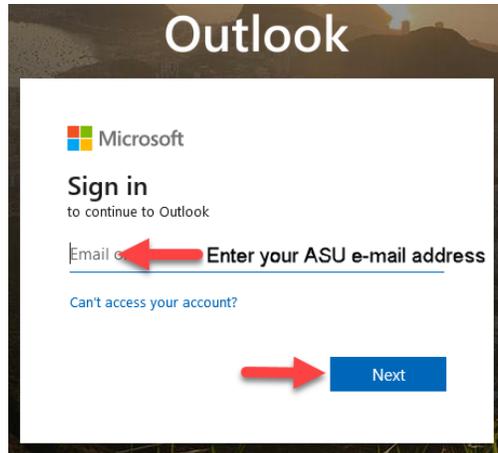


## Scheduling an Appointment Through Your MyASU Page

The Herberger Institute Office of Student Success is now using Microsoft Bookings as its on-line appointment scheduling system. The following information includes step-by-step instructions about how to schedule an appointment along with notes to clarify some of the steps.

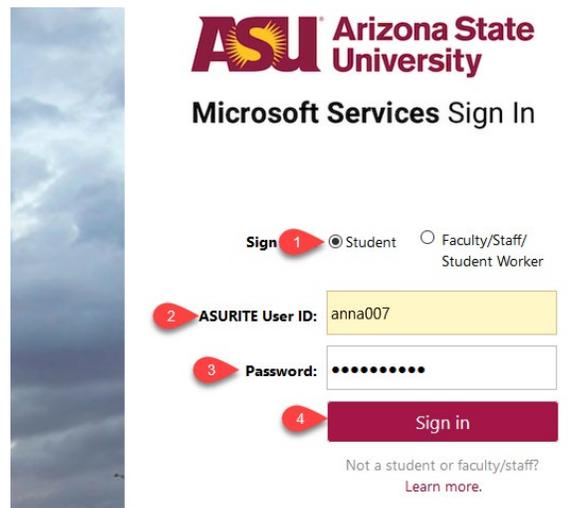
If you are on your MyASU page and would like to schedule an appointment, follow the steps in the **“From your MyASU page”** section below.

If you clicked on the appointment scheduling link from the Advising page on the Herberger website, you will see the following screen:



First enter your ASU e-mail address, then click the Next button as indicated by the arrows above.

The next screen to come up will look like:



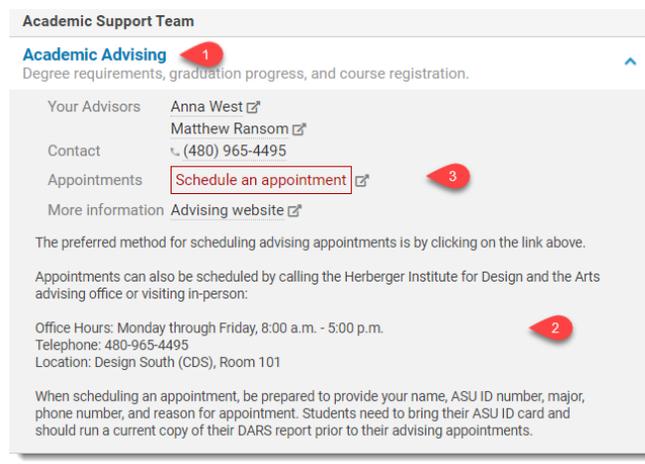
1. Click on the dial next to “Student.”
2. Enter your ASURITE (what you use to log in to your MyASU page).
3. Enter your Password (the one you use to log in to your MyASU page).
4. Click on “Sign in.”

