





# Appointments

## Department accounts/front desk staff managing Drop-Ins and Appointment Requests

Department accounts may wish to monitor the drop-ins for their location so they can prompt advisor/instructors/ tutors or assist student directly.

1. Create [drop-in availability](#) for the department account.
2. Update your notification methods to include email and/or text. If you keep this at just "ding" you may be logged out and won't get notified.

### Staff Home ▾

Students   Upcoming Appointments   My Availability   Appointment Queues

Notification Methods:  Ding    E-mail    Text Message

3. The department account can see when a student has been added the drop-in queue for the location (AAC, CTC, etc) under the Appointment Queues Tab and "Students in Other Staff Queues" section.



4. Click Send message to message student or start appointment (appointment summary opens). If you click start appointment, the student be notified that you have accepted them into your office/virtual room/ phone call. Clicking start appointment will open the appointment summary report.

5. We recommend you \_\_\_\_\_  
\_\_\_\_\_.

### Advisor Approving Drop-In Requests, continued

5. In the appointment Queues screen the student may be in "Students Checked in for Drop-ins with me" or "in-progress visits" (may yh

