

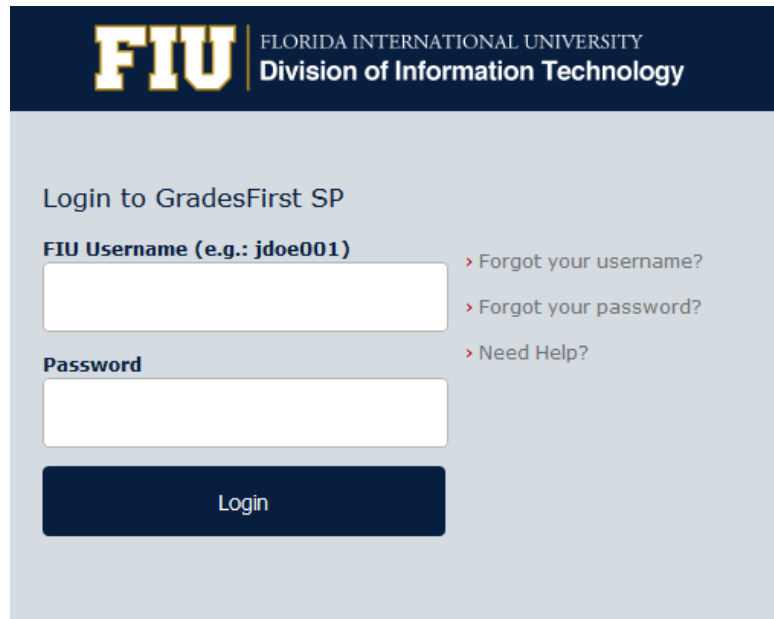
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# PANTHER SUCCESS NETWORK (PSN) FRONT DESK STAFF MANUAL

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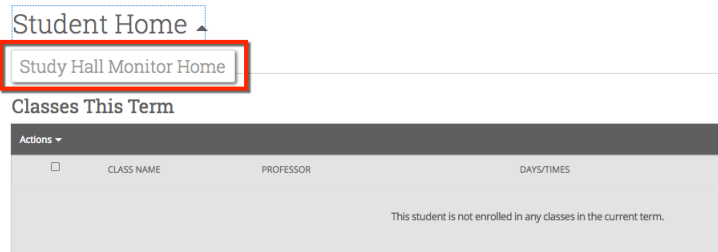
Accessing the Panther Success Network  
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To sign into PSN, go to <https://go.fiu.edu/psn> and sign in using your FIU Panther ID# or username and password.



Upon successful sign-in, you will be redirected to your home page.

Should you possess more than one role, this page will default to one of them. Select the study hall monitor role to access Appointment Center.



To open the *Appointment Center*, select from the *Additional Modes* menu located at the bottom of the page.



After opening the **Appointment Center**, you will be presented with a list of **Appointment Center Locations**. Select from the list the applicable advising center location.

## Choose Appointment Center Location

Appointment Center Name

Arts, Sciences & Education Advising Center at the Biscayne Bay Campus	Arts, Sciences & Education Advising Center at the Modesto A Maidique Campus
Biscayne Bay Campus (BBC)	College of Business Advising at FIU at I-75
College of Business Advising at the Biscayne Bay Campus	<b>College of Business Advising at the Modesto A Maidique Campus</b>
College of Engineering Advising Center	Computer Lab Sign In
Computing & Information Sciences Advising Center at PG 6	Exploratory Advising Center at the Biscayne Bay Campus
Exploratory Advising Center at the Modesto A Maidique Campus	Modesto M. Maidique Campus (MMC)
Phone	Online
Student Assistant Check-In	STEM Advising Center
	Student-Athlete Academic Center

Following your selection, you will be redirected to the location's **Scheduling Grid**. The **Scheduling Grid** allows you to view the availability and appointment schedule for all advisors that assist students at this particular site.

Scheduling Grid

05/31/2018    Refreshed Today 05:02 PM

[+ Find First Available](#)

Appointment Schedule for May 31, 2018

	Christina Abdelmalak	Hilda Christina Callahan	Jacqueline Diaz	Genesis Dieguez	Alina Dominguez	Badger Embrey
8 AM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
9 AM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
10 AM	Unavailable	Unavailable	General Advising	Unavailable	Unavailable	General Advising
11 AM	Unavailable	Unavailable	Unavailable	General Advising	Unavailable	Unavailable
Noon	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
1 PM	Unavailable	General Advising	Unavailable	Unavailable	Unavailable	Unavailable
2 PM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
3 PM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable
4 PM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable

## Scheduling Same Day Appointments

In addition to Calendar view, front desk staff can make advising appointments on behalf of the student and advisor by using the *Appointment Schedule* grid.

Enter the student's name into the search bar and select the type of appointment in the Services dropdown menu. This will generate the student's availability and add it to the Appointment Schedule grid.

**Note:** In addition to the student's availability, you will be presented with the student's summary, e.g. Panther ID, email, major, and assigned advisor.

The screenshot shows the user interface for scheduling appointments. At the top, a search bar contains the name "Nathalie Cabrera". Below it is a profile card for Nathalie Cabrera, including her ID (4707829), email (ncabr035@fiu.edu), major (Senior Psychology - BA), and advisors (Hilda Christina Callahan). Below the profile is a "Scheduling Grid" dropdown menu set to "General Advising" and a date selector for "06/05/2018". A "Find First Available?" button is visible. The main part of the screenshot is an "Appointment Schedule for June 05, 2018" grid. The grid has columns for Nathalie Cabrera, Christina Abdelmalak, Hilda Christina Callahan, Jacqueline Diaz, and Genesis Dieguez. The rows represent time slots from 8 AM to 4 PM. Nathalie Cabrera's availability is shown as blue blocks in the 10 AM and 1 PM slots. A red box highlights the 10 AM slot in the student's column.

