PANTHER SUCCESS NETWORK (PSN)
FRONT DESK STAFF MANUAL

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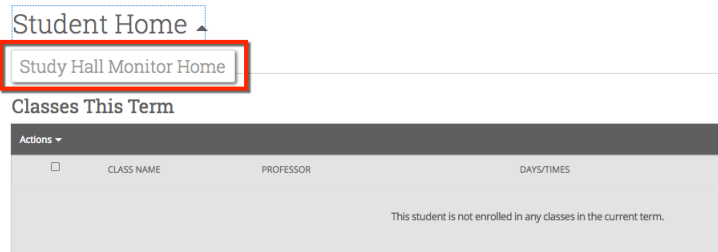|	
To sign into PSN, go to https://go.fiu.edu/psn and sign in using your FIU Panther ID# or username and password.	**FIU** | FLORIDA INTERNATIONAL UNIVERSITY **Division of Information Technology** Login to GradesFirst SP **FIU Username (e.g.: jdoe001)** › Forgot your username? › Forgot your password? › Need Help? **Password** Login
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.**	Student Home ▴ Study Hall Monitor Home **Classes This Term** Actions ▾ ☐ CLASS NAME PROFESSOR DAYS/TIMES This student is not enrolled in any classes in the current term.
To open the *Appointment Center*, select from the *Additional Modes* menu located at the bottom of the page.	**FIU** **Appointment Center** **Tutor Center** **Advising Kiosk** **Tutor Kiosk** Additional Modes ▾

Academic Advising Technology

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 College of Business Advising at the Modesto A Maidique Campus 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) Online Phone STEM Advising Center Student Assistant Check-In 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 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 *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.

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 BSC-2011LGen Biolog... 10 AM 11 AM Noon BSC-2011General Bio... 1 PM 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.

Rafael Tarazona

Rafael Tarazona
ID: 6104216
rtara009@fiu.edu

Junior
Philosophy - BA, Politic...

Advisors: Christina Abdelmalak
Tutors: none

Send Message
Schedule General Event

Scheduling Grid ▾   General Advising   ▾   All Staff

06/11/2018   8:00AM ▾   5:00PM ▾   ◯ Refreshed Today 12:04 PM

+ Find First Available ?

Appointment Schedule for June 11, 2018

	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	PHI-3640Envir...			
10 AM				
11 AM				
Noon				
1 PM				
2 PM	General Advising	General Advising		
3 PM				
4 PM				

Cancelling 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.

Beatriz Delgado

Beatriz Delgado
ID: 3944457
bdelg009@fiu.edu

Senior
Criminal Justice - BS, C...

Advisors: Hilda Christina Callahan
Tutors: none

Send Message
Schedule General Event

General Advising   Actions ▾

When:	Today at 03:30p - 03:45p
Organizer:	Christina Abdelmalak (Advisor)
Attending:	Beatriz Delgado
Time:	about 3 hours early

