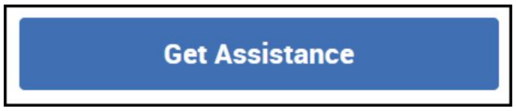
Get Assistance / Student Scheduler

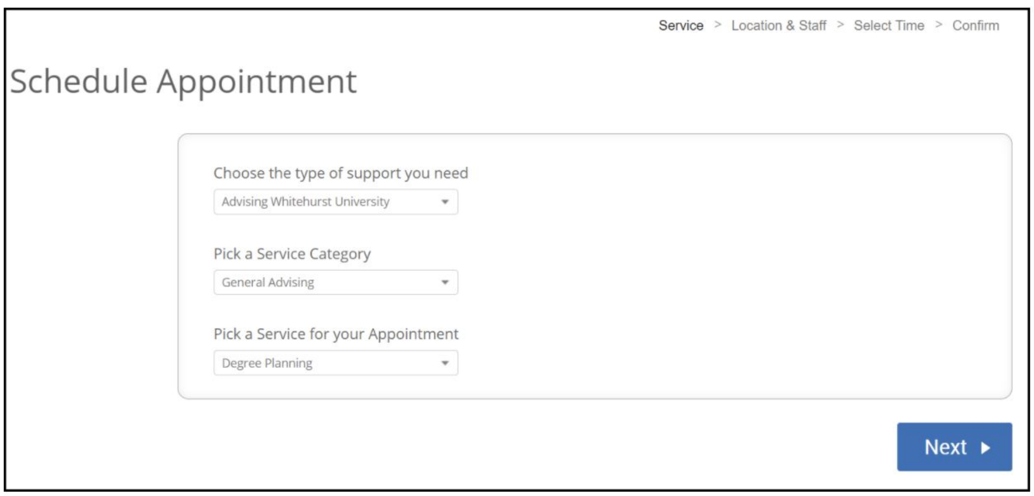
> **Important.** This section covers student scheduling for those partners who have not migrated to the new Student Scheduler. If you use the new scheduler, refer to the Student Scheduler article.

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.

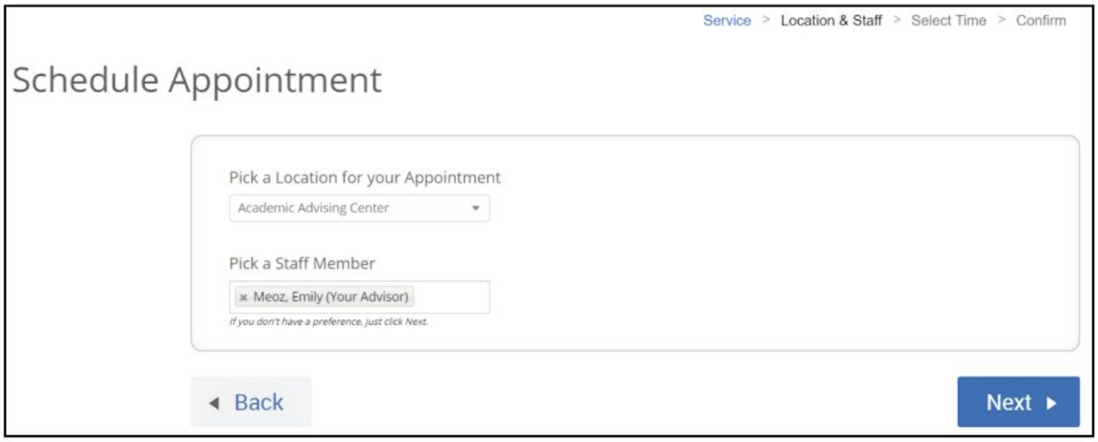


After selecting Get Assistance, students make the following choices from dropdown fields.

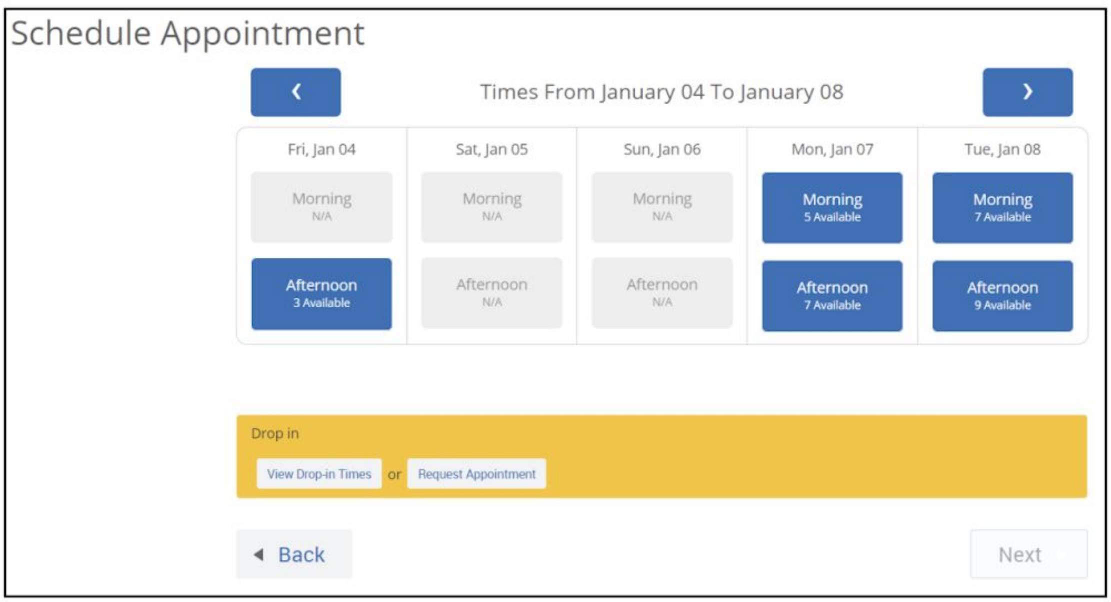
- Select a Care Unit
- Select a Service Category
- Select a Service



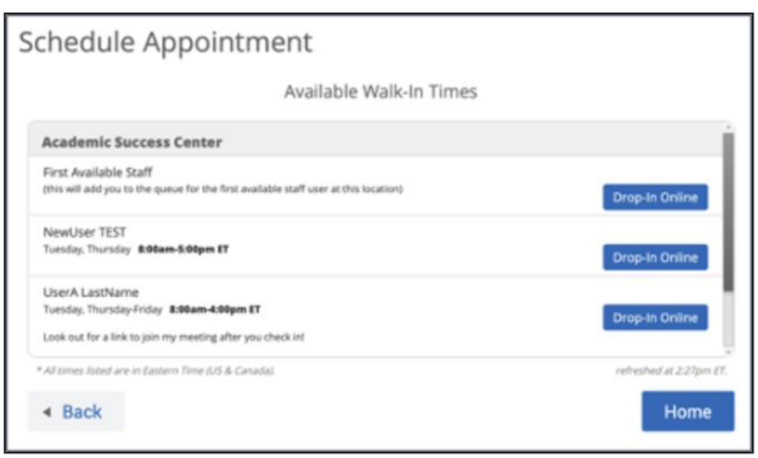
- Select a Location
- Select a specific staff member or "Any Staff member"



- 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*.