The next page to come up is the Appointment Scheduling page:

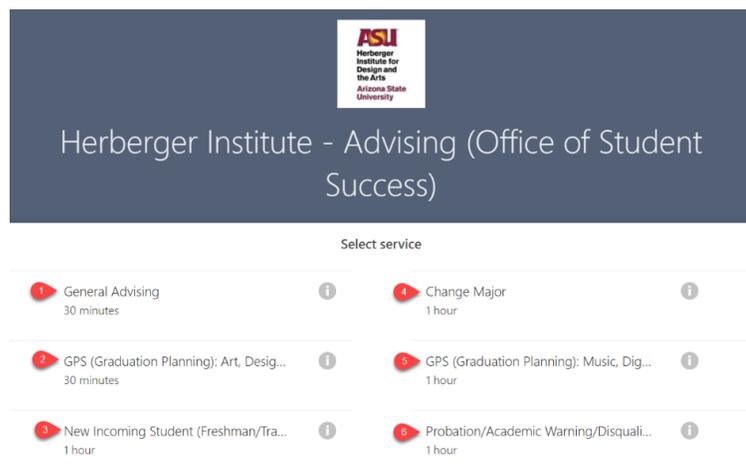


### From your MyASU page:

1. Go to the Academic Support Team box (on the right side of the page) and click on Academic Advising.
2. Read all of the information in this dialog box before clicking on anything else.
3. Click on Schedule an appointment.



4. The appointment scheduling screen will come up; there are 4 parts to this screen:
  - a. **Select Service:** click on one of the 6 topics listed that best describes the type of appointment you need:

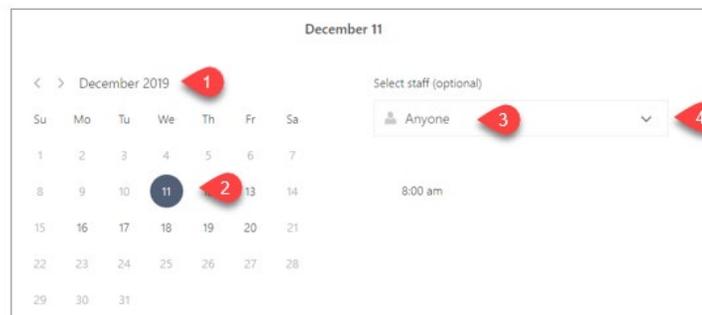


- b. **Date and Select Staff:** select the month and day you would like the appointment, then look for your lead advisor's name in the Select Staff box; in the example below, the light gray circle around December 11<sup>th</sup> indicates that there are no appointment times available on that day; if there were appointment times available, the circle would be a dark gray (13):



The 11<sup>th</sup> has a gray circle around it; therefore the message “There is no availability...” appears as highlighted in the lower right corner above.

The numbers of the days with no availability appear in light gray, while the numbers of the days that do have availability are black (as shown in the above example—6 is light gray and 13 - 20 are black).



1. **Select the month:** select the month you would like to schedule your appointment.
2. **Select the day:** a light gray circle around the date indicates there are no available appointments; a dark gray circle indicates appointment times are available for that day.
3. **Select staff:** Although (optional) appears next to Select staff, it is a required field and an advisor's name must be selected. “Anyone” shows up as the default in this field—**students should not click on “Anyone”**—**they should schedule their appointment with their lead advisor whenever possible.**
4. **Click on the pull down menu:** to bring up a list of advisor names, then select the lead advisor for your major (if the lead advisor is not available, then the student should select another date; if you need to meet a specific deadline for anything and your lead advisor is not available before that deadline, you could select another advisor affiliated with the school of your

major—a list of advisors and the schools with which they are affiliated can be found on the [Advising web page](#) on the Herberger Institute web site).

5. **Scroll down** the list of advisors to see if your lead advisor is available.

Select staff (optional)

Anyone

Anyone

Ryan Brady - Graphic Design, Environ... Available

Carrie Graham - (Online) Digital Ph... Not available

Cassandra Scott - Drawing, Cerami... Not available

Marrin Robinson - Theatre, Dance, Per... Available

Corey Carlson - Music (Performanc... Not available

6 Jesse Ortiz - (Online) Art History, Pain... Available 7

Patrick Bingham - Film (Last names... Not available

Anna West - Architecture, Landscape ... Available

6. **Click on your advisor's name** to select it. **NOTE:** (7) above shows whether the advisor is Available or Not available.

- c. **Add your details:** in this section students should enter their contact information:

1. Enter your full name: Be sure to include both your first and last name.
2. Enter your ASU e-mail address: this is the official means of communication at ASU.
3. Enter your phone number: include area code; no dashes are required.