Check-In

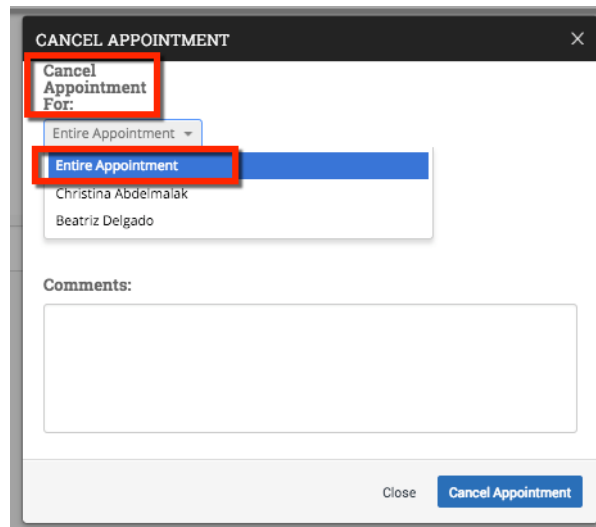|	
Option 1 **In the student's summary, you will find a dropdown menu labeled *Actions.* Click on the menu to open and select *Cancel.***	
The *Cancel Appointment* pop-up window will open. **Select *Entire Appointment* from the *Cancel Appointment* dropdown menu.**	
Select *Need to Cancel* from the *Reason* dropdown menu. **Click on *Cancel Appointment* button.**	
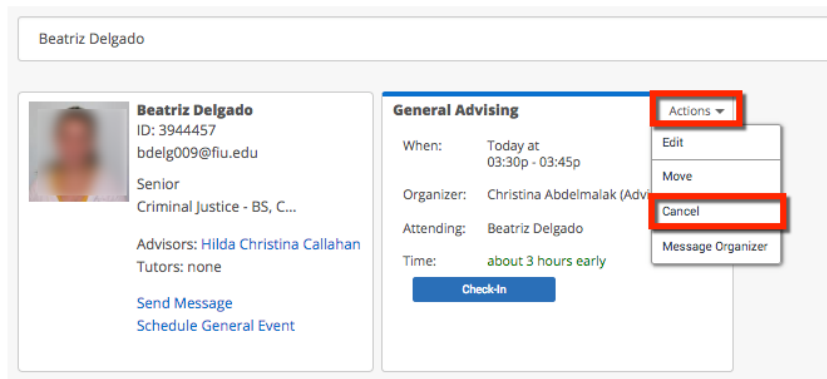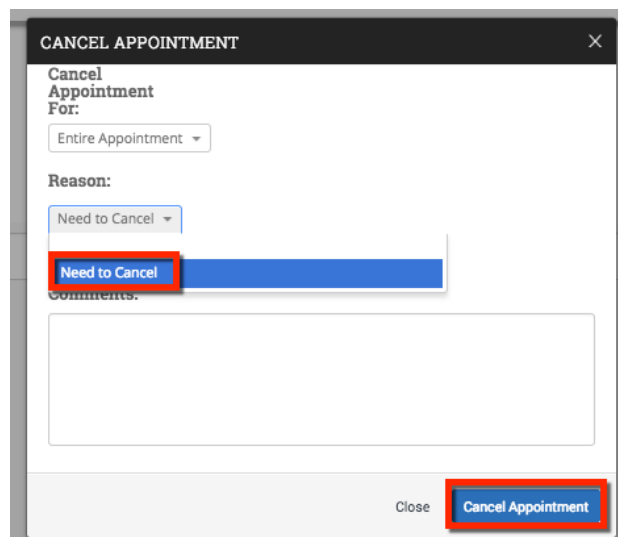
Option 2 **Enter the student's name in the search bar. This will pull up the student's summary and appointment information.** **Click on the applicable appointment box on the Appointment Schedule grid.**	
The Manage Appointment window will open. **Select Cancel Appointment.**	

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.**	
You will receive a confirmation once the appointment is cancelled.	

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.

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
●	Abdelmalak, Christina	Mon-Tue, Thu-Fri 9:30am-11:00am (Summer Term 2018) Mon-Tue, Thu 2:00pm-4:00pm (Summer Term 2018)
○	Aguiar, Jennifer	Wed 8:00am-5:00pm (Summer Term 2018) **Drop-In Availability:**Wed 8:00am-5:00pm (Summer Term 2018)
○	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)
○	Chong, Christina	Mon-Fri 8:00am-5:00pm **Drop-In Availability:**Mon-Fri 8:00am-5:00pm
○	Diaz, Jacqueline	Mon-Fri 9:00am-4:00pm (Summer Term 2018) **Drop-In Availability:**Mon, Wed, Fri 8:00am-5:00pm (Summer Term 2018)
○	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)
8:45a-9:00a							
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							
12:15p-12:30p							

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	General Advising		
11 AM			
Noon			
1 PM			
2 PM			
3 PM			
4 PM			

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.

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.

People Attending (1)

Astencio, Mayra (Student)   x

Add an Attendee:
🔍

Select An Advisor

SELECT	ADVISOR	AVAILABLE TIMES
◉	Abdelmalak, Christina	Mon-Tue, Thu-Fri 9:30am-11:00am (Summer Term 2018) Mon-Tue, Thu 2:00pm-4:00pm (Summer Term 2018)
○	Aguiar, Jennifer	Wed 8:00am-5:00pm (Summer Term 2018) **Drop-In Availability:** Wed 8:00am-5:00pm (Summer Term 2018)
○	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)
○	Chong, Christina	Mon-Fri 8:00am-5:00pm **Drop-In Availability:** Mon, Wed, Fri 8:00am-5:00pm
○	Diaz, Jacqueline	Mon-Fri 9:00am-4:00pm (Summer Term 2018) **Drop-In Availability:** Mon, Wed, Fri 8:00am-5:00pm (Summer Term 2018)
○	Diaz, Veronica	Tue-Thu 8:30am-4:00pm (June 11, 2018 - June 15, 2018)

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.

