DOMxOnline Scheduler & Mobile: Check your time-zone settings

Simple instructions for clinics in BC, Alberta and Saskatchewan
November 2, 2026
If appointment times look wrong, check your computer settings before changing any appointments. Start with your main DOMx computer, then repeat on any other affected computer.

First: Do you have Windows 11 or Windows 10?

Click the **Search** box at the bottom of your screen, type **winver**, and click **winver** in the results. (Microsoft instructions)

Look for **Windows 11** or **Windows 10** in the window that opens. (Microsoft version check) Close that window and follow **only the matching section below**.

1) Windows 11

Open your time settings

1. Click **Start**, then **Settings**, then **Time & language**, then **Date & time**. (Microsoft instructions)
2. Set **Set time automatically** to **On**. (Microsoft instructions)
3. Set **Set time zone automatically** to **Off**, so you can choose the zone yourself. (Microsoft instructions)
4. Click the **Time zone** list and select the entry for your clinic below, matching the **full name and UTC number**. (Microsoft instructions)

Look carefully: there may be two "Mountain Time" entries and two "Pacific Time" entries. The new regional entries and the older "US & Canada" entries are not interchangeable. (Microsoft Alberta guidance, Microsoft BC guidance)

- **Alberta:** Choose **(UTC-06:00) Mountain Time (Alberta)**,
  NOT (UTC-07:00) Mountain Time (US & Canada). (Microsoft Alberta guidance)
- **Most of BC:** Choose **(UTC-07:00) Pacific Time (British Columbia)**,
  NOT (UTC-08:00) Pacific Time (US & Canada). (Microsoft BC guidance)

Your clinic is in	Choose
Alberta	**(UTC-06:00) Mountain Time (Alberta)**. (Microsoft)
Most of BC	**(UTC-07:00) Pacific Time (British Columbia)**. (Microsoft)
Saskatchewan	**(UTC-06:00) Saskatchewan**. (Microsoft)

In eastern BC? Some communities follow different rules; read the "Eastern BC" note below before choosing. (BC government)

Cannot find the Alberta or BC option?

Save your work first, and choose a time when a restart will not interrupt the clinic. If this is your server computer, have everyone finish and close DOMx before restarting.
Open **Settings > Windows Update > Check for updates**, install available updates, and restart if asked. (Microsoft update instructions) Check the time-zone list again; if the option is still missing, contact DOMx support.

Found and selected the correct time zone? Skip the Windows 10 instructions and go to "Check your appointments" below.

Still missing the new Alberta or BC time zone, or using Windows 10? Follow the Windows 10 instructions below to choose an alternative setting.

2) Windows 10

Open your time settings

1. Click **Start**, then **Settings**, then **Time & Language**, then **Date & time**. (Microsoft instructions)
2. Set **Set time automatically** to **On**. (Microsoft instructions)
3. Set **Set time zone automatically** to **Off**, so you can choose the zone yourself. (Microsoft instructions)
4. Click the **Time zone** list and use the table below. (Microsoft instructions)

Choose your time zone

If your list already includes **Mountain Time (Alberta)** or **Pacific Time (British Columbia)**, use the matching regional option. If those options are missing, use the recommended alternative below for dates from November 1, 2026 onward. (Microsoft Alberta guidance, Microsoft BC guidance)

Your clinic is in	Choose
Alberta	**(UTC-06:00) Saskatchewan**. (Microsoft)
Most of BC	**(UTC-07:00) Yukon**. (Microsoft)
Saskatchewan	**(UTC-06:00) Saskatchewan**, as your usual setting. (Microsoft)

These settings do not require spring or fall clock changes: Saskatchewan stays at UTC-6 year-round, matching Alberta, and Yukon stays at UTC-7 year-round, matching most of BC. (Microsoft Alberta guidance, Microsoft BC guidance) You do not need to work through Windows update eligibility to follow this guide.
If your computer later offers **Mountain Time (Alberta)** or **Pacific Time (British Columbia)**, choose the option for your location instead, because the regional options handle historical time rules differently from the alternatives. (Microsoft Alberta guidance, Microsoft BC guidance) If an older appointment looks wrong, contact DOMx support before editing it.

Eastern BC: Check your community

- **Cranbrook, Fernie, Kimberley, Invermere and Golden:** These communities follow Alberta's UTC-6 time; use the Alberta instructions above. (BC government, Town of Golden)
- **Dawson Creek, Fort St. John and Fort Nelson:** These communities remain on UTC-7, not Alberta's UTC-6. (BC government) If you are unsure which entry to choose, contact DOMx support before changing it.

Check your appointments

1. Save unfinished work, then close and reopen your DOMxOnline browser window.
2. Check an appointment whose correct time you know, and one booked for a future date.
3. Repeat the Windows steps on other affected computers.

Do not move appointments to make up for a one-hour difference. If times still look wrong, or a setting is unavailable, contact DOMx support and tell us your clinic location and whether you use Windows 10 or 11.

You do not need to turn on location services for the manual time-zone method in this guide. (Microsoft instructions)

If the Mobile app also shows the wrong time

- **iPhone or iPad:** Open **Settings > General > Date & Time** and turn on the automatic time setting. (Apple instructions)
- **Android:** Open **Settings**, search for **Date and time**, and turn on automatic date/time and automatic time zone; enable **Use location for time zone** if available. (Google instructions)

Close and reopen the DOMx Mobile app, then check the same appointment. If the time is still wrong, contact DOMx support rather than changing the appointment.