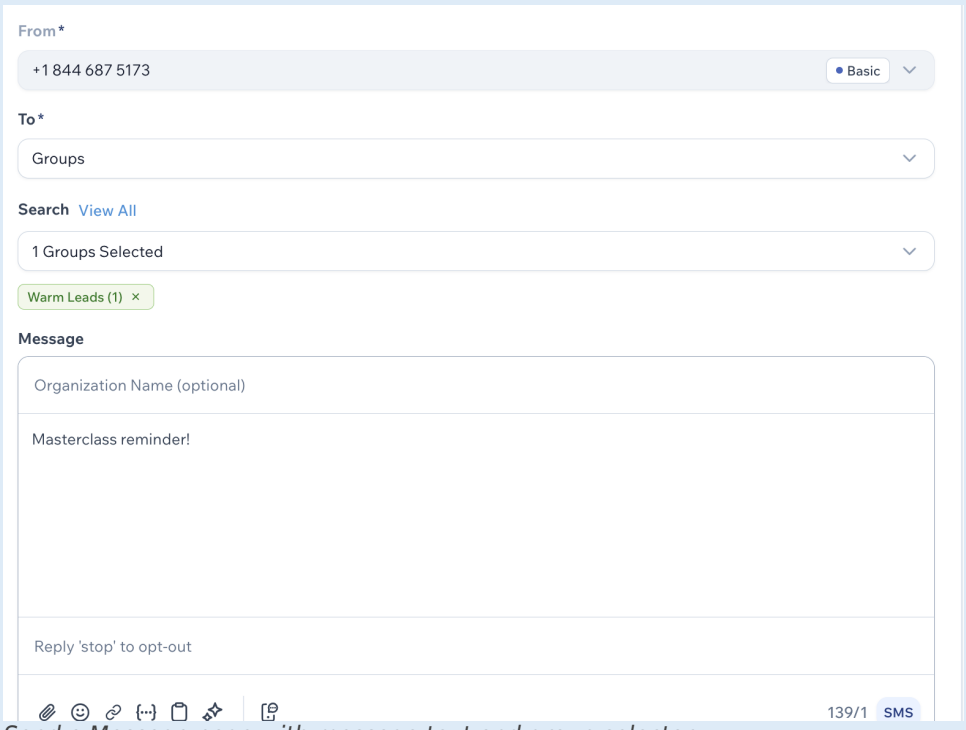
TUTORIAL 3

Scheduling a one-time reminder

Schedule session and masterclass reminders ahead of time, then confirm the send on the calendar. Most failed scheduled sends come from not having enough credits when the message was due.