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)
8:45a-9:00a							
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							
12:15p-12:30p							

Repeat This Appointment?

Click on *Save Appointment.*

Repeat:
Does not repeat ▼

Save Appointment   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.

Ashwaq Younis

ID: 5
@fiu.edu
Sophomore
Exp-Biological/Enviro Sc...
Advisors: Michael Ward
Tutors: none

Send Message
Schedule General Event

Scheduling Grid ▲   General Advising ▼   ✕ Michael Ward

Scheduling Grid
Drop-In Appointments
Scheduled Appointments

M ▼   5:00PM ▼   ⟳ Refreshed Today 03:53 PM

View Queue For:

Filter

First Available Advisor   **+Queue**
⊘ none
0

Ashwaq's Advisors

Michael Ward   **+Queue**
⊘ none
👤 0

Other Advisors

Christina Abdelmalak

Hilda Christina Callahan

Christina Chong   **+Queue**
⊘ none
👤 0

Jacqueline Diaz

Veronica Diaz

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).**	**PLEASE CHOOSE AN ADVISING STUDENT SERVICE FOR THIS VISIT** ✕ Comment: You have 250 characters remaining. Available Services **General Advising** Cancel
The student has been placed in the advisor's queue.	Students In Michael Ward's Queue Actions ▾ SELECT STUDENT NAME STUDENT ID SERVICE COMMENT CHECKED IN ○ [ ] 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.**	

	BEGINNING IN	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
☐	34 minutes	06/18/2018 03:30p	30 minutes	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan	No
☐	about 1 hour	06/18/2018 04:15p	30 minutes	General Advising	Alexander Novy: 3618074	Christina Chong	No

In Progress Appointments

Actions ▾

	STARTED AT	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER
☐	06/18/2018 03:15p	06/18/2018 03:15p	19 minutes	General Advising	Michael Pabon: 4919168	Jacqueline Diaz

Recent Appointments

Actions ▾

	RECORDED TIME	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER
☐	06/18/2018 10:15a-10:30a	06/18/2018 10:15a	less than a minute	General Advising	Mayra Astencio: 3117657	Christina Abdelmalak
☐	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.

Upcoming Appointments

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

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

SEND A MESSAGE TO ▯▯▯ — ✕

| Send E-mail | Send Text |

To: ▯▯▯

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**

Academic Advising Technology

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.

Upcoming Appointments

Actions ▲						
Send Message to Attendee						
Send Message to Organizer	DATE & TIME	DURATION	REASON	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
View Appointment Details	5/18/2018 03:30p	30 minutes	General Advising	Maria Arias Pepper: 4860881	Hilda Christina Callahan	No
Check In	06/18/2018 04:15p	30 minutes	General Advising	Alexander Novy: 3618074	Christina Chong	No
Mark No-Show						
Cancel						

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]

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

CHECK IN APPOINTMENT ×

Check in user for General Advising

Check In _____ :

[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.

Campus
Student Success Collaborative

FIU Campus | Summer Term 20...

Student checked in for appointment.

Modesto Maidique Campus (MMC)

FIU

Upcoming Appointments

Actions ▲

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

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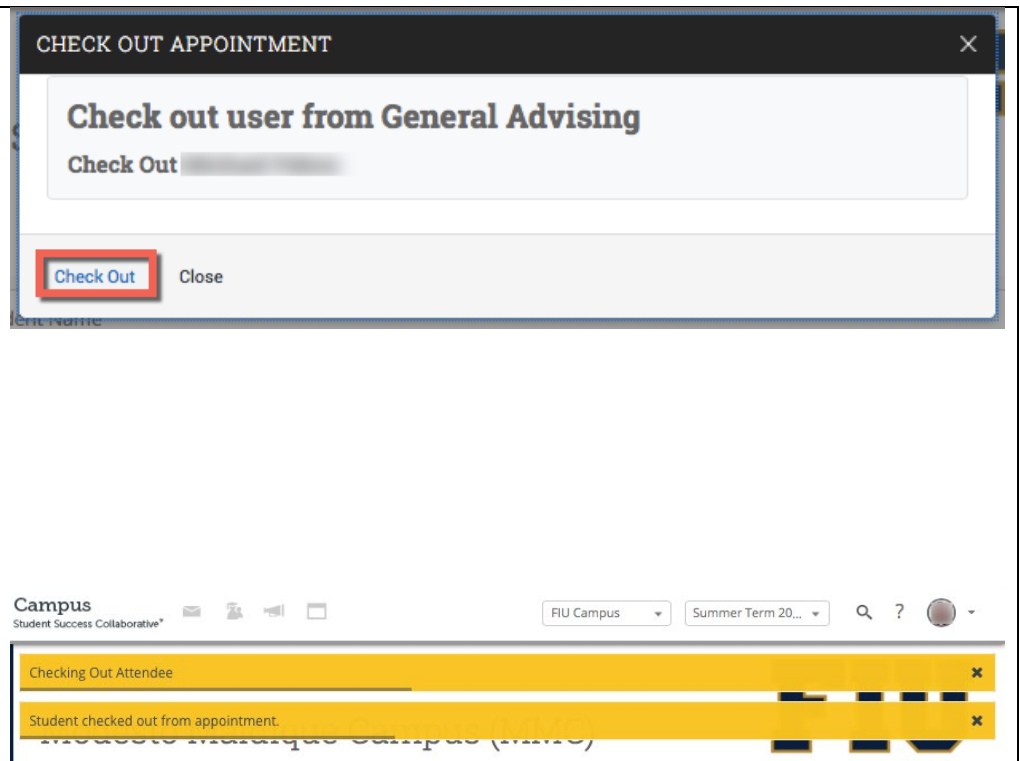
Select *Check Out* **from the** *Actions* **dropdown menu.**