The *Appointment Schedule* grid now reflects the availability of both the student and the assigned advisor.

To select the time of appointment, click on an available time period in the advisor's schedule column.

This screenshot shows the same "Appointment Schedule for June 05, 2018" grid. The columns are now Nathalie Cabrera, Christina Abdelmalak, Hilda Christina Callahan, and Jacqueline Diaz. The grid shows the combined availability of both the student and the advisor. Nathalie Cabrera's availability is shown as blue blocks in the 10 AM and 1 PM slots. The advisor's availability is shown as grey blocks. A red box highlights the 3 PM slot in the Hilda Christina Callahan column, indicating it is an available time period for appointment.

When you make this selection, the *Create An Advising Appointment* window will open.

Select *General Advising* from the *Service* dropdown menu.

Verify the appointment detail, e.g. organizer (advisor), student and date/time.

Click *Save Appointment* to confirm or *Edit* to change appointment details.

CREATE AN ADVISING APPOINTMENT

Service: General Advising  
[Show All Services for this location](#)

Organizer: Hilda Christina Callahan

Student: Nathalie Cabrera

When: Tue Jun 5, 2018  
03:15 PM - 03:45 PM

Save Appointment Edit Details

Once the appointment has been confirmed, the appointment will appear on the scheduling grid. It will reflect in both the student and advisor's calendar.

**Note:** The student and advisor will both receive email notifications that the advising appointment was made.

Appointment Schedule for June 05, 2018

	Nathalie Cabrera	Christina Abdelmalak	Hilda Christina Callahan	Jacqueline Diaz
8 AM				
9 AM				
10 AM	BSC-2011LGen Biolog...			
11 AM				
Noon				
1 PM	BSC-2011General Bio...			
2 PM				
3 PM	General Advising		General Advising	
4 PM				

## Scheduling Future Appointments

To schedule an advising appointment that will occur at a future date, enter the student's name into the search bar and press **Enter**.

Next, select the type of appointment in the **Services** dropdown menu. This will generate the student's availability and add it to the **Appointment Schedule** grid.

To designate the future date of the appointment, click on the date box to open a calendar. Select the date.

Refresh to show applicable availability of the student and advisor.

**Note:** In addition to the student's availability, you will be presented with the student's summary, e.g. Panther ID, email, major, and assigned advisor.

The screenshot shows the appointment scheduling interface. At the top, a search bar contains the name "Rafael Tarazona". Below it, a student profile card for Rafael Tarazona is displayed, including his ID (6104216), email (rtara009@fiu.edu), major (Philosophy - BA, Politic...), and assigned advisor (Christina Abdelmalak). The "Scheduling Grid" dropdown is set to "General Advising". The date is set to "06/11/2018", and the time range is from "8:00AM" to "5:00PM". A "Refreshed Today 12:04 PM" indicator is present. A "+ Find First Available?" button is located below the grid controls. The "Appointment Schedule for June 11, 2018" grid shows the availability of Rafael Tarazona and his advisors: Christina Abdelmalak, Hilda Christina Callahan, Jacqueline Diaz, and Genesis Dieguez. Rafael Tarazona's availability is highlighted in blue, showing a block from 10 AM to 11 AM.

Time	Rafael Tarazona	Christina Abdelmalak	Hilda Christina Callahan	Jacqueline Diaz	Genesis Dieguez
8 AM					
9 AM					
10 AM	PHI-3640Envir...				
11 AM					
Noon					
1 PM					
2 PM					
3 PM					
4 PM					

The *Appointment Schedule* grid now reflects the availability of both the student and the assigned advisor.

To select the time of appointment, click on an available time period in the advisor's schedule column.

Appointment Schedule for June 11, 2018

	Rafael Tarazona	Christina Abdelmalak	Hilda Christina Callahan	Jacqueline Diaz	
8 AM					
9 AM	PHI-3640Envir...				
10 AM					
11 AM					
Noon					
1 PM					
2 PM					
3 PM					
4 PM					

When you make this selection, the *Create An Advising Appointment* window will open.

Select *General Advising* from the *Service* dropdown menu.

Verify the appointment detail, e.g. organizer (advisor), student and date/time.

Click *Save Appointment* to confirm or *Edit* to change appointment details.

CREATE AN ADVISING APPOINTMENT

Service: General Advising  
[Show All Services for this location](#)

Organizer: Christina Abdelmalak

Student: Rafael Tarazona

When: Mon Jun 11, 2018  
02:00 PM - 02:30 PM

Save Appointment Edit Details



Once the appointment has been confirmed, the appointment will appear on the scheduling grid. It will reflect in both the student and advisor's calendar.

