Get Assistance / Student Scheduler

Important. This section covers student scheduling for those partners who have not migrated to the new Student Scheduler. If you use the new scheduler, refer to the Student Scheduler article.

The Get Assistance button opens the workflow for student-initiated appointment scheduling. From this screen, students can choose a service, location, staff member, and time for their support appointment. A student will follow the prompts in the workflow to schedule and confirm their appointment.

After selecting Get Assistance, students make the following choices from dropdown fields.

- Select a Care Unit
- Select a Service Category
- Select a Service

Schedule Appointment

- Select a Location
- Select a specific staff member or “Any Staff member”
- Choose a date and time from a list of availability by selecting the blue box in the "Morning" or "Afternoon". From this screen, students will also have the option to view drop-in times or send appointment requests. Students will also be able to see the time zone of the appointment.

Appointments can be in-person or virtual, depending on your institution's configurations.
After making all their selections, the student will see a confirmation page with the details of their appointment. They have the option to use the Comments box to leave a note for the staff member about what they are hoping to discuss in the appointment. The student will also have two options for receiving a reminder about the appointment; they can opt in or out of receiving an email and/or text message about the appointment. Lastly, the student clicks Confirm Appointment.