

PANTHER SUCCESS NETWORK (PSN) FRONT DESK STAFF MANUAL



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Accessing the Panther				_
Success Network		FLORI Divis	DA INTERNATIONAL UNIVERSITY ion of Information Technology	
To log into the Panther				
Success Network, visit		Login to GradesFirst S	SP	
https://go.fiu.edu/psn		FIU Username (e.g.: jdoe00	01) Forgot your username?	
			Forgot your password?	
Proceed to log-in using your		Password	> Need Help?	
FIU Panther ID # or				
username and password.				
Note: If you possess the		Login		
Student role, the Success				
Network tile is already				
provided for you when you				
log into your myFIU				
account.				
The Front Desk Homepage				Summer Te - Q. 2 (2) -
llnon successful sign₋in				FIII
you will be redirected to	Student Home 🗸			Panther Success Network
your homepage.	Class Information Reports Calen	dar		Schedule an Appointment
your noniopago.	Classes This Term	_		Quick Links Take me to
	CLASS NAME	PROFESSOR	DAYS/TIMES MID FINAL Begins on 06/22/2020	Schedule a General Event School Information
	EEE-3303-U01B Electronics I	Gustavo Roig	TR 10:00a-1:20p ET Engineering Center-1115 Begins on 06/22/2020	Upcoming Appointments
	EEE-3303L-U01B Electronics I L	ab Jide Lu	TR 5:00p-7:00p ET Engineering Center-1110	With John Vihlen 06/08/2020 4:00pm ET
	EEL-4709C-U01C Computer De	sign Atoussa Tehrani	TR 3:15p-4:50p ET Engineering Center-2710	Your Success Team
				Marquez, William Advisor Romage, Kettia
Should you possess more	-			Advisor
than one role, you are able				
to switch between the	📾 NAVIGATE 🛥 🚁 🗖			Summer Te • Q ? 🗶 •
drondown list. Click on the	Student Home			Panther Success
triangle icon to the right of	Study Hall Monitor Home Calen	dar		Network Schedule an Appointment
the homepage label.	Classes This Term			Quick Links
		PROFESSOR	DAYS/TIMES MID FINAL	Schedule a General Event
Select the role that you	EEE-3303-U01B Electronics I	Gustavo Roig	Begins on 06/22/2020 TR 10:00a-1:20p ET Engineering Center-1115	Upcoming Appointments
wish to view.	EEE-3303L-U01B Electronics I L	ab Jide Lu	Begins on 06/22/2020 TR 5:00p-7:00p ET Engineering Center-1110	BSC 2011 - General Biology II With John Vihlen 06/08/2020 4:00pm ET
	EEL-3135-RVAA Signals And System EEL-4709C-U01C Computer De	stems Jean Andrian sign Atoussa Tehrani	TR 3:15p-4:50p ET Engineering Center-2710	Your Success Team
The page will automatically				Marmar William
refresh to the new role.				

Viewing Your Conversations

You can access your *Conversations* by clicking on the *Envelope* icon located on the left-hand toolbar.

You will be redirected to the *My Conversations* page.

Here you will see all *Messages* sent and received.

You can filter your messages by:

- clicking on the View
 Personal Messages
 Only box
- clicking on the View
 Unread Only box

Reading Your Messages

When you receive a message in your *My Conversations* inbox, click on the message Topic to open.

You will be redirected to the message where you are able to read it.

If you wish to return back to the *My Conversations* page to see the list of messages in your inbox, click on *Back to My Conversations*. This will redirect you back.



				🗹 View Personal Messages Only	🗹 View Unread Only	Search by Users	Q
Actions 👻							
	SENDER	COUNT	TOPIC				DATE SENT
	Sanan, Anchita		Follow up em	ail		08/14/2019	01:04 PM
	Vanegas, Alexandra		Organic Chem	1		08/14/2019	02:04 AM
	Marrero, Alfonso		ENC 1102			08/13/2019	9 10:21 PM
	Zambrano, Jacqueline		Course Enroll	ment		08/13/2019	07:17 PM
	Maur, Jennifer	(2)) RE: Fall Enroll	ment Question		08/13/2019	02:58 PM



Deenending to Vour	
Messages	
	Spring Semester Enrollment Panther Success Network
When you read a message, click on the reply arrow icon.	To: Watter Maldonado via Email on Thursday, August 8, 2019 at 0525 pm
Fill in all applicable information in your return message.	Spring Semester Enrollment Panther Success Network Respond by E-mail Respond by Text To: Subject: RE: Spring Semester Enrollment
Attach any relevant documentation if necessary.	Message: B I $i \equiv i \equiv \mathscr{P}$ Paragraph \checkmark \backsim Thanks for reaching out. I'm available Monday - Friday from 10 am - 12 pm this week. Feel, free to schedule your appointment using the "Schedule an Appointment" button found on the top right corner of your PSN home page. I look forward to seeing you.
Click on Send Message.	Cancel Send Message Send Message Send Message Send Message
Viewing a Student's Profile	
To view a student's profile, click on the magnifying glass icon found at the top righthand corner of the page.	Summer Te • Q ? • • FIU Panther Success Network
The <i>Quick Search</i> box will appear. You can search for the student by typing in their name or Panther ID.	
A list of students' names will appear in a dropdown menu.	