Anna West 1

anna.west@asu.edu 2

4809654495 3

- d. **Provide Additional information:** all fields need to be filled out:

Student ID

1234567890 1

asurite

annaw1 2

Major

--select an option-- 3

Reason for advising appointment

Thinking about changing major from Theatre to Film; Spring classes 4

1. Enter your 10-digit ASU ID number; you can find this on your ASU ID card or on your MyASU page.
2. Enter your asurite ID—this is what you use to log into your MyASU page.
3. Select a major—use the pull down menu on the right side to bring up a list of major—select your **current** major. If your current major is outside of the Herberger Institute, select other and type in your current major.
4. Enter the reason for the appointment—include enough information so the advisor can prepare for your appointment.

The last step is to click on “Book” at the bottom of the page:

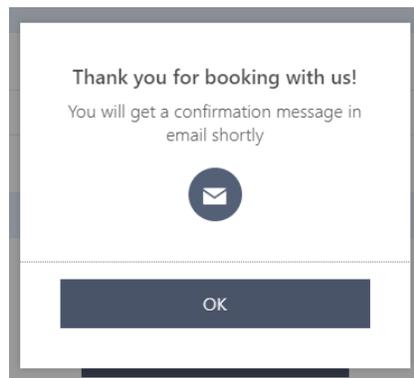


Reason for advising appointment

Thinking about changing major from Theatre to Film; Spring classes

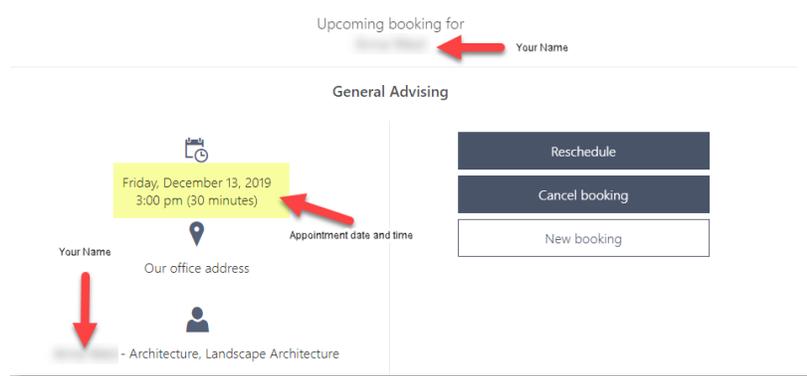
Book

Once the system processes the request, the following box will appear confirming that your appointment has been scheduled:



If you receive an error message, check your ASU e-mail to see if you received an e-mail confirmation (this should only take a few seconds to reach your in box). If you DID receive the e-mail confirmation, your appointment has been scheduled regardless of the error message. The error message is a bug in the system that we are trying to get worked out. Please do not schedule multiple appointments.

Click on the “OK” button to confirm your appointment; once you do, the following screen will appear:



An e-mail will be sent to your ASU e-mail account:



When you open the e-mail, you will see the following information confirming your appointment:

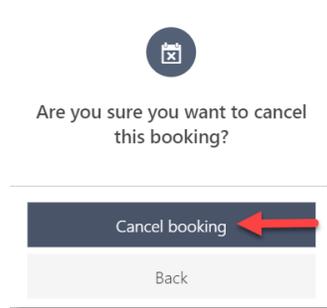


If you need to cancel or reschedule your appointment, open the appointment confirmation e-mail and click on the “Manage booking” button (shown above). This will bring you to another page that will give you the option of rescheduling your appointment or cancelling your appointment.

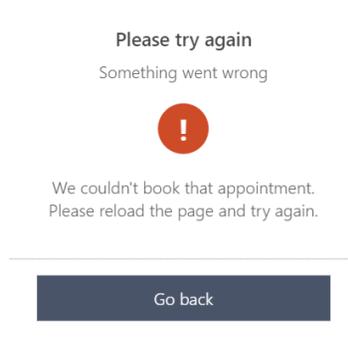
Click on “Cancel Booking.”