**Note:** The student and advisor will both receive email notifications that the advising appointment was made.

Appointment Schedule for June 11, 2018

	Rafael Tarazona	Christina Abdelmalak	Hilda Christina Callahan	Jacqueline Diaz
8 AM				
9 AM				
10 AM	PHI-3640Envir...			
11 AM				
Noon				
1 PM				
2 PM	General Advising	General Advising		
3 PM				
4 PM				

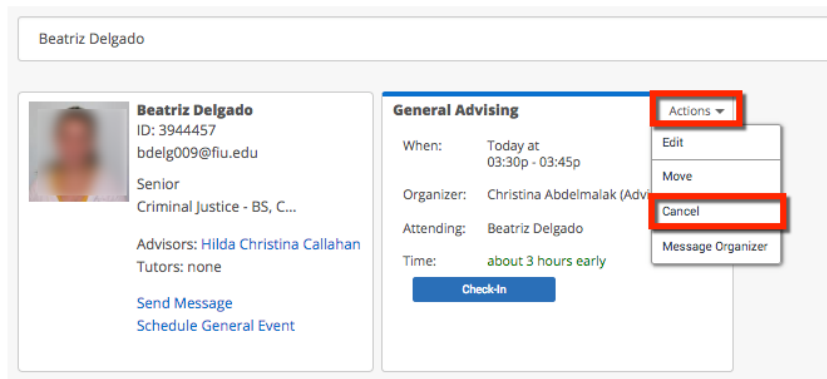
### Canceling an Advising Appointment on Behalf of the Student

There are two manners to cancelling an advising appointment. You can choose to cancel the appointment utilizing the student summary or the appointment schedule grid.

Enter the student's name in the search bar. This will pull up the student's summary and appointment information.

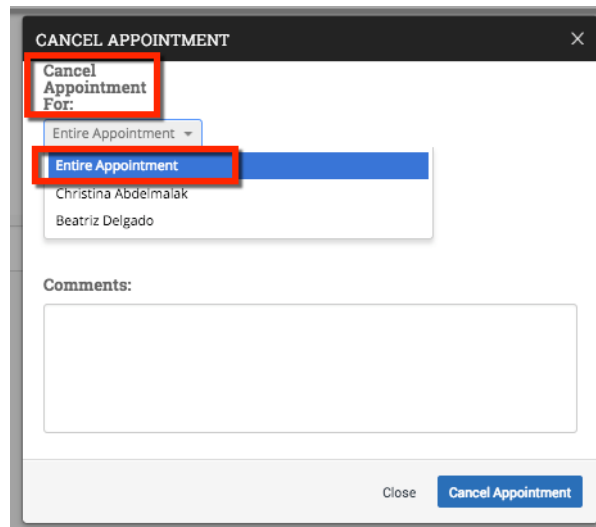
### Option 1

In the student's summary, you will find a dropdown menu labeled *Actions*. Click on the menu to open and select *Cancel*.



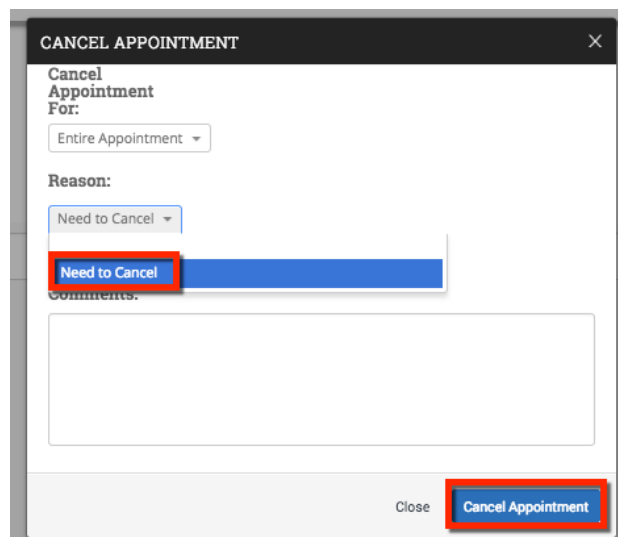
The *Cancel Appointment* pop-up window will open.

Select *Entire Appointment* from the *Cancel Appointment* dropdown menu.



Select *Need to Cancel* from the *Reason* dropdown menu.

Click on *Cancel Appointment* button.



## Option 2

Enter the student's name in the search bar. This will pull up the student's summary and appointment information.

Click on the applicable appointment box on the Appointment Schedule grid.

The screenshot shows a student profile for Mario Aly. The profile includes his name, ID (3619199), email (maly003@fiu.edu), and degree program (Junior Psychology - BA). It also lists advisors (Hilda Christina Callahan) and tutors (none). A 'General Advising' appointment is shown with details: 'When: Today at 02:30p - 03:00p', 'Organizer: Christina Abdelmalak (Advisor)', and 'Attending: Mario Aly'. A 'Check-In' button is visible. Below the profile is a 'Scheduling Grid' for June 04, 2018, from 8:00 AM to 5:00 PM. The grid shows appointments for several staff members. A 'General Advising' appointment for Mario Aly is highlighted with a red box at 2:00 PM.

	Mario Aly	Christina Abdelmalak	Hilda Christina Callahan	Jacqueline Diaz	Genesis Dieguez
8 AM					
9 AM					
10 AM		General Advising			
11 AM					
Noon					
1 PM					
2 PM	General Advising	General Advising			
3 PM					
4 PM					

The Manage Appointment window will open.

Select Cancel Appointment.

The screenshot shows the 'MANAGE APPOINTMENT' window for a 'General Advising' appointment. It lists attendees: C. Abdelmalak (Advisor) and Mario Aly. The 'Appointment Details' section shows: 'When: Mon Jun 04, 2018 02:30 pm - 03:00 pm', 'Where: Modesto Maidique Campus (MMC)', 'Course: N/A', and 'Reason: General Advising'. At the bottom, the 'Cancel Appointment' button is highlighted with a red box.