The student profile also provides you with the ability to see the student's • Overview • Reminders • History (Notes) • Study Hall • Appointments	Verview History More -	Current Alerts I want to Message Sudent Add a Note on this Student Add a Reminder to this Student Add a Reminder to this Student Add a Reminder to this Student Export on Appointment Student Info Student Info Vour Success Team Image: Student Info Advaces Student Info Pour Success Team Image: Student Info Image: Student Info
The Overview tab provides a short snippet of identifying information for the student.	<text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text>	

The History tab provides a chronological listing of Overview History More documentation entered for the student. In this tab, you Your Reminders About will find Appointment Summary Reports, Notes, - REMINDER DATE ACTIONS and Check-Ins. You have no upcoming or outstanding reminders. Previous Next s History 🗸 Filter by Type lun 2020 Tutoring - Center for Academic Success Appointment -Mon, Jun 8, 2020 BSC 2011 - General Biology II John Vihlen 🤇 🌘 Tutoring - Center for Academic Success Appointment + Mon, Jun 8, 2020 BSC 2011 - General Biology II John Vihlen 🤇 🌒 Q Check In 🔸 Fri, Jun 5, 2020 Academic Advising Appointment -Christina Chong 0 In the More tab located at the top of profile page, you Overview History More + Study Hall will find more information Appointments for tutoring appointments Your Reminders About and recorded time. Actions * ACTIONS - REMINDER DATE The More tab is composed You have no upcoming or outstanding reminders. of Study Hall and Appointments.

Study Hall statistics are recorded.

The Appointments tab breaks down appointment related information in terms of Upcoming, Recent and No-Show.

If you need to read the appointment summary from a previous appointment, you can do so by clicking on the Details button attached to the session.

Overvi	ew History	More +				
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Toda 0 mi	iy nutes					
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Creating a Tutor's	
Availability (Scheduled	
Appointments &	
Campaigns)	
In order for students to	
a chadula thair awn	
schedule their own	
appointments, an	
Appointment Availability	
must be saved on the	
platform for each tutor.	

To do so, begin by using the Quick Search to locate the Tutor's profile page.

Select the Tutor's name from the list of results.

You will be redirected to the Tutor's profile page.

Note: In the event that the Tutor possesses more than one role, you can click on the role name found in the Additional Roles label.

Below the Tutor's name, you will find a series of tabs. Click on the *Availabilities* tab.

To add an *Availability,* click on the *Actions* menu found at the top of the table.

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INDEX STUDENT NAME * No students found Email Address: * Personal Information Login Status: Login not allowed	INDEX STUDENT NAME • Contact Information Email Address: Email Address: Personal Information Lagin Status: Lagin not allowed	Assigned Students For Summer Term 2020 •	Schedule an Appointment
No students found No students found Email Address: Personal Information Legin Status: Login not allowed	No students found	INDEX STUDENT NAME	•
Personal Information Legin Status: Legin not allowed	Personal Information Legin Status: Legin netatowed	No students found	Email Address:
Personal Information Legin Status: Legin not allowed	Personal Information Lagin Status: Login not allowed		
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			Legin Status: Login not allowed

Page **10** of **38** Last Edited June 9, 2020 Academic Advising Technology

Available Ti	ime
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van	able 11	mes					
Actions							
SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
0	Thu	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
0	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
0	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Edit
0	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutoring - Center for Academic Success	Edit
0	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutoring - Center for Academic Success	inactive/Edit
					* All times	listed are in Eastern Ti	ne IUS & Canadi

Available Times

	_						
Add T Copy	Time	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	
Delet	e Time	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
0	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutoring - Center for Academic Success	Edit
0	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutoring - Center for Academic Success	Edit
0	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutoring - Center for Academic Success	Edit
0	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutoring - Center for Academic Success	inactive/Edit

A pop-up will appear.

A menu will open with

Delete time.

Select Add Time.

options to Add, Copy and

In the Add Availability formulary select the following:

- Dates of Week for **Availability**
- Start & End Times
- Duration of Availability (can be set to Term, Range of Dates or Forever)
- Type of Availability (Appointment and/or Campaign)
- Care Unit (Tutoring -CFAS)
- Location
- Service (Course(s) that the tutor specializes in)
- Zoom URL/Phone Number

* All times listed are in Eastern Time (US & Canada)

Mon	Tue	Wed	Thu	Fri	Sat	Sun
From			То			
9:00am			2.0	0pm		
All times li	sted are in	Eastern Tir	ne (US & Ca	nada).		
How long i	s this avail	ability activ	e?			
Summer	Term 2020	1				-
What t	vne of a	vailabi	lity is tl	his7		
TTILL L	pe or e					
Appoi	ntments		Drop-ins		Campa	aigns
Care Unit						
Tutoring	- Center fo	r Academic	Success			-
ocation						
Center fo	r Academi	c Success (MMC (GL	120)		
ionuices						
PEC 1	111 Casa	ed Olalami	B DCC	1010 CH	a a cal Dialac	1
N BOL 2	ut i - Gene	rai biology	I R BSL	2010 - Ge	ierai bioluj	N.
JRL / Phor	e Number	÷				
Zoom UR	L					
Snerial Inc	tructions f	or Student				
					Cance	Save

 Special Instructions for Student (Comment on Session Length for example) Number of students per appointment 	ADD AVAILABILITY × Location Center for Academic Success @ MMC (GL 120) ▼ Services ■ ■ Image: BSC 2011 - General Biology III ■ BSC 2010 - General Biology III URL / Phone Number Zoom URL Special instructions for Student ■ B I Image:
Once all information is selected, click <i>Save.</i>	Will you be meeting with multiple students? These settings will not be used for Klock and company purposes. Max Number of Students per Appointment 1
Note: If <i>Campaigns</i> will be utilized throughout the semester, you can set the <i>Availability</i> for <u>both</u> <u>Appointments and</u> <u>Campaign</u> beforehand.	Cancel
Creating a Tutor's Availability (Drop-In Course Based Tutoring)	
Drop-In availabilities allow for students to be seen by a tutor for <u>course based</u> <u>tutoring</u> during certain time blocks without a previously scheduled appointment.	Summer Te ? ?
In order for a student to be able to see the <i>Drop-In</i> <i>Availability</i> for each Tutor on the platform, a <i>Drop-In</i> <i>Availability</i> must be created.	Summer Te Alexander ?
To do so, begin by using the <i>Quick Search</i> to locate the Tutor's profile page.	Scher Alexander - t

Select the Tutor's name from the list of results.

