

Education (Classes)

Frequently asked questions

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Quick answers about running classes with the Education module.

General

What is a class vs a session?

A class is an Education-type product; a session is a variant with its own date, time and location. A class can have one session or a series (a course).

How are participants tracked?

Each booked seat captures a participant (name, email, phone), linked to the order and the session. Seats are capacity-limited — you can't oversell.

Notifications

How do reminders go out automatically?

Set **schedule offsets** (e.g. 1 day / 2 hours before) in Messaging Settings; a scheduled job sends reminders at those times. Turn the global switch on.

Can I attach a syllabus?

Yes — add default attachments in Messaging Settings, or attach files per send from the Scheduled Classes console; class documents can also be attached.

Will customers get duplicate reminders?

No — recipients are de-duplicated and each send is checked against the notification history.

Can I send SMS as well as email?

Yes, if SMS is enabled in Messaging Settings.

Storefront & checkout

How do customers find and book classes?

Via the Class Listing / Calendar widgets to a Class Detail page (with sessions, gallery, documents), then normal checkout.

How are in-person vs virtual classes fulfilled?

Checkout splits the cart by delivery method and event location, so each class routes to the right address/pickup.

Operations

How do I see who's coming to a class?

Open the class in Scheduled Classes and view participants, or export the Excel manifest.

Who can manage Education?

Admins with Basic Admin or Product Manager roles.