You will be redirected to the *Cancel Appointment* window.

Select *Entire Appointment* from *Cancel Appointment For* and *Need to Cancel* from the *Reason* dropdown menu.

Click on *Mark as Cancelled* button.

The screenshot shows a 'MANAGE APPOINTMENT' window with a 'General Advising' header. On the left, under 'All Attendees', there are two entries: 'C. Abdelmalak (Advisor)' and 'Mario Aly'. The main area is titled 'Cancel Appointment' and contains a 'Cancel Appointment For:' dropdown menu with 'Entire Appointment' selected. Below it is a 'Reason:' dropdown menu with 'Need to Cancel' selected. There is a 'Comments:' text area. At the bottom right, there are two buttons: 'Don't Mark' and 'Mark as Cancelled', with the latter being highlighted. At the very bottom of the window, there are navigation buttons: 'Cancel Appointment', 'Check In Appointment', 'Delete Appointment', and 'Close'.

You will receive a confirmation once the appointment is cancelled.

The screenshot shows the same 'MANAGE APPOINTMENT' window, but now displaying a confirmation message. The message is titled 'All Attendees Cancelled' and includes links to '[reschedule with organizer and attendees]' and '[reschedule with only attendees]'. It lists two attendees who were cancelled: 'Christina Abdelmalak' and 'Mario Aly', both cancelled on 'Jun 04 2018 at 01:14 PM by Melanie Gomez' due to 'Need to Cancel'. Below the message is an 'Appointment Details' section with the following information: 'When: Mon Jun 04, 2018 02:30 pm - 03:00 pm', 'Comments: None', 'Where: Modesto Maidique Campus (MMC)', 'Type: One Time Appointment', 'Course: N/A', and 'Reason: General Advising'. At the bottom left, there is a 'Delete Appointment' button, and at the bottom right, there is a 'Close' button.

## Editing (Rescheduling) an Advising Appointment

### Option 1

To edit a previously made advising appointment, enter the student's name into the search bar. This will pull up the appointment information.

To edit, select Edit from the Actions dropdown menu located in the General Advising summary box that appears below the search bar.

You will be redirected to the Edit an Event page.

Select the new date that you would like to move the advising appointment to.

The screenshot shows the profile for Mayra Astencio. The 'General Advising' summary box is highlighted, and the 'Edit' option in the 'Actions' dropdown menu is also highlighted with a red box.

**Mayra Astencio**  
ID: 3117657  
maste001@fju.edu  
Senior  
Philosophy - BA  
Advisors: Christina Abdelmalak  
Tutors: none  
Send Message  
Schedule General Event

**General Advising**  
When: Fri Jun 15, 2018  
09:30a - 09:45a  
**In about 18 hours**  
Organizer: Christina Abdelmalak (Adv)  
Attending: Mayra Astencio

Actions:  
Edit  
Move  
Cancel  
Message Organizer

The Scheduling Grid shows the date 06/15/2018, time range 8:00AM to 5:00PM, and a refresh button. A blue button labeled 'Find First Available?' is visible below the grid.

Scheduling Grid ▾ All Services ▾ All Staff

06/15/2018 8:00AM 5:00PM Refreshed Today 03:17 PM

Find First Available?

#### Appointment Schedule for June 15, 2018

	Mayra Astencio	Christina Abdelmalak	Hilda Christina Callahan	Christina Chong
8 AM				
9 AM	General Advising	General Advising		
10 AM				
11 AM				

#### Edit an Event

Filters

Type: Advising Appointment

Reason(s):  
 General Advising

Comments:

Location: Modesto Maidique Campus (MMC)

Select a Date:  
June 2018

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Reminders  
 Send an email reminder?  
 Send a text reminder?

Select the advisor that the student will meet with.

Note: If the new appointment takes place on the same day as originally scheduled for, you will not be required to select the advisor.

You can now see the available appointments for this advisor. Select the new time for the advising appointment.

Click on **Save Appointment**.

**Option 2**  
To edit a previously made advising appointment, hover over the appointment on the schedule grid. Doing so will show you the appointment details.

Click on **Edit** in the **Appointment Details** box.

You will be redirected to the Edit an Event page.

People Attending (1)  
Astencio, Mayra (Student) x

Add an Attendee:

Select An Advisor

SELECT	ADVISOR	AVAILABLE TIMES
<input checked="" type="radio"/>	Abdelmalak, Christina	Mon-Tue, Thu-Fri 9:30am-11:00am (Summer Term 2018) Mon-Tue, Thu 2:00pm-4:00pm (Summer Term 2018)
<input type="radio"/>	Aguiar, Jennifer	Wed 8:00am-5:00pm (Summer Term 2018) <b>Drop-in Availability:</b> Wed 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Callahan, Hilda Christina	Mon-Fri 8:00am-5:00pm Mon-Fri 8:00am-5:00pm <b>Campaigns Only:</b> Mon-Fri 8:00am-5:00pm <b>Drop-in Availability:</b> Mon, Wed, Fri 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Chong, Christina	Mon-Fri 8:00am-5:00pm <b>Drop-in Availability:</b> Mon-Fri 8:00am-5:00pm
<input type="radio"/>	Diaz, Jacqueline	Mon-Fri 9:00am-4:00pm (Summer Term 2018) <b>Drop-in Availability:</b> Mon, Wed, Fri 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Diaz, Veronica	Tue-Thu 8:30am-4:00pm (June 11, 2018 - June 15, 2018)

Choose A Time To Meet

Length: 15 min

Availabilities: ? Show Availabilities for This Course/Reason

TIME SLOT	06/17 (SUN)	06/18 (MON)	06/19 (TUE)	06/20 (WED)	06/21 (THU)	06/22 (FRI)	06/23 (SAT)
9:00a-9:15a							
9:15a-9:30a							
9:30a-9:45a							
9:45a-10:00a							
10:00a-10:15a							
10:15a-10:30a							
10:30a-10:45a							
10:45a-11:00a							
11:00a-11:15a							
11:15a-11:30a							
11:30a-11:45a							
11:45a-12:00p							
12:00p-12:15p							

Repeat This Appointment?

