

## How to Launch the Appointment Center

1. In the bottom right hand corner of the screen, click on Additional Modes. Select Appointment Center.

**Appointment Center  
Kiosk**

Additional Modes ▼

2. Click on your Appointment Center location.

### Choose Appointment Center Location

#### Available Locations

110 Millstein Library

200 William Pitt Union

208 Thackeray Hall - Advising Center

ASC: G-16 Owen Library

McCarl Center (1400 Posvar Hall)

School of Nursing

152 Benedum

201 Thackeray Hall - Advising Center

Academic Advising Center Hanley 218

Dietrich On Call Advising

Office of Veterans Services

Study Lab - G-1 GSCC

3. You now can see the Appointment Center for your location including advisors who are available for appointments today.

### Study Lab - G-1 GSCC

#### Scheduling Grid ▼

Date: 07/12/2019 Start Time: 8:00AM End Time: 5:00PM Refreshed Today 02:57 PM

Care Unit

Advising

Service

All Services

Staff

All Staff

Find First Available?

#### Appointment Schedule For Friday, July 12, 2019

	Amanda Brodish	Jill Harvey	Mary Napoli
8 AM	Study Skills Inventory		
9 AM			
...			Academic Coaching

## How to Use Your Appointment Center

Change the way you view the appointments

1. The default to view your appointments is a vertical grid.
2. To change to a horizontal view, click on the Orientation drop down and select Horizontal

Orientation

Horizontal ▼

Vertical

Horizontal

Display Name

Service ▼

Appointment Schedule For Friday, July 12, 2019

	Amanda Brodish	Jill Harvey	Mary Napoli
8 AM	Study Skills Inventory	Drop In	
9 AM			
10 AM			Academic Coaching
11 AM			
Noon			Academic Coaching
1 PM			
2 PM			
3 PM			
4 PM			

## Appointment Schedule For Friday, July 12, 2019

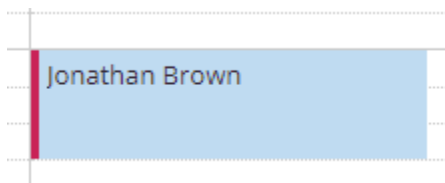
	8 AM	9 AM	10 AM	11 AM
Amanda Brodish	Study Skills ...			
Jill Harvey	Drop In			
Mary Napoli			Academic C...	

3. Now you can view your appointments horizontally. This can be easier to view a larger group of Advisors.

**Please note:** Currently there is no way to make this change the default.

### Change the way the names of appointments are displayed

The default display name on your appointment is the name of your Service. To change the name that is displayed on the appointment to the name of the student, click the Display Name drop down and select Attendee. Now the name of the student will show up in their appointment slot rather than their Appointment type.



Display Name


Service

Service
Attendee

### [Change the date you are viewing](#)

To make an appointment on a different date, click on the Date field under the Scheduling Grid. Select the date you want to make an appointment on in the calendar. Follow the instructions on how to schedule an appointment.

## Scheduling Grid ▼

Date	Start Time	End Time
07/12/2019 	8:00AM ▼	5:00PM ▼


July 2019						
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	31			

For Friday, July 12,

### [Change the start and end time of the Scheduling Grid](#)

The default appointment times in Pathways is from 8am-5pm. Many offices are open during different hours. To change the time, simply click on the drop down menus called Start Time and End Time to change the time you see in your grid.

## Scheduling Grid ▼

Date	Start Time	End Time
07/12/2019 	8:00AM ▼	5:00PM ▼

**Please note:** Currently there is no way to make any of these changes the default.

# How to Check In a Student for a Scheduled Appointment

## Manual Check-In

### Using Scheduling Grid

1. Click on the appointment

### Appointment Schedule For Tuesday, July 16, 2019

	Amanda Brodish	Mary Napoli
8 AM		Drop In
9 AM	ENGR-Academic Advising - 1s...	