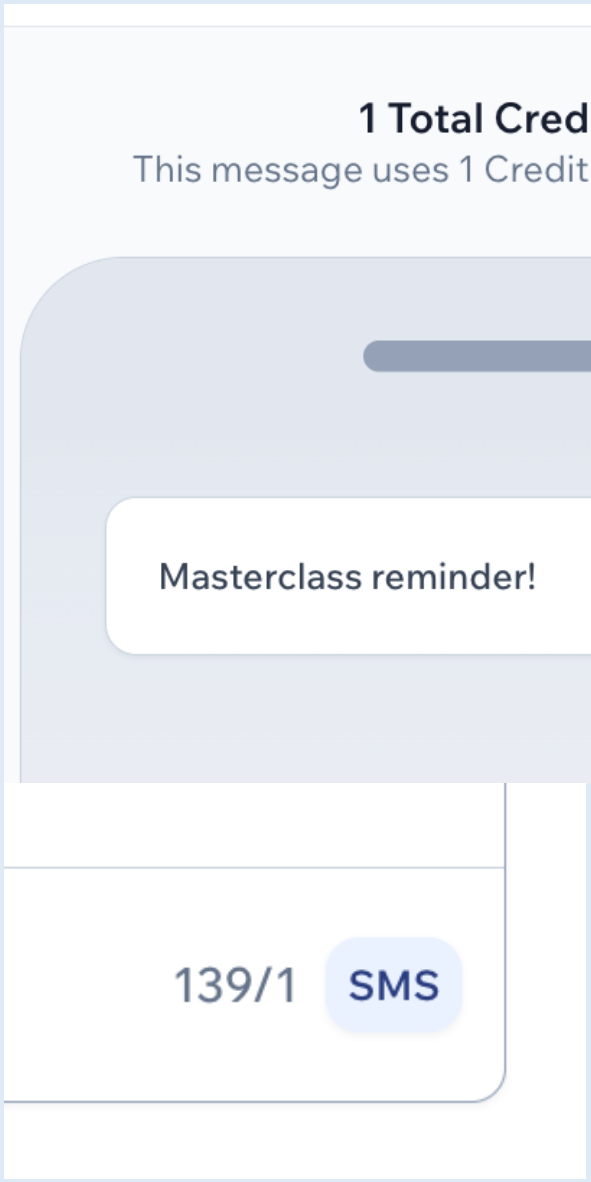
Steps

1. **Write your reminder and choose the group it goes to.**



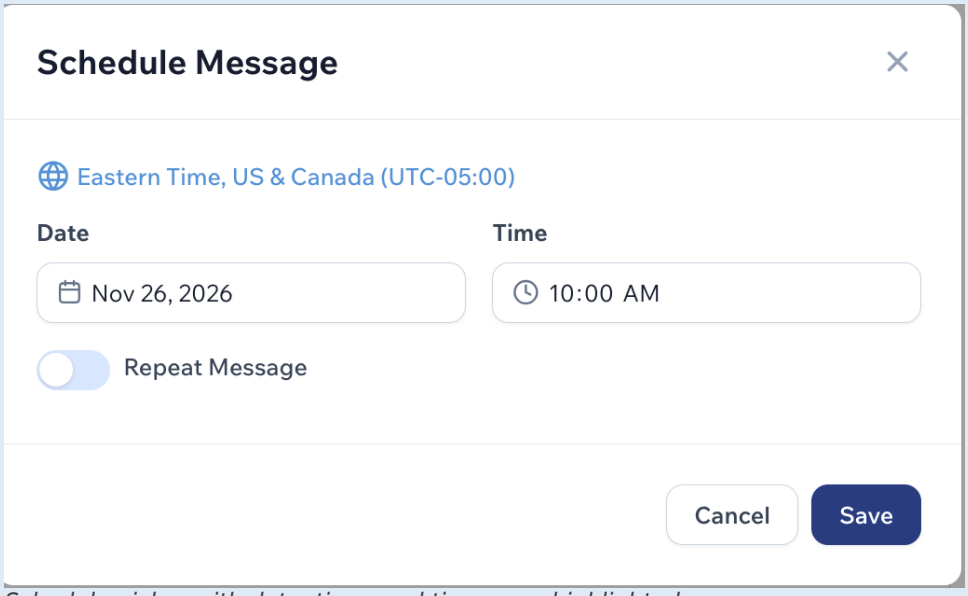
Send a Message page with message text and group selector

1. **Check the credit counter so you know what the send will cost.**



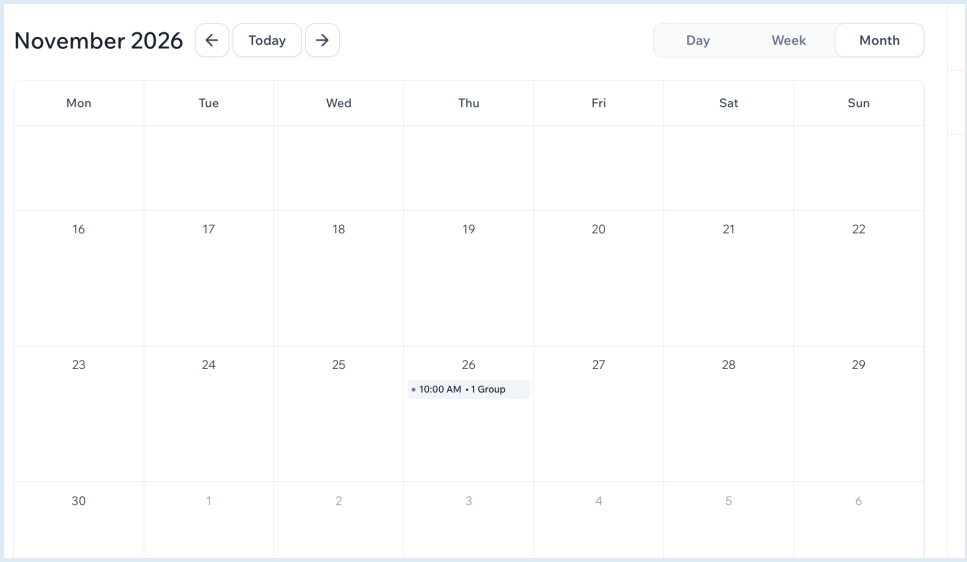
Credit counter while composing

1. **Choose to schedule, then set the date and time. Confirm the time zone.**



Schedule picker with date, time, and time zone highlighted

1. **Schedule the message.**
2. **Open the calendar and confirm it appears on the right day, once.**

