

How to Reschedule an Appointment

(Last Updated May 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 at the top contains 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.' A 'Schedule This Appointment' button is located to the right of the notification. Below the notification are navigation tabs for 'Class Information', 'Reports', 'Calendar', and 'Send a Message'. A 'Get Advising' button is also visible, with a 'Make an Appointment' sub-button. On the right side, there are 'Quick Links' (Take me to..., School Information) and 'Upcoming Appointments' sections.

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 it are 'Quick Links' (Take me to..., School Information) and 'Upcoming Appointments' sections. In the 'Upcoming Appointments' section, a calendar icon is next to a notification: 'Change of Major (CODO) Daniel Whiteley 03/17/2017 02:00 PM'. The text 'Change of Major (CODO)' is highlighted with a red box.

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

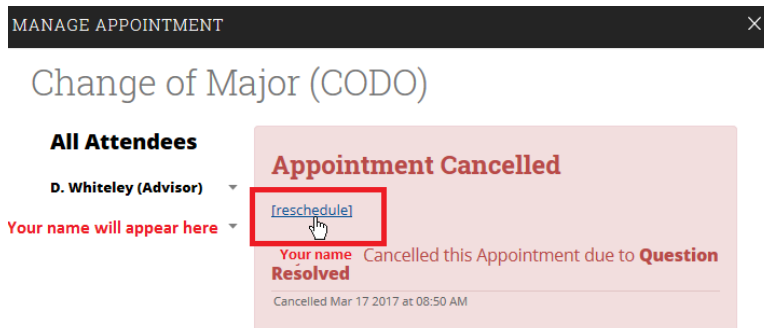
The screenshot shows a window titled "MANAGE APPOINTMENT" with a close button (X) in the top right corner. The main heading is "Change of Major (CODO)". On the left, under "All Attendees", there is a dropdown menu for "D. Whiteley (Advisor)" with "Mujahid Ali" selected. On the right, "Appointment Details" 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.

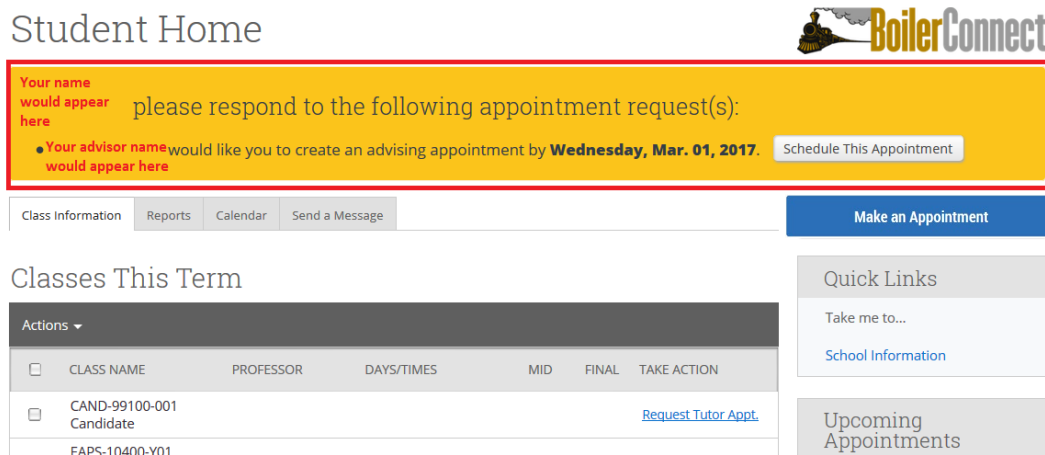
- On the Appointment Cancelled screen, click on the blue reschedule link in the pink box at the top of the screen.



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

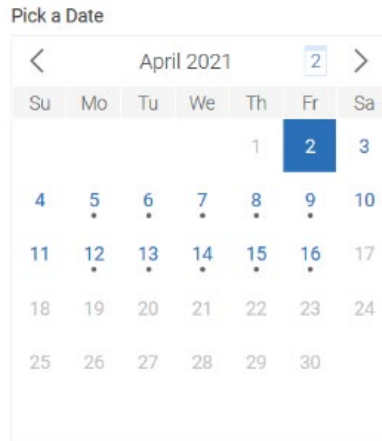
Rescheduling a Campaign Appointment

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:

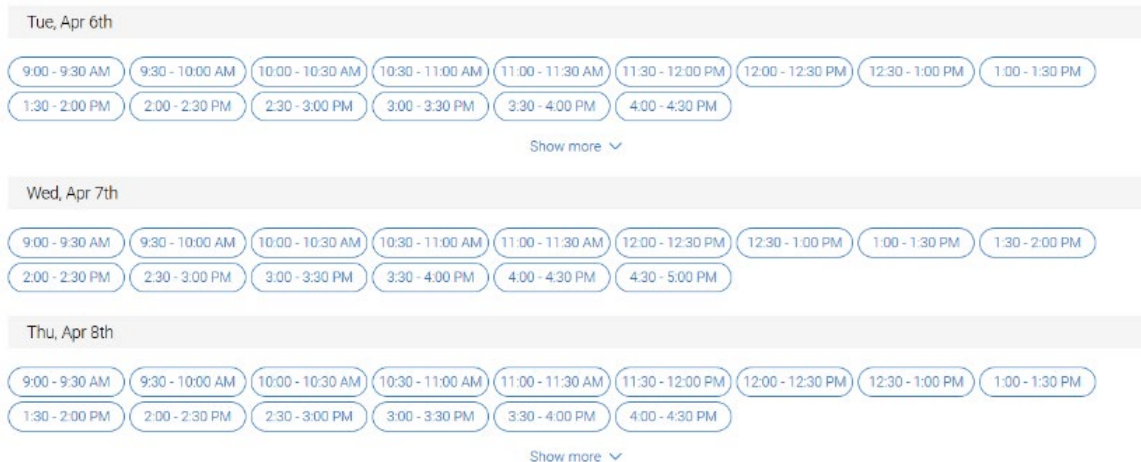


Even though you cancelled this appointment, the yellow box will continue to appear at the top of the **Student Home** page where you can click on the **Schedule This Appointment** button.

- 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.

[Go Back](#) | [Dashboard](#)

Review Detail

Choose the type of appointment you would like Advising	Support Service Choosing Major
Date 11/03/2020	Time 3:30 PM - 4:00 PM
Where? Academic Success Center	

Would you like to share anything else?
Add your comments here

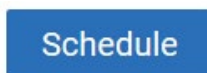
Email Reminder
Reminder will be sent to cordell@johnson.biz

Text Message Reminder

Phone Number for Text Reminder
590915723994080

[Schedule](#)

- Review the information on this screen because there may be special instructions there. 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



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.