You will be redirected to the Tutor's profile page.

Note: In the event that the Tutor possesses more than one role, you can click on the role name found in the *Additional Roles* label.

Below the Tutor's name, you will find a series of tabs. Click on the *Availabilities* tab.

To add an *Availability,* click on the *Actions* menu found at the top of the table.

A menu will open with options to *Add, Copy and Delete* time.

Select Add Time.

A pop-up will appear.



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In the Add Availability	ADD AVAILABILITY ×
formulary select the	When are you available to meet?
following:	Harry Third Third The Data Data
 Dates of Week for 	Mon Tue Wed Thu Ph Sac Sun
Availability	From To
- Stort 9 End Timos	All times listed are in Eastern Time (US & Canada).
• Start & End Times	How long is this availability active?
Duration of	Summer Term 2020 +
Availability (can be	What type of availability is this?
set to Term, Range	Annointments Dron-ins Campairms
of Dates or Forever)	septementa companya
• Type of Availability	Care Unit
(Drop Inc)	Loration .
	Center for Academic Success (P MMC (GL 120) *
Care Unit (Tutoring –	Services
CFAS)	H. BSC 2011 - General Biology II H. BSC 2010 - General Biology I
Location	URL / Phone Number
 Service (Course(s) 	Zoom URL
that the tutor	(e. (kee, ()) (e) (e. (e. (e. ())))
	Cancel Save
specializes in)	
Zoom URL/Phone	
Number	add availability ×
Special Instructions	Location
for Student	Center for Academic Success @ MMC (GL 120) *
(Comment on	Services
Continent on Seccion Longth for	🕱 BSC 2011 - General Biology II 🕅 BSC 2010 - General Biology I
Session Length, for	URL / Phone Number
example)	Zoom URL
 Number of students 	Special instructions for Student
per appointment	B <i>I</i> ⊨ ≡ 5 ∂
	P
	Will you be meeting with multiple students?
	Max Number of Students per Appointment
	1
Once all information is	
selected, click Save.	
	Cancel Save
Availability (Extra Credit	
Workshop)	
Creating a Tutor's	
Appointment Availability	
for the purpose of the	
Extra Credit Workehone ie	
Similar to a one-on-one	

Drop-in Tutoring Availability.

There are, however, differences:

- Select <u>Extra Credit</u> <u>Workshop Name</u> instead of Course Name for Service
- One Availability will
 be created for each
 Session in the
 workshop series.
- Set Availability to allow for group Appointment with cap set to the number of students per session
- Save Availability to begin <u>15 minutes</u> before ECW session is scheduled to begin. Doing so will allow students to check-in on the Kiosk prior to the session's scheduled start time.

The overall process is as follows.

Begin by using the *Quick* Search to locate the Tutor's profile page.

Select the Tutor's name from the list of results.

You will be redirected to the Tutor's profile page.

Note: In the event that the Tutor possesses more than one role, you can click on the role name



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found in the <i>Additional Roles</i> label.	Assigned S	tudents	(S	staff) 👻	v				Options	FIU Panther Success Network
				-					Send a Mes	sage
Below the Tutoric name	Assig	ned S	students l	For Summe	r Term 2	020 -			Schedule an	Appointment
below the lutor's name,	Actions +		INDEX	STUDENT	NAME			•	Add a Note	
you will find a series of									Contact	Information
tabs. Click on the					No student	s found			Email Addres	a:
Availabilities tab.									Persona	l Information
									Login Status Login not allow	ed
	1	Avai	lable Ti	mes						
To add an <i>Availability,</i>		Actions	-							
click on the <i>Actions</i> menu	1	SELECT	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE	JNIT	
found at the top of the	[0	Thu	8:00a-11:00p	Summer Term 2020	Center for Academic Success	BSC 2011 - General Biology II For: Drop-Ins	Tutori for Ac	ing - Center ademic	Edit
table.		0	Fri	8:00a-5:00p	Summer Term 2020	@ MMC (GL 120) Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Succe Tutori for Ac Succe	ss ing - Center ademic ss	Edit
		0	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Center for Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I, BSC 2011 - General Biology II For: Appointments	Tutori for Ac Succe	ing - Center ademic ss	Edit
		0	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry For: Appointments/Campaigns	Tutori I for Ac Succe	ing - Center ademic ss	Edit
		0	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutori for Ac	ng - Center ademic ss	inactive/Edit
A menu will open with options to <i>Add, Copy and</i> <i>Delete</i> time.		Ava	ilable Ti	imes			_			_
		Co	a time	TIMES	DATES	LOCATION	PURPOSE	CARE UI	ат	
Select Add Time.		Del	ete Time	8:00a-11:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutorin for Aca Success	g - Center demic	Edit
		0	Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II For: Drop-Ins	Tutorin for Aca Success	g - Center Jemic i	Edit
		0	Mon, Wed, Fri	12:00p-5:00p	Summer Term 2020	Academic Success @ BBC (AC1 160)	BSC 2010 - General Biology I BSC 2011 - General Biology II For: Appointments	for Aca Success	g - Center Jemic	Edit
		0	Mon, Wed, Fri	8:00a-5:00p	Summer Term 2020	Center for Academic Success @ MMC (GL 120)	BSC 2011 - General Biology II, CHM 1045 - General Chemistry I For: Appointments/Campaigns	Tutorin for Aca Success	g - Center demic i	Edit
		0	Mon	9:00a-10:00a	Spring Term 2020	Center for Academic Success @ MMC (GL 120)	CHM-1045, BSC 3033 - General Biochemistry For: Appointments	Tutorin for Acai	g - Center demic	Inactive/Edit
						Sumetor (ro)	*All times	listed are	in Eastern Tim	e (US & Canada)
A pop-up will appear.										