Academic Advising Technology

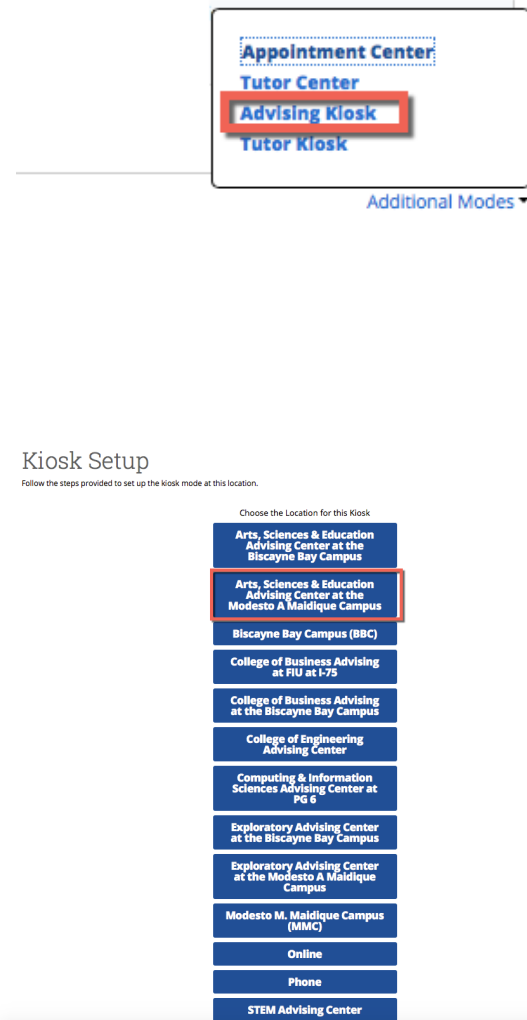|	
A pop-up window will open. Click on the *Check Out* link.	CHECK OUT APPOINTMENT ✕ **Check out user from General Advising** Check Out _____ [Check Out] Close
The student's appointment will be automatically concluded. You will see the notification (at right) confirming.	Campus — Student Success Collaborative® FIU Campus ▾ Summer Term 20... ▾ 🔍 ? ●▾ Checking Out Attendee ✕ Student checked out from appointment. ✕
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.***	Appointment Center Tutor Center Advising Kiosk Tutor Kiosk Additional Modes ▾ Kiosk Setup Follow the steps provided to set up the kiosk mode at this location. Choose the Location for this Kiosk 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 College of Engineering Advising Center 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) Online Phone STEM Advising 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.

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

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.

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

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

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...

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

I'm done. Exit the Kiosk.

Do more

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.

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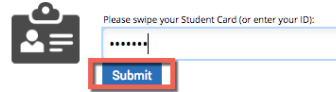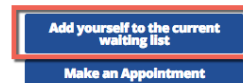
Press Submit.

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 spear.

To exit the kiosk, press the *I'm done. Exit the Kiosk* **button.**	**FIU** Welcome to the Arts, Sciences & Education Advising Center at the Modesto A Maidique Campus 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**

If you have questions after reviewing this tutorial, please contact Advising Technology at advtech@fiu.edu.