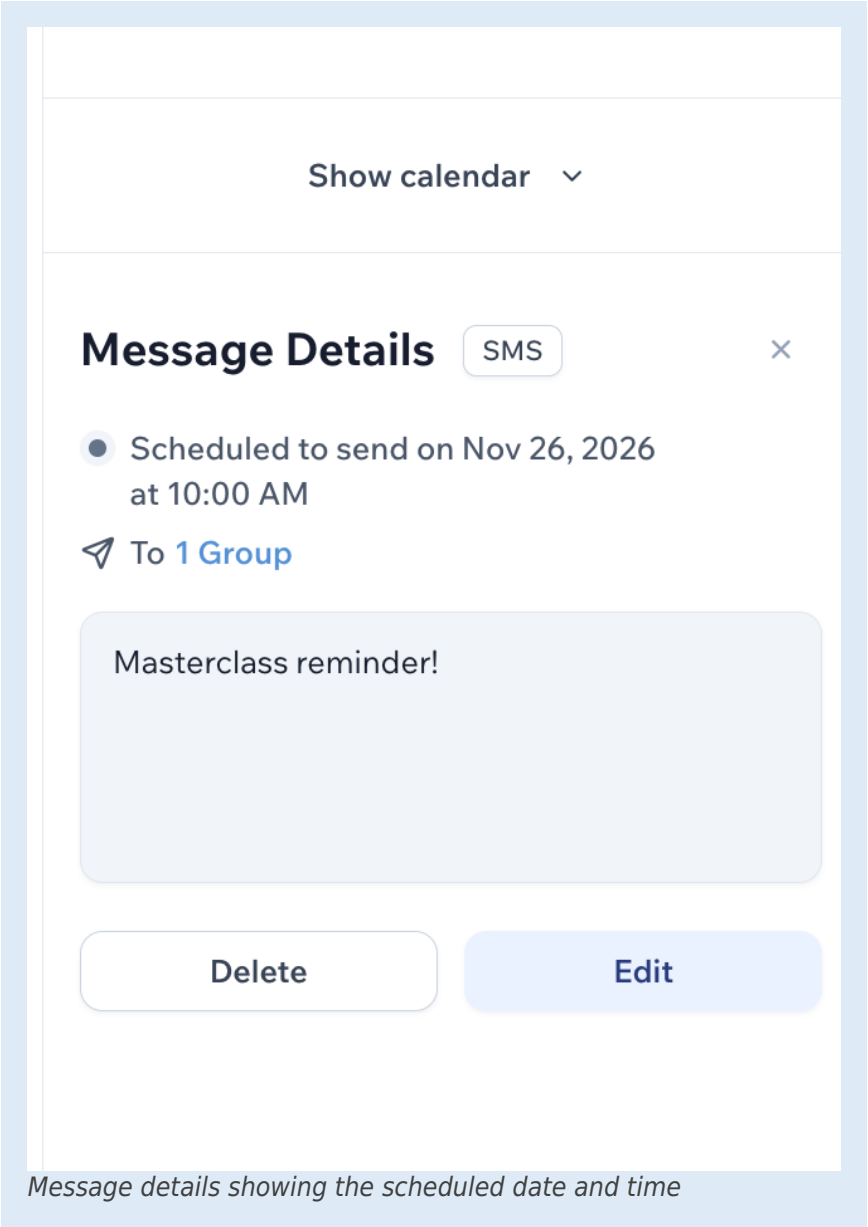


Calendar view showing the scheduled message

1. **Make sure your balance will cover the send when it's due.**

If a message also shows “Message sent”

Go by the scheduled date and time in the message details. That's the reliable record of when it goes out.



Message details showing the scheduled date and time

Why one scheduled message sent but another didn't

Messages cost different amounts depending on length, links, and images. With a low balance, a cheaper message may go out while a more expensive one can't. If your balance looks fine and a message still didn't send, contact support with the message details.