

## How to Reschedule an Appointment

(Last Updated August 2021)

### Understanding the Two Types of Appointments

- The Regular Appointment: This appointment can be one where a staff member has sent you an email asking you to set up a time at your convenience. Or it could be an appointment you previously scheduled on your own.
- The Campaign Appointment: This appointment will be sent by a staff member and will ask you to schedule an appointment during a specific time frame. Your request for this type of appointment would look something like this:

The screenshot shows the 'Student Home' page with the 'BoilerConnect' logo. A yellow notification box is highlighted with a red border, containing the text: 'Your name would appear here please respond to the following appointment request(s):' followed by a bullet point: 'Your advisor name would like you to create an advising appointment by Wednesday, Mar. 01, 2017.' and a 'Schedule This Appointment' button. Below the notification are navigation tabs for 'Class Information', 'Reports', 'Calendar', and 'Send a Message', and a 'Make an Appointment' button. The 'Classes This Term' section shows a table with columns for 'CLASS NAME', 'PROFESSOR', 'DAYS/TIMES', 'MID', 'FINAL', and 'TAKE ACTION'. Two rows are visible: 'CAND-99100-001 Candidate' with a 'Request Tutor Appt.' link, and 'FAPS-10400-Y01'. To the right are 'Quick Links' (Take me to..., School Information) and 'Upcoming Appointments'.

### Rescheduling a Regular Appointment

If you have already cancelled an appointment, and did not reschedule it at the time you cancelled, you will need to click on the **Make an Appointment** button on your Student Home page in order to create a new appointment. However, if you want to cancel an existing appointment and reschedule a new appointment in one process, follow these steps:

- On your Student Home page navigate to the **Upcoming Appointments** section. Click on the reason for the existing appointment.

The screenshot shows the 'BoilerConnect' logo and a 'Make an Appointment' button. Below are 'Quick Links' (Take me to..., School Information) and 'Upcoming Appointments'. A notification in the 'Upcoming Appointments' section is highlighted with a red border, showing a calendar icon, the text 'Change of Major (CODO)', the name 'Daniel Whiteley', and the date '03/17/2017 02:00 PM'.

- Click on the **Cancel My Attendance** button.

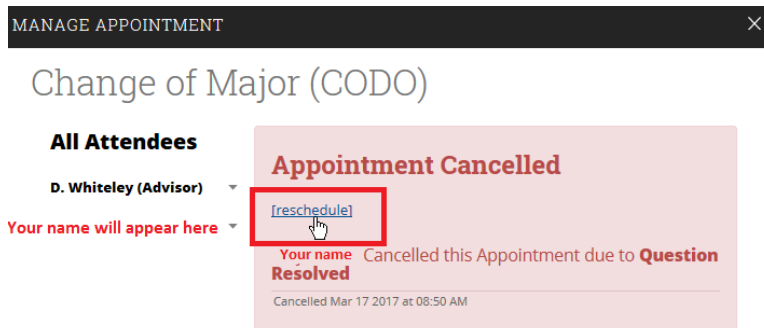
The screenshot shows a window titled "MANAGE APPOINTMENT" with a close button (X) in the top right corner. The main heading is "Change of Major (CODO)". On the left, under "All Attendees", there is a dropdown menu for "D. Whiteley (Advisor)" with "Mujahid Ali" selected. On the right, "Appointment Details" are listed: "When: Fri Mar 17, 2017 02:00 pm - 02:30 pm", "Comments: None", "Where: College of Liberal Arts Advising Office", "Type: One Time Appointment", "Course: N/A", and "Reason: Change of Major (CODO)". At the bottom left, the "Cancel My Attendance" button is highlighted with a red box. At the bottom right, there is a "Close" button.

- Select the reason for your cancellation from the drop down box, and in the Comments box provide any additional details you would like for your advisor to be aware of. Click on the **Mark as Cancelled** button.

The screenshot shows the "MANAGE APPOINTMENT" window with the "Change of Major (CODO)" heading. A red banner at the top right states "This Appointment will be counted as a no show". Under "All Attendees", the "D. Whiteley (Advisor)" dropdown is expanded, showing "Your name will appear here" and a dropdown arrow. The "Cancel My Attendance" form is displayed, featuring a "Reason:" dropdown menu with "Select A Reason" selected, a "Comments:" text area, and a "Mark as Cancelled" button. The "Reason:" dropdown, "Comments:" text area, and "Mark as Cancelled" button are all highlighted with red boxes. At the bottom left, there is a "Cancel My Attendance" button, and at the bottom right, there is a "Close" button.

It is important to note here, that you cannot just click on the Cancel my Attendance button in order to cancel your appointment. You must use the **Mark as Cancelled** button.