2. Click on Check in Appointment.

MANAGE APPOINTMENT

ENGR-Academic Advising - 1st Year Students

All Attendees

Amanda Brodish (Organizer)

Todd Ackerman

Appointment Details

When

Tue Jul 16, 2019

09:00 am - 09:30 am

Where

152 Benedum

Service

ENGR-Academic Advising - 1st Year Students

Course

N/A

Care Unit

Advising

Comments

Todd Ackerman: Skype Call

Type

One Time Appointment

Cancel Appointment

Check In Appointment

Delete Appointment

Close

3. Click the blue check in button.

4. A notification will be sent to the Advisor to let them know their student is here for their appointment.



MANAGE APPOINTMENT

ENGR-Academic Advising - 1st Year Students

All Attendees

You (Organizer)

Todd Ackerman

Check in user for ENGR-Academic Advising - 1st Year Students

Check In

Todd Ackerman

Cancel

Check in

Cancel Appointment

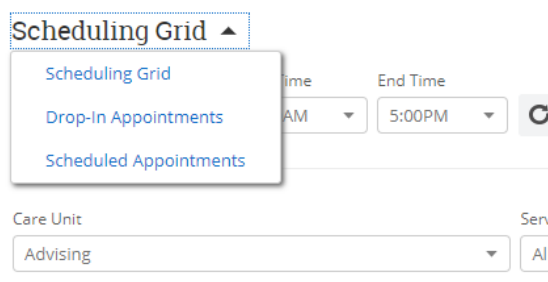
Check In Appointment

Delete Appointment

Close

## Using Scheduled Appointments

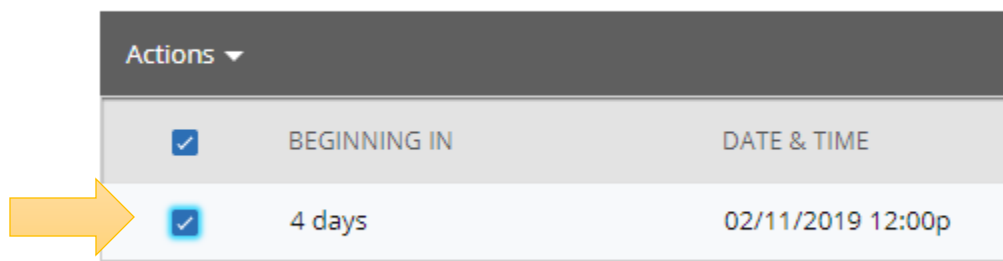
1. Use the Scheduling Grid drop down to select Scheduled Appointments



The screenshot shows a 'Scheduling Grid' dropdown menu with three options: 'Scheduling Grid', 'Drop-In Appointments', and 'Scheduled Appointments'. Below the menu, there are input fields for 'Start Time' (set to 9:00 AM) and 'End Time' (set to 5:00 PM), a 'Refresh' button, a 'Care Unit' dropdown (set to 'Advising'), and a 'Service' dropdown (set to 'All').

2. Under Upcoming Appointments, click the box next to the student who needs checked in.

## Upcoming Appointments

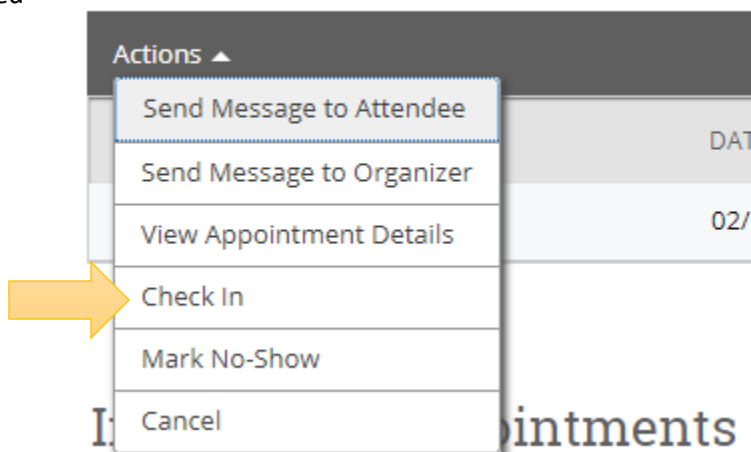


The screenshot shows a table titled 'Upcoming Appointments'. The first column has a header 'BEGINNING IN' and a data row '4 days'. The second column has a header 'DATE & TIME' and a data row '02/11/2019 12:00p'. A blue checkmark is visible in the first column of the data row. An orange arrow points to the checkmark.

Actions	BEGINNING IN	DATE & TIME
<input checked="" type="checkbox"/>	4 days	02/11/2019 12:00p

3. Use the Actions drop down to select Check In. This will send a notification to the advisor that the student has arrived for their appointment.

## Upcoming Appointments



The screenshot shows the 'Upcoming Appointments' table with the 'Actions' dropdown menu open. The menu options are: 'Send Message to Attendee', 'Send Message to Organizer', 'View Appointment Details', 'Check In', 'Mark No-Show', and 'Cancel'. An orange arrow points to the 'Check In' option.