In the Add Availability formulary select the following:

- Dates of Week for Availability
- Start & End Times
- Duration of Availability (Date Range. You will specify the date that the session is taking place)
- Type of Availability (Drop-Ins)
- Care Unit (Tutoring CFAS)
- Location
- Service (Extra Credit Workshop Name)
- Zoom URL/Phone Number
- Special I for (Cor Ses exa
- Nun per

Mon	Tue	Wed	Thu	Fri	Sat	Sun
From			То			
4:45pm			6:0	0pm		
NI times la	sted are in	Eastern Tir	ne IUS & Ca	nada).		
How long i	is this availa	ability activ	e?			
A Range	of Dates					
Starting 6/9/20) on 120 []])			Ending on 6/9/2020	
Starting	;on 120 👘 ype of a	vailabi	lity is t	his?	Ending on 6/9/2020	
Starting 6/9/20 What ty Appol	on 20 🕅 ype of a intments	vailabi	lity is t Drop-ins	his?	Ending on 6/9/2020 Campa	igns
Starting 6/9/20 What ty Appoi Care Unit	yon 220 💮 ype of a intments	vailabi	lity is t Drop-ins	his?	Ending on 6/9/2020 Campa	igns
Starting 69v20 What ty Appoi Care Unit Tutoring	on 120 📰 ype of a intments - Certer fo	vailabi	lity is t Drop-ins Success	his?	Ending on 6/9/2020 Campa	igns ,
Starting 6/9/20 What ty Appol Care Unit Tutoring Location	on 120 👘 ype of a intments - Center fo	vailabi	lity is t Drop-ins Success	his?	Ending on 6/9/2020 Campa	igns .

Special Instructions for Student	ADD AVAILABILITY ×
(Comment on	Location Center for Academic Success (# MMC (GL 120)
example)	Services <u>H.</u> TLC - BSC 2010 (General Biology I)
• Number of students per appointment	URL / PHONE REAMBER
Once all information is selected, click <i>Save.</i>	B I III → ↔ ↔ P Will you be meeting with multiple students? There emoge and not be used for klock and compaign purposes. Max Number of Students per Appointment 10 Cancel Bave
Opening the Appointment Center	
The Appointment Center is the central page to viewing	

the schedule for your	ter- Your Success Team
department.	ET tter-
To open the Appointment Center, click on the Additional Modes menu found at the bottom of your PSN homepage.	Romage, Kettla Kovisor Romage, Kettla Sanchez, Mario Advisor Your Summer Term 2020 Instructors EEE-303 (U01B) Lu. lide
Opening this menu will show two options. Select Appointment Center from	Page last refreshed at 12:25am
the two.	All times listed are in Eastern Time (US & Canada) Additional Modes -
Be careful not to select Kiosk. If Kiosk is elected, you will be automatically	SOp ET g Center- Sop ET g Center- Your Success Team Marquez, William Advisor Center- Q Rangez, Kettia
Following selection of Appointment Center, you will be redirected to a list of Appointment Locations granted to your department.	Sansor Advisor Your Summer Term 2020 Sansor Reference Reference <t< th=""></t<>
Select the location that you wish to view.	Choose Appointment Center Location
	Appointment Center Name Available Locations Center for Academic Success - Online Center for Academic Success @ BBC (AC1 160) Center for Academic Success @ MMC (GL120)
The Scheduling Grid	
Following your selection, you will be redirected to the location's <i>Scheduling</i> <i>Grid</i> . The <i>Scheduling Grid</i> allows you to view the availability and appointment schedule for all tutors that assist	