Repeat:

Does not repeat

Save Appointment

Cancel

Scheduling Grid All Services

06/18/2018 8:00AM 5:00PM Refreshed Today 03:38 PM

Find First Available

Appointment Schedule for June 18, 2018

	Christina Abdelmalak	Hilda Christina Callahan	Christina Chong
8 AM			
9 AM			
10 AM			
11 AM			
Noon			
1 PM			
2 PM			
3 PM			
4 PM			

General Advising

General Advising

When: Mon Jun 18, 2018 10:15am - 10:30am

Organizer: Christina Abdelmalak

Attending: Mayra Astencio

Status: Not Started

Edit Move Send Message Cancel

Select the new date that you would like to move the advising appointment to.

Select the advisor that the student will meet with.

Note: If the new appointment takes place on the same day as originally scheduled for, you will not be required to select the advisor.

You can now see the available appointments for this advisor. Select the new time for the advising appointment.

Click on Save Appointment.

### Edit an Event

Filters

Type: Advising Appointment

Reason(s):  
 General Advising

Comments:

Location:  
 Modesto Maidique Campus (MMC)

Select a Date:

June 2018						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Reminders  
 Send an email reminder?  
 Send a text reminder?

#### People Attending (1)

Astencio, Mayra (Student) x

Add an Attendee:

#### Select An Advisor

SELECT	ADVISOR	AVAILABLE TIMES
<input checked="" type="radio"/>	Abdelmalak, Christina	Mon-Tue, Thu-Fri 9:30am-11:00am (Summer Term 2018) Mon-Tue, Thu 2:00pm-4:00pm (Summer Term 2018)
<input type="radio"/>	Aguilar, Jennifer	Wed 8:00am-5:00pm (Summer Term 2018) Drop-In Availability:Wed 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Callahan, Hilda Christina	Mon-Fri 8:00am-5:00pm Mon-Fri 8:00am-5:00pm Campaigns Only:Mon-Fri 8:00am-5:00pm Drop-In Availability:Mon, Wed, Fri 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Chong, Christina	Mon-Fri 8:00am-5:00pm Drop-In Availability:Mon-Fri 8:00am-5:00pm
<input type="radio"/>	Diaz, Jacqueline	Mon-Fri 9:00am-4:30pm (Summer Term 2018) Drop-In Availability:Mon, Wed, Fri 8:00am-5:00pm (Summer Term 2018)
<input type="radio"/>	Diaz, Veronica	Tue-Thu 8:30am-4:00pm (June 11, 2018 - June 15, 2018)

#### Choose A Time To Meet

Length: 15 min

Availabilities: Show Availabilities for This Course/Reason

TIME SLOT	06/17 (SUN)	06/18 (MON)	06/19 (TUE)	06/20 (WED)	06/21 (THU)	06/22 (FRI)	06/23 (SAT)
9:00a-9:15a							
9:15a-9:30a							
9:30a-9:45a							
9:45a-10:00a							
10:00a-10:15a							
10:15a-10:30a							
10:30a-10:45a							
10:45a-11:00a							
11:00a-11:15a							
11:15a-11:30a							
11:30a-11:45a							
11:45a-12:00p							
12:00p-12:15p							

#### Repeat This Appointment?

Repeat: Does not repeat

Cancel

## Checking In Drop-In Appointments

When checking in a student as a drop-in appointment, enter their name in the search bar. You will see a summary box with the student's information including his/her assigned advisor.

Make sure to switch to *Drop-In Appointments* from the *Scheduling Grid* option in the dropdown menu.

Select *General Advising* from the *All Services* dropdown menu.

Select the advisor who will be meeting with the student.

Note: In the case that the student's assigned advisor is not available, you can select another available advisor.

An advisor with drop-in availability will have the *+Queue* link to the right of their name. Click on *+Queue*.

Note: If the student's advisor is not available, you may assign the student to the *First Available Advisor* queue.

A screenshot of a student profile for Ashwaq Younis. The name 'Ashwaq Younis' is highlighted with a red box. Below the name is a profile picture and a summary box containing the following information: ID: [redacted], @fiu.edu, Sophomore, Exp-Biological/Enviro Sc..., Advisors: Michael Ward (highlighted with a red box), and Tutors: none. At the bottom of the summary box are two links: 'Send Message' and 'Schedule General Event'.

A screenshot of the 'Scheduling Grid' interface. The 'General Advising' service is selected in the dropdown menu (highlighted with a red box). The search bar contains 'Michael Ward' (highlighted with a red box). A dropdown menu is open, showing 'Drop-In Appointments' (highlighted with a red box) as the selected option. Other options include 'Scheduling Grid' and 'Scheduled Appointments'. The interface also shows a refresh button and the text 'Refreshed Today 03:53 PM'.

