Launch the Appointment Center

1. Click on **Additional Modes** (bottom right)

2. Click the **Appointment Center**

   **Note:** Right-click on the Appointment Center and open in a different tab.

3. Choose the Appointment Center Location
4. The Appointment Center provides access to much information
   a. Search for students
      i. You can view their Success Team
      ii. Send them a Message
      iii. Add them to a Staff Queue
      iv. Check them in for an appointment

   b. If you check-in a student,
      i. Click Actions
         1. Edit the appointment
         2. Move the appointment to another advisor
         3. Cancel the appointment
         4. Remove the student from the waiting room
         5. Message the individual with whom the student has an appointment
5. Below the student search, there are three possible views:
   a. Scheduling Grid
      i. View advisor scheduled
      ii. See who has availability
      iii. Schedule a student appointment
   b. Drop-in Appointments
      i. View all stop-in meetings
   c. Scheduled Appointments
      i. View all upcoming appointments for the office on that location

Scheduling Grid

1. Add your filters
   a. Select the date
   b. Select the Care Unit
   c. Select the Service (reason for the student visit)
   d. Select the Staff (if the student wants an appointment with a specific staff member)
   e. Select the Meeting Type (Virtual, In-Person, Phone, etc.)
   f. Click Find First Available
2. The schedule for all advisors will display below the filters
   a. If you searched for a student before filtering the student’s appointments and classes are on the left side of the grid
   b. Times in White are available for student appointments
      i. Click the space to create an appointment
   c. Change the Display Name to Attendee if you want to see the names of the students with appointments

   **Note:** Avoid double booking and only schedule appointments in the white spaces for the advisor.

### Drop-in Appointments

1. Add your filters
   a. Select the Care Unit
   b. Select the Service (reason for the student visit) – if needed
   c. Select the Staff (if the student wants an appointment with a specific staff member)

2. You can access the following queues
   a. Students In First Available’s Queue
   b. Students Checked in With Staff
   c. In-Progress Visits
**Note:** As part of these queues, you can see how long a student has been waiting. You can also use the Actions menu to remove students or move students up in the list. Use the Actions menu for additional functions that may vary per queue.

### Scheduled Appointments

1. **Add your filters**
   a. Select the date
   b. Select the Care Unit
   c. Select the Service (reason for the student visit)
   d. Select the Staff (if the student wants an appointment with a specific staff member)
   e. Select the Meeting Type (Virtual, In-Person, Phone, etc.)

2. **You have access to the following queues**
   a. Upcoming Appointments – a list of all appointments the staff have for that day
   b. In Progress Appointments – appointments that are in-progress
   c. Recent Appointments – appointments that have been completed

**Note:** As part of these queues, you can see if a student has signed in. Use the Actions menu for additional functions that may vary per queue.