Actions	DATE
<input checked="" type="checkbox"/>	02/11/2019 12:00p

- Send Message to Attendee
- Send Message to Organizer
- View Appointment Details
- Check In
- Mark No-Show
- Cancel

# How to Schedule an Appointment

## Appointment Center

1. In the grid of the chosen advisor, click on the time that you want to schedule the appointment.

Appointment Schedule For Tuesday, July 16, 2019

	Amanda Brodish	Mary Napoli	Jessica Watson
		Drop In	Drop In
8 AM			
9 AM	ENGR-Academic Advising - 1s...		
10 AM			

**Staff Available for Appointment**  
Mary Napoli  
2019-07-16  
9:00 am  
[Click to create an appointment.](#)  
Study Skills Inventory

2. Click the Service or type of appointment that you want to schedule. If the appointment that you are looking for isn't in the drop down, that advisor hasn't made themselves available for that appointment.
3. Search for the student's name.
4. Select the reminders that you want to set up for the organizer and attendee.
5. Click Create Appointment.

**CREATE AN APPOINTMENT** ×

Service

Study Skills Inventory ▼ [Show All Services for this location](#)

Organizer

Mary Napoli

Student

Enter Student Name 🔍 [Create a Student](#)

When

07/16/2019 1:00pm 45 min ▼

Comments

Enter comments

Options

☐ Student has checked in for appointment

☐ Send E-mail Reminder to the organizer attendee

☒ Send E-mail Reminder to non organizer attendees

☐ Send Text Reminder to the organizer attendee

☒ Send Text Reminder to non organizer attendees

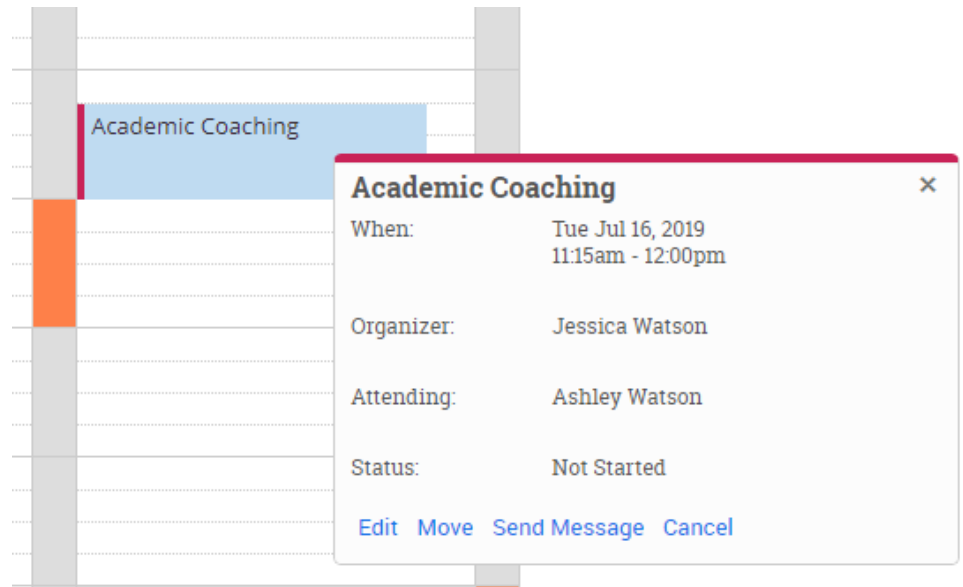
Cancel

Create Appointment

## How to Cancel an Appointment

### Appointment Center

1. Hover over the appointment you want to cancel on the Scheduling Grid. A snapshot of the appointment appears. Click Cancel.



2. Select who wants to cancel the appointment and the reason for the cancelation from the drop down menus. Click Cancel Appointment.

CANCEL APPOINTMENT

Cancel Appointment For:

Select Who to Cancel

Reason:

Select A Reason

Comments:

Close

Cancel Appointment



## How to Search for a Student

1. Under the name of the location, type the student's name into the box and hit enter.

Study Lab - G-1 GSCC

Enter Student Name

2. After selecting the student, you will see limited information about that student and given a few action options.

### Scheduling Grid ▼

Study Lab - G-1 GSCC

Blake Rhoades



**Blake Rhoades**

ID:

@pitt.edu

Undeclared

Advisors: none

Tutors: none

[Send Message](#)

[Schedule General Event](#)

[Track Time](#)

[Record Visit](#)

[Add to Staff Queue](#)

3. The only information you have on a student is their PeopleSoft number, email, advisors, and major.

You will be able to Schedule a General Event which is an appointment.

You will be able to send a message to the student.

You will be able to Add to Staff Queue which is a Drop In appointment.