A screenshot of the 'View Queue For' interface. The 'Filter' field is empty. Under 'First Available Advisor', the text 'none' and '0' is displayed. Under 'Ashwaq's Advisors', 'Michael Ward' is listed with a '+Queue' link (highlighted with a red box) to its right. Below this, under 'Other Advisors', the following names are listed: 'Christina Abdelmalak', 'Hilda Christina Callahan', 'Christina Chong' (with a '+Queue' link to its right), 'Jacqueline Diaz', 'Veronica Diaz', and 'Genesis Dieguez'.



The “Please Choose an Advising Student Service for this Visit” pop-up box will open.

Select the service that applies to the student’s appointment (e.g. General Advising).

The student has been placed in the advisor’s queue.

PLEASE CHOOSE AN ADVISING STUDENT SERVICE FOR THIS VISIT X

Comment:

You have 250 characters remaining.

Available Services

General Advising

Cancel

#### Students In Michael Ward's Queue

Actions ▾					
SELECT	STUDENT NAME	STUDENT ID	SERVICE	COMMENT	CHECKED IN
<input type="radio"/>			General Advising		4:12p (0 min)

### Viewing Upcoming Scheduled Appointments

To view your center location’s upcoming appointments, switch from the *Scheduling Grid* page to the *Scheduled Appointments* page. You will see *upcoming*, *In Progress* and *recent* scheduled appointments. Each appointment status is separated into its own table.

Scheduled Appointments ▼ General Advising ▼

All Staff

06/18/2018 📅 🔄 Refreshed Today 2:55PM

### Upcoming Appointments

Actions <span>▼</span>							
<input type="checkbox"/>	BEGINNING IN	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
<input type="checkbox"/>	34 minutes	06/18/2018 03:30p	30 minutes	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan	No
<input type="checkbox"/>	about 1 hour	06/18/2018 04:15p	30 minutes	General Advising	Alexander Novy: 3618074	Christina Chong	No

### In Progress Appointments

Actions <span>▼</span>						
<input type="checkbox"/>	STARTED AT	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER
<input type="checkbox"/>	06/18/2018 03:15p	06/18/2018 03:15p	19 minutes	General Advising	Michael Pabon: 4919168	Jacqueline Diaz

### Recent Appointments

Actions <span>▼</span>						
<input type="checkbox"/>	RECORDED TIME	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER
<input type="checkbox"/>	06/18/2018 10:15a-10:30a	06/18/2018 10:15a	less than a minute	General Advising	Mayra Astencio: 3117657	Christina Abdelmalak
<input type="checkbox"/>	06/18/2018 02:00p-02:30p	06/18/2018 02:00p	less than a minute	General Advising	Ingrid Gerard: 3614498	Hilda Christina Callahan

## Searching your Upcoming Scheduled Appointments

You can filter these appointments by isolating different criteria:

- Student Name
- Service type
- Staff Name
- Date

## Modesto Maidique Campus (MMC)

## Navigating Upcoming Appointments' Functions

The **Actions Menu** of the **Upcoming Appointments** table allows you to perform various functions.

To perform these functions, select the student from the table by clicking on the box to the left of the column labeled **“Beginning In.”**

Open the **Actions Menu** and select the action the action that you wish to perform.

### Sending a Message to the Attendee/Organizer

Click on the box to the left of the appointment whose attendee you wish to message.

Select **Send Message to Attendee** (or **Send Message to Organizer**) from the **Actions** dropdown menu.

A pop-up window will open. Fill out all applicable boxes.

Attach any documentation (if needed).

Click on **Send Message**.

### Upcoming Appointments

Actions	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee	06/18/2018 03:30p	30 minutes	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan	No
Send Message to Organizer	06/18/2018 04:15p	30 minutes	General Advising	Alexander Novy: 3618074	Christina Chong	No
View Appointment Details						
Check In						
Mark No-Show						
Cancel						

### Upcoming Appointments

Actions	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee	06/18/2018 03:30p	30 minutes	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan	No
Send Message to Organizer	06/18/2018 04:15p	30 minutes	General Advising	Alexander Novy: 3618074	Christina Chong	No
View Appointment Details						
Check In						
Mark No-Show						
Cancel						

**SEND A MESSAGE TO**

Send E-mail | Send Text

To: [Redacted]

Subject: Appointment with Hilda

Message: Your advisor is ready to see you.  
Thank you. |

**Add Attachment:**

Select file to attach

Send Additional E-mail Notifications To:

Cancel | **Send Message**

## Viewing Appointment Details

Click on the box to the left of the appointment whose details you wish to view.

Select **View Appointment Details** from the **Actions** dropdown menu.

A pop-up labeled **Manage Appointment** will open.

Here you will be able to **Edit or Cancel** this appointment.

## Checking In a Scheduled Appointment

Click on the box to the left of the appointment whose attendee you wish to check in.

Select **Check In** from the **Actions** dropdown menu.

A pop-up window will open. Select **Check In**.

### Upcoming Appointments

Actions	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee Send Message to Organizer <b>View Appointment Details</b> Check In Mark No-Show Cancel	06/18/2018 03:30p	30 minutes	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan	No
	06/18/2018 04:15p	30 minutes	General Advising	Alexander Novy: 3618074	Christina Chong	No

#### MANAGE APPOINTMENT

### General Advising

**All Attendees** - H. Callahan (Advisor)

**Appointment Details** edit move

**When:** Mon Jun 18, 2018 03:30 pm - 04:00 pm  
**Comments:** None

**Where:** Modesto Maidique Campus (MMC)  
**Type:** One Time Appointment

**Course:** N/A  
**Reason:** General Advising

**Cancel Appointment** Close

### Upcoming Appointments

Actions	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
Send Message to Attendee Send Message to Organizer View Appointment Details <b>Check In</b> Mark No-Show Cancel	06/18/2018 03:30p	30 minutes	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan	No
	06/18/2018 04:15p	30 minutes	General Advising	Alexander Novy: 3618074	Christina Chong	No

#### CHECK IN APPOINTMENT

### Check in user for General Advising

Check In [Name]

**Check In** Close

The student will be automatically placed in the applicable advisor's queue. You will see the notification (at right) confirming.