students at this particular	Appointment Schedule For Tuesday, Ju	ine 9, 2020				Open Time Staff U	Orientation Unavailable Vertic *	Display Name Service +
le setter	Aaron Armbrister Asie	r Bracho Drop lo	Giselle Calero	Dante Cook	Andres Gomez	Ana Guerrero Rosario	Alejandro Pimentel	
location.	8 AM	Drop in	Drop in	n	Drop in			
	ET							
	2							
	ET							
	10 AM			MAC 1105 - College				
	ET							
	11 AM			MAC 1147 - Pre-Calc				
	EI							
	Noon ET							
					Ξ			
	1 PM ET	P	PHY 2048 – Physics	MAC 1114 - Trigono				
		P	HV 2053 - Physics		=	-		
	PM ET		-FIT 2000 - FITYAICS					
		P	PHY 2054 - Physics					
	PM ET							
		P	PHY 2049 - Physics					
	PM ET							
						16		
Searching for a Student							FIU	
eou onng for a oradoni	Center for Academic	Success @ M	MC (GL 120)				Panther Success Network	
Above the Scheduling	Name or Panther ID							×
Grid you will find a field	iD.							
	Senior							
where you are able to enter	Computer Engineering - B							
the student's name or	Send Message							
Panther ID	Schedule General Event Track Time Record Visit							
	Add to Staff Queue							
The results from this								
and here ide a animat of		-						
search provide a shippet of				in.				
information for the				ID.				
student. You will see the								
Student. Tou win See the			A b	Senior				
student's email, standing,			lin all	Computer E	ngineering -	B		
major and the Success								
				View Succes	s Team			
Team.								
				Send Messa	ge			
Noto: Only students who				Schedule Ge	eneral Event			
Note. Only students who				Track Time				
belong to Undergraduate				Record Visit				
and cortain Graduato				Add to Staff	Queue			
				2.07.07.07.07.0AC		_		
programs can be found on								
the platform.								
Scheduling Same Dav								
Annointmonto								
Appointments								
In addition to Calendar								
view front dock staff as								
view, front desk statt can								

make tutoring Felix Travieso appointments on behalf of the student and tutor by ID:5 ftravies@fiu.edu using the *Appointment* Dual Enrollment - High S.. Schedule grid. View Success Team edule General Event Track Time Enter the student's name Add to Staff Queu into the search bar and Scheduling Grid select the type of Start Time (ET) End Time (ET)
StOOPM + StOOPM + C Refreshed Today 12:32pm ET 05/09/2020 appointment in the Services dropdown menu. Care Uni Tutoring - Center for Academic Success All Services This will generate the student's availability and intment Schedule For Tuesday, June 9, 2020 App add it to the Appointment Vertical Felix Travieso Giselle Calero Dante Cook Schedule grid. 8 AM ET Note: In addition to the student's availability, you 9 AM ET will be presented with the student's summary, e.g. Panther ID, email, major, 10 AI ET MAC 1105 - College Algebra and Success Team. AC 1147 - Pre-Calculus & Tr. 11 AP Noo ET 48 - Physics with Calc. 1 PM ET The Appointment Schedule grid now reflects the availability of both the student and the tutor. To select the time of appointment, click on an available time period in the tutor's schedule column.

	Appoir	ntment Schedule For Tuesc	lay, June 9, 2020			🗆 Open Time 🔲 Staff Un	Ovientation available Vertical +	Display Name Service +
			Aaron Armbrister	Asier Bracho	Giselle Calero	Danto	e Cook	Andres Gome
	8 AM ET							
	9 AM ET							
	10 AM ET					MAC	1105 - College Algebra	
							-	
	11 AM ET					MAL	1147 - Pre-Calculus & Ir	
	ET							
	1 PM				PHY 2048 - Physic	s with Calc NAC	1114 - Trigonometry	
	ET							
 When you make this selection, the <i>Create An Appointment</i> window will open. Select <i>Course</i> from the <i>Service</i> dropdown menu. Verify the appointment detail, e.g. organizer (tutor), student and date/time. Click <i>Save Appointment</i> to confirm or <i>Edit</i> to change appointment details. 								
Once the appointment has been confirmed, the appointment will appear on the scheduling grid. It will reflect in both the student and tutor's calendar.								
Note: The student and tutor will both receive email notifications that the								



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student's summary, e.g. Panther ID, email, major, and Success Team.							
The Appointment Schedule	Appointn	nent Schedule For Frida	y, June 12, 2020			Ovientation Disp	play Name
arid now reflects the	Мі	chael Joseph	Dante Cook	Andres Gomez	🗆 Open Time 🔳 Alejandro Pimentel	Staff Unavailable Vertical + Se	ervice +
availability of both the	8 AM			Dro	ip in	Drop in	
student and the tutor.							
							-
To select the time of	9 AM ET						
appointment, click on an				=			
available time period in the	10 AM ET		-				
tutor's schedule column.							
			-				-
	ET				9 <u></u>		
	Noon ET						
 selection, the Create An Appointment window will open. Select Course from the Service dropdown menu. Verify the appointment detail, e.g. organizer (tutor), student and date/time. Click Save Appointment to confirm or Edit to change appointment details. 		CREATE AN A Service Organizer Student When Comments	APPOINTMENT MAC 111 Dante Co Times liste 06/12/20 Enter co Studer Studer Send B Send B Send T Send T	4 - Trigonometry * ok d are in ET. 20 10:00am mments thas checked in for ap small Reminder to the op real Reminder to the op fext Reminder to non of	Show All Services for 60 min * pointment organizer attendees ganizer attendees ganizer attendees ganizer attendees	Create Appointment	

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

Note: The student and tutor will both receive email notifications that the tutoring appointment was made.

Cancelling a Tutoring Appointment on Behalf of the Student There are two manners to

cancelling a tutoring 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





Select Entire Appointment from the Cancel Appointment dropdown menu.	CANCEL APPOINTMENT × Cancel Appointment For: Entire Appointment Comments: Comments: Ciose Cancel Appointment
Select Need to Cancel from the Reason dropdown menu. Click on Cancel Appointment button.	CANCEL APPOINTMENT × Cancel Appointment For: Entire Appointment Need to Cancel Need to Cancel Close Cancel Appointment Close Cancel Appointment
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.	