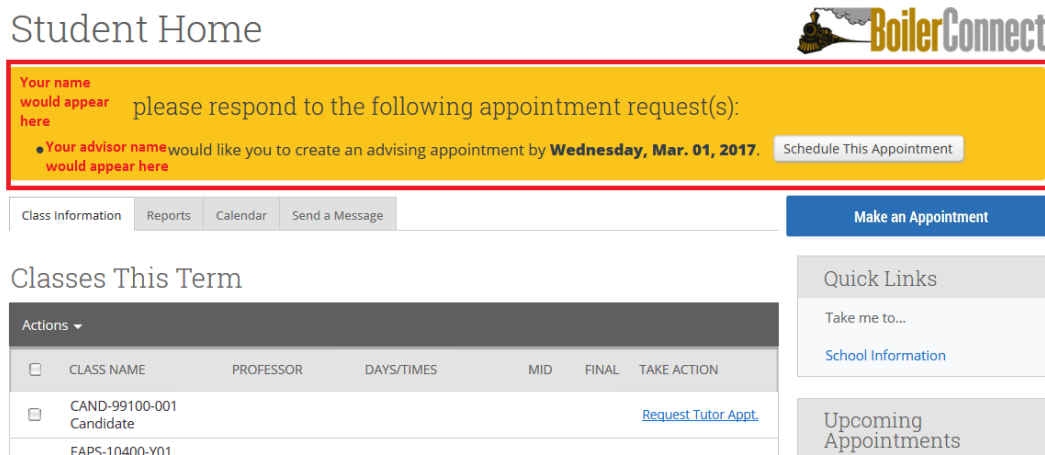
- On the Appointment Cancelled screen, click on the blue reschedule link in the pink box at the top of the screen.



You will then follow the same steps to schedule a new appointment that you used when creating the original appointment request.

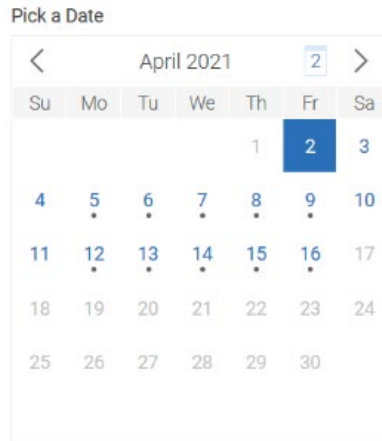
### Rescheduling a Campaign Appointment

When a staff member requested you schedule an appointment during a specific date/time, you originally saw this yellow box on your Student Home page:

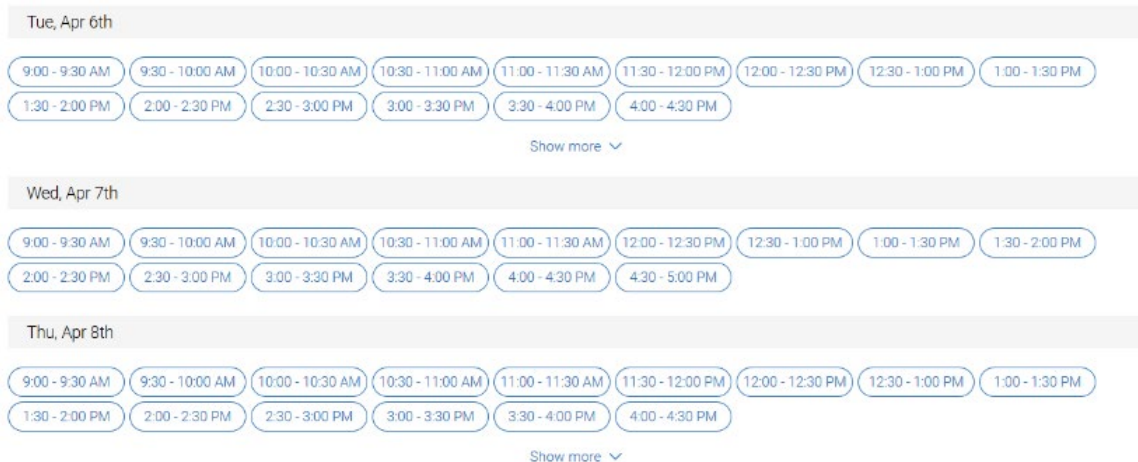


Even though you cancelled this appointment, the yellow box will continue to appear at the top of the **Student Home** page where you can click on the **Schedule This Appointment** button.

- You will be taken to an Appointment Invitation page where you will see dates/times the staff member is available for appointments. You can narrow down the appointment options by using the “Pick a Date” calendar on the left side of the screen.



- Alternatively, you can directly select a date/time by using the available time slot bubbles listed on the main panel of the page.



- When you choose an appointment time slot, you will be taken to the **Review Detail** page.

### Review Appointment Details and Confirm

|  |                                    |
|--|------------------------------------|
| <b>What type of appointment would you like to schedule?</b><br>Academic Advising | <b>Service</b><br>STAR Appointment |
| <b>Date</b><br>08/04/2021  | <b>Time</b><br>1:30 PM - 2:00 PM   |
| <b>Location</b><br>Honors College and Residences North                           |                                    |
| <b>Staff</b><br>Jessica Ramsey   |                                    |

**\*How would you like to meet?**

Virtual [Search by name](#)

You are seeing the only meeting type available for this time slot.

**Would you like to share anything else?**

*Add your comments here*

**Email Reminder**  
Reminder will be sent to jstuidt1@purdue.edu

**Text Message Reminder**

**Phone Number for Text Reminder**  
7654122002

[Schedule](#)

- Review the information on this screen because there may be special instructions there. You will be required to choose if you'd like to meet Virtually or In Person. If there is only one option, it will be pre-populated for you and you will not be able to change it. You can also enter your own comments and decide if you want email or text message reminders. Unless you uncheck the boxes, you will receive both **email and text reminders** for your appointment. If there is no cell phone listed or the number is incorrect, please update it here. The reminder email is sent out 24 hours before the appointment, and the text reminder is sent out one hour prior to the scheduled appointment.
- Click the **Schedule** button

[Schedule](#)

**Until you do this, your appointment has not been scheduled!** Your appointment has successfully been scheduled when you get the success message below and the option to View Appointments or Schedule Another Appointment.



## Appointment Scheduled

Great job scheduling your appointment!

[View Appointments](#)

[Schedule Another Appointment](#)