### Marking an Appointment a No-Show

Click on the box to the left of the appointment whose attendee you wish to mark as a no show.

Select *Mark No-Show* from the *Actions* dropdown menu.

A pop-up window will open. Select *Mark No-Show*.

The Advisor Report window will open. Fill out all applicable information.

The screenshot shows the 'Campus Student Success Collaborative' interface. At the top, there is a navigation bar with 'FIU Campus' and 'Summer Term 20...' dropdowns. A yellow notification bar at the top right says 'Student checked in for appointment.' Below this is the 'Modesto Maidique Campus (MMC)' header with the FIU logo. A sidebar on the left contains icons for home, messages, and calendar. The main content area is titled 'Upcoming Appointments' and features a table with columns: DATE & TIME, DURATION, REASON, ATTENDEE NAME: STUDENT ID, ORGANIZER, and CHECKED IN. Two rows of appointments are visible. The second row is highlighted, and an 'Actions' dropdown menu is open over it, with 'Mark No-Show' selected. Below the table, a modal dialog box titled 'MARK NO-SHOW FOR APPOINTMENT' is displayed. It contains the text 'Mark No-Show attendee(s) for General Advising' and a 'Mark No-Show' button, which is highlighted with a red box. A 'Close' button is also present.

DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
06/18/2018 03:30p	30 minutes	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan	No
06/18/2018 04:15p	30 minutes	General Advising	Alexander Novy: 3618074	Christina Chong	No

MARK NO-SHOW FOR APPOINTMENT

Mark No-Show attendee(s) for General Advising

Mark No-Show

Mark No-Show Close

Click on *Save this Report* to confirm.

The student's appointment will be automatically canceled. You will see the notification (at right) confirming.

### Checking Out an Appointment

Once a student has been checked in, you will also be able to check them out.

In the *In Progress Appointments* table, click on the box to the left of the appointment whose attendee you wish to message.

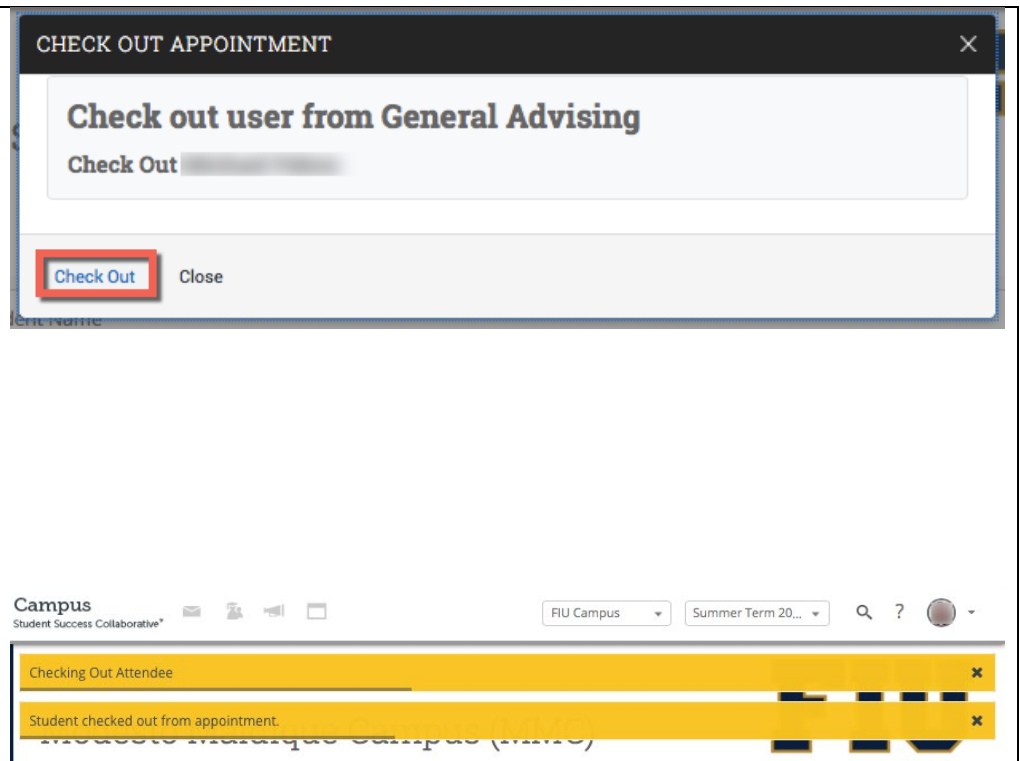
Select *Check Out* from the *Actions* dropdown menu.

#### In Progress Appointments

Actions	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER
Send Message to Attendee Send Message to Organizer View Appointment Details <b>Check Out</b> Cancel	06/18/2018 03:15p	25 minutes	General Advising	Michael Pabon: 4919168	Jacqueline Diaz
	06/18/2018 03:30p	less than a minute	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan

A pop-up window will open. Click on the *Check Out* link.