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.	MANAGE APPOINTMENT × MAC 1114 - Trigonometry All Attendees • Justin Deleon • Marcel Appointment For: Entire Appointment • Reason: Meed to Cancel • Don't Mark
	Cancel Appointment Check In Appointment Close
You will receive a confirmation once the appointment is cancelled.	MANAGE APPOINTMENT X MAC 1114 - Trigonometry All Attendees All Attendees All Attendees Cancelled Image: State Cock (Organize) All Attendees Cancelled for this Appointment due to Need to Cancel Image: State Cock (Organize) Cancelled for this Appointment due to Need to Cancel Image: State Cock (Organize) Cancelled for this Appointment due to Need to Cancel Image: State S
Editing (Rescheduling) a Tutoring Appointment	
Option 1	

To edit a previously made	×
tutoring appointment, enter the student's name into the search bar. This will pull up the appointment information.	Jdelco48gfu_edu Accust Computer Science - BS Today at 100gm - 2.00 Vew Success Team Organizer: Send Message Schedule General Event Track Time Record Visit Add to Staff Queue Dares Cook Cancel
To edit, select Edit from the Actions dropdown menu located in the Appointment summary box that appears below the search bar.	Edit an Event Filters Care link Tutoring - Center for Academic Success
	Lacation Center for Academic Success @ MMC(GL + Service CHM 1020 - Chemistry & Society * Course Q
	Comments
You will be redirected to the Edit an Event page.	Select a Date O June 2020 O Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 2 8 9 10 11 12 13
Select the new date that you would like to move the tutoring appointment to	14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
take place.	Reminders Send E-mail Reminder to the organizer attendee ⁷ Send a text reminder to one organizer attendees ⁷ Send a text reminder to one organizer attendees ² Send a text reminder to non organizer attendees ⁷
	People Attending (1) Astencio, Mayra (Student) X Add an Attendee:
	Q. Select An Advisor
	SELECT ADVISOR AVAILABLE TIMES Image: Christina Mon-Tue, Thu 249 (30am-11:00am (Summer Term 2018)) Image: Christina Mon-Tue, Thu 249 (30am-1000m (Summer Term 2018)) Image: Christina Image: Christina Mon-Tue, Thu 249 (30am-1000m (Summer Term 2018)) Image: Christina Image: Christina
Select the tutor that the student will meet with.	Callahan, Hida Christina Man Hi 800am, 500pm Crampaigns Only/Mon FH 800am, 500pm Drop-In Availability,Mon FH 800am, 500pm O Chong, Christina Drop-In Availability,Mon FH 800am, 500pm O Diaz, Jacqueline Drop-In Availability,Mon FH 800am, 500pm O Diaz, Jacqueline Drop-In Availability,Mon FH 800am, 500pm O Diaz, Jacqueline Tue-Thu 8:30am-400pm (Junner Term 2018) O Diaz, Veronica Tue-Thu 8:30am-400pm (June 11, 2018 - June 15, 2018)

Note: If the new								
annointment takes place	People Attending (1)							
appointment takes place	Available Stors Left in Appointment (0)							
on the same day as	Additional Stee							
originally scheduled for,	Add an Attendee - +							
you will not be required to								
select the tutor.	Select An Organizer							
	Bracho, Acier For: Appointments/Drop-Ins Tue, Tru 8:00am-12:00pm ET (Summer Term 2020)							
	Prmentol, Akijandro For: Appointments Mon-Fri 9:00am-1:00pm ET (Summer Term 2020)							
You can now see the	O Armbrister, Aaron							
available appointments for	Calero, Gisele							
this tutor. Select the new	O Goma, Andres							
time for the tytering	A Annua Anna Inn							
time for the tutoring	Choose A Time To Meet							
appointment.	Length: 60 min + Availabilities:? Show Availabilities for This Course/Service +							
	TIME SLOT 06/14 06/15 06/16 06/17 06/18 06/19 06/20 ISUNO (MONO) (TUE) (WED) (THUI) (PRI) (SAR)							
	6.00am - 7.00am ET 7.00am - 8.00am ET							
	8:00am - 9:00am ET DROF-IN OFT							
	9:00am - 10:00am ET DIOP-IN O/1							
Click on Save	10:00am - 11:00am ET DROPIN 0/1							
Appointment	11:00am-12:00pm ET 0/1 0/1							
Appointment.	1.00pm - 2.00pm ET							
	3.00pm - 4.00pm ET							
	Repeat This Appointment?							
	Repail							
	Does not repeat							
	Save Appointment Cancel							
Checking In Dron In								
	x							
Appointments								
	mespi122@flu.edu							
When checking in a	Biological Sciences - BS							
student as a drop-in	Send Message							
appointment,	Schedule General Event Track Time							
enter their name in the	Add to Staff Queue							
search bar.								
	ADD TO STAFF QUEUE ×							
Novt to the student's								
next to the student s	Choose a Staff (Organizer)							
Add to Otoff Output link	Aaron Armbrister *							
Add to Statt Queue link.	Choose a Service							
	MAD 1100 – Math for IT V Show Additional Services for this Location							
Click on this link.	Add a Comment							
	Enter a commenc							
A pop-up will appear.								
	You have 250 characters remaining.							
Select the tutor's name								
and applicable course for	Cancel Add to Staff Queue							