The student's appointment will be automatically concluded. You will see the notification (at right) confirming.



### Maintaining the Advising Kiosk

The *Advising Kiosk* should be set up at a location that is readily accessible to students in your center.

To take advantage of this mode, a laptop, desktop computer or iPad can be utilized.

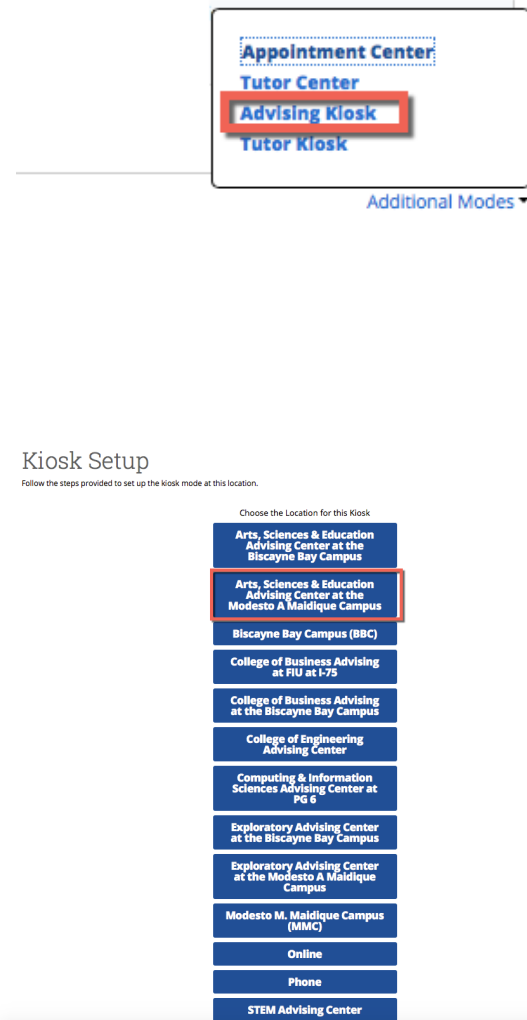
The front desk supporting staff will open the *Advising Kiosk* through their own SSC home page.

To open the *Advising Kiosk* select from the *Additional Modes* menu located at the bottom of the home page.

A pop-up window will open prompting you to choose the appropriate office location where this kiosk is located.

Select the location from the list of available options.

**Note:** Once the *Advising Kiosk* is open, the staff member will be signed out and will need to sign in on their personal computer to continue using the *Appointment Center*.



### Checking In A Student With An Appointment

When a student is checking him/herself in, the student will be presented with the advising center's welcome page.



Have the student swipe their OneCard or type in their Panther ID.

Press Submit.

The student is now logged into the advising kiosk. If they have already scheduled an appointment with their advisor, the screen will reflect the appointment time and advisor's name. To check-in to their appointment, they will click on the green *Check In* box.

Once the student is checked in, the student will receive the message at right confirming the student's placement in the advisor's queue.

To exit, the student will click on the *I'm done. Exit the kiosk* button.

### Checking In A Student As A Drop-In Appointment

When a student is checking him/herself in, the student will be presented with the advising center's welcome page.



## Welcome to the Arts, Sciences & Education Advising Center at the Modesto A Maidique Campus for General Advising



Please swipe your Student Card (or enter your ID):

.....

Submit



## Welcome to the Modesto M. Maidique Campus (MMC) for General Advising

Scheduled Appointments

11:00am (Advising)

Check In

What would you like to do today?

General Advising

Leave the Kiosk



## Welcome to the Modesto M. Maidique Campus (MMC) for General Advising

Thanks ! You have been added to 's list.  
Please have a seat and wait for the advisor to call on you.

Next Steps...

I'm done. Exit the Kiosk.

Do more

Have the student swipe their OneCard or type in their Panther ID.

Press Submit.

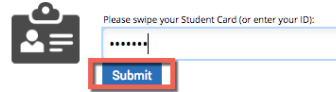
The student will be redirected to the next page. To be placed in the waitlist, he/she must click on *Add yourself to the current waiting list* button.

Next, the student will select the name of the advisor he/she wishes to meet with.

A message confirming his/her placement in the waitlist will appear.



Welcome to the Arts, Sciences & Education Advising Center at the Modesto A Maidique Campus for General Advising



Please swipe your Student Card (or enter your ID):

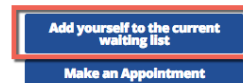
Submit



Edit the Kiosk

Welcome to the Arts, Sciences & Education Advising Center at the Modesto A Maidique Campus for General Advising

Available Options



Add yourself to the current waiting list

Make an Appointment



Back

Edit the Kiosk

Welcome to the Arts, Sciences & Education Advising Center at the Modesto A Maidique Campus for General Advising

Select the advisor you want to visit:  
Once an advisor is selected, you will be added to the waiting list and the advisor will be notified.

My Advisors



0 waiting  
Current wait:none

To exit the kiosk, press the *I'm done. Exit the Kiosk* button.



Welcome to the Arts, Sciences & Education Advising Center at the Modesto A Maidique Campus for General Advising

Thanks [redacted]! You have been added to [redacted]'s list.  
Please have a seat and wait for the advisor to call on you.

Next Steps...

**I'm done. Exit the Kiosk.**

Do more

If you have questions after reviewing this tutorial, please contact Advising Technology at [advtech@fiu.edu](mailto:advtech@fiu.edu).