which the student is									
requesting tutoring for									
requesting tatoning for.									×
Click on the Add to Staff			Rending	Vieit					
Click on the Add to Stan		mespi122@fiu.edu	When:	Today at					
Queue button to confirm.		Biological Sciences - I	BS Organiz	12:57pm ET er: Aaron Armbrister					
		Send Message	State:	Queued					
The student has been		Schedule General Ew Track Time	ent Note:	Checked in 0 min ago	at 12:57pm ET				
placed in the tutor's queue.		Record Visit Add to Staff Queue	Check	Not Attended To					
To view the queue, switch									
to the Dron-In									
Appointmente page using									
Appointments page using									
the Scheduling Grid menu.									
Viewing Upcoming	Scheduled A	pointments -							
Scheduled Appointments	Date 06/09/2020	C Befreshed	Today 12:59pm ET						
••									
To view your center	Care Unit		Service			Staff			
lootion's uncoming	Tutoring - Center	or Academic Success		vices	*	All Staff			
location's upcoming	Upcomine	Appointm	ents						
appointments, switch from	Actions +	,							
the Scheduling Grid page	BEGINI	ING IN I	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
to the Scheduled	1 minu	te (06/09/2020 1:00pm ET	about 1 hour	PHY 2048 – Physics with Calculus I	N/A	Ana Aguila: 5900761	Giselle Calero	No
Appointments page. You	about	l hour (06/09/2020 2:00pm ET	about 1 hour	PHY 2053 – Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
will see upcoming. In	about about	2 hours (06/09/2020 3:00pm ET	about 1 hour	PHY 2054 – Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
Progress and recent	about a	8 hours (06/09/2020 4:00pm ET	about 1 hour	PHY 2049 – Physics with Calculus II	N/A	Jose Mas: 5679519	Giselle Calero	No
scheduled appointments									
Each appointment status is	In Progres	s Appointn	nents						
caperated into ite own	Actions -								
	STAR	'ED AT	DATE & TIME DURAT	ION	SERVICE	COURSE	ATTENDEE NA	ME: STUDENT ID ORG	NNIZER
table.				No appo	intments to show for the	selected filters			
	Recent Aj	pointment	5			_			
	Actions -		0.177.0.7245	DUDATION					00000000
	06/09/	2020 10:00am -	05/09/2020 10:00am FT	less than a minute	MMC 1105 - Colle	re Akrebra	N/A Sol	Tendee NAME: STUDENT ID	Dante Cook
	06/09/	m ET 2020 11:00am -	06/09/2020 11:00am ET	less than a minute	MWC 1147 - Pre-C	alculus &	N/A Da	vid Castaneda: 6002810	Dante Cook
	06/09/	m ET 2020-11:00am -	06/09/2020 11:00am ET	less than a minute	CHM 1046 – Gene	ral Chemistry II	N/A Ale	xander Perez: 5770831	Alejandro Pimentel
	12.00	m El							
Navigating Upcoming									
Annointmente' Functione									
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.

Viewing Appointment Details

Jpcoming Appointments							
Actions .							
Send Message to Attendee	DATE & TIME	DURATION	SERVICE	COURSE	ATTENDEE NAME:	ORGANIZER	CHECKED IN
View Appointment Details	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 – Physics with Calculus I	N/A	Ana Aguila: 5900761	Giselle Calero	No
Check In	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 – Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
Mark No-Show	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 – Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
about 3 hours	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 – Physics with Calculus II	N/A	Jose Mas: 5679519	Giselle Calero	No

Upcoming Appointments

ń	ctions .								
L	Send Message to Attendee						ATTENDEE NAME:		
Ţ	Send Message to Organizer	Γ.	DATE & TIME	DUKATION	SERVICE	CODICE	STUDENT ID	ORGANIZER	CHECKED IN
l	View Appointment Details		06/09/2020 1:00pm ET	about 1 hour	PHY 2048 – Physics with Calculus I	N/A	Ana Aguila: 5900761	Giselle Calero	No
ŀ	Check In		06/09/2020 2:00pm ET	about 1 hour	PHY 2053 – Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
ŀ	Cancel		06/09/2020 3:00pm ET	about 1 hour	PHY 2054 – Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
1	about 3 hours		06/09/2020 4:00pm ET	about 1 hour	PHY 2049 – Physics with Calculus II	N/A	Jose Mas: 5679519	Giselle Calero	No

Tex	
Subject:	
Tutoring	Appointment
Message:	
B I	⊞ ⊞ 🖉 Paragraph v 🕤 🤿
Add Attach Select file to Send Additio	you!
	Cancel Send Message



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	рор	-up	wir	Idov	v w	ill
op	ben.	Sel	ect	Che	eck	In.

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

Upcoming Appointments							
Actions .							
Send Message to Attendee	DATE & TIME	DURATION	SEDUCT	001855	ATTENDEE NAME:	ORGANITER	CHECKED IN
Send Message to Organizer	LATE & TIME	DURKINGH	JUNIAL	COURSE	STUDENT ID	CROPHILLER	CHILDRED IN
View Appointment Details	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 – Physics with Calculus I	N/A	Ana Aguila: 5900761	Giselle Calero	No
Check In	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 – Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
Mark No-Show	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 – Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
about 3 hours	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 – Physics with Calculus II	N/A	Jose Mas: 5679519	Giselle Calero	No

A	ll Attendees	•	Appoin	tment Details	[edit move]
Ţ	Giselle Calero (Orga	nitzer) V C S S S S S V C C	Vhen enter for Act uccess @ Mi 20) ervice HY 2054 – Pi ithout Calcu course	Tue Jun 69, 2829 3:00pm - 4:00pm ET ademic MC (GL hysics hus II N/A	Care Unit Tutoring - Center for Academic Success Comments None Type One Time Appointment

Upcoming Appointments

4	ctions 🔺							
٦.	Send Message to Attendee					ATTENDEE NAME:		
E	Send Message to Organizer	DATE & TIME	DURATION	SERVICE	COURSE	STUDENT ID	ORGANIZER	CHECKED IN
	View Appointment Details	06/09/2020 1:00pm ET	about 1 hour	PHY 2048 – Physics with Calculus I	N/A	Ana Aguila: 5900761	Giselle Calero	No
Ļ	Check In	06/09/2020 2:00pm ET	about 1 hour	PHY 2053 – Physics without Calculus I	N/A	Alex Pardo: 6262356	Giselle Calero	No
ŀ	Cancel	06/09/2020 3:00pm ET	about 1 hour	PHY 2054 – Physics without Calculus II	N/A	Nicholas Caride: 3014696	Giselle Calero	No
1	about 3 hours	06/09/2020 4:00pm ET	about 1 hour	PHY 2049 – Physics with Calculus II	N/A	Jose Mas: 5679519	Giselle Calero	No

dow will Check In.	CHECK IN APPOINTMENT × Check in user for PHY 2054 – Physics without Calculus II Check In Check In Check In Check In
rill be placed in the or's queue. ne	Campus Student Success Collaborative"
t right)	Student checked in for appointment. Modesto Maidique Campus (MMC)

	Upcoming Appo	intments						
Marking an Appointment a	Actions . Send Message to Attendee							
No-Show	Send Message to Organizer	DATE & TIME D	URATION	SERVICE	COURSE	ATTENDEE NAME: STUDENT ID	ORGANIZER	CHECKED IN
	View Appointment Details	06/09/2020 1:00pm ET a	ibout 1 hour	with Calculus I	N/A	Ana Aguila: 5900761	Giselle Calero	No
	Mark No-Show	06/09/2020 2:00pm ET a	ibout 1 hour	without Calculus I PHY 2054 – Physics	N/A	Alex Pardo: 6262356 Nicholas Caride:	Giselle Calero	No
lick on the box to the left	Cancel	06/09/2020 3:00pm ET a	ibout 1 hour	without Calculus II PHY 2049 – Physics	N/A	3014696	Giselle Calero	No
f the appointment whose tendee you wish to mark s a no show.	about 3 hours	06-799/2020-4,00pm ET a	ibout 1 hour	with Calculus II	NA	Jose Mac 5679519	Giselle Calero	No
elect <i>Mark No-Show</i> from he <i>Actions</i> dropdown nenu.	MARK NO Marl Mark Mark No-SI	SHOW FOR APPO	attende 1	T ee(s) for	PHY	2054 – F	Physics	×
ی pop-up window will pen. Select <i>Mark No-</i> how.		APPOINTMENT REPORT FOR Appointment Details Appointment Second20.2.0 coper - 4.00pm ET - Frif 265 Care Livit Tutsring-Corter for Academic Success (# AMC (%) Conter for Academic Success (# AMC (%) Conter for Academic Success (# AMC (%) (# PHY 2054 – Physics without Calcul	A - Physe. * Study 1220 * Study study Study Study Study	nmary Details For meets Discussed Skills Used ant arrived on time and was not was prepared (attended ant asked for explanation of ant responded positive) to a	ready to begin our s docs, read lesson, h material no unders instruction (as you su memors)?	Objectives of the Session Goals For Next Session ession. ad notes, etc.]? tood? ggested(?)	Yes ○ No ○ NA Yes ○ No ○ NA	
The Tutoring Report window will open. Fill out all applicable information.		Static typeng to search all courses Meeting Type Salkict Meeting Type Date of visit 06/09/2020 Meeting Sart Time 3:00pm to 4:00pm to 6:00pm to 5:00pm to 6:00pm to 6:00pm to 7:00pm to <t< th=""><th>stude</th><th>achments ktach File</th><th>ding of the materia f Paragraph ∨</th><th>since our last session.</th><th>Save this Report</th><th></th></t<>	stude	achments ktach File	ding of the materia f Paragraph ∨	since our last session.	Save this Report	
Click on Save this Report to confirm.								

	Campus Student Success Collaborative* 🔤 🚡 📹 🗔	FIU Campus 🔹 Summer Term 20 🔹 🔍 ? 📦 🔹
	Report Created	
	Modesto Maidique Campus (N	имс) 🛛 🗖 📕 🖳 🛛
The student's appointment will be automatically marked as a No-Show. You will see the notification (at right) confirming.		
Checking Out an Appointment		
Once a student has been	In-Progress Visits	
checked in, you will also be able to check them out	Send Message to Attindee ME: STUDENT ID START TIME APPT TIME APPT TIME Check Out E3 0142 06/05/2020 2:54pm ET 06/04/2020 9x	CHECK IN TIME SERVICE COURSE 44pm ET 9:04pm ET BSC 2011 - General Biology II N/A
In the <i>In Progress</i> Appointments table, click		
on the box to the left of the		
appointment whose attendee you wish to		yase
Check Out from a session.	Are you sure you want to 0	Check Out this Visit?
	No	Yes
Salact Chack Out from the		
Actions dropdown menu.		
Click on Yes to confirm.		
	Student Success Collaborative"	FIU Campus 🔹 Summer Term 20 🔹 🔍 ? 🍈 👻
	Checking Out Attendee	×
	Student checked out from appointment.	×
The student's appointment will be automatically concluded. You will see the notification (at right)		

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Managing the Kiosk

The *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 *Kiosk* through their own SSC home page.

To open the *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 *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.*

Select the All Available Services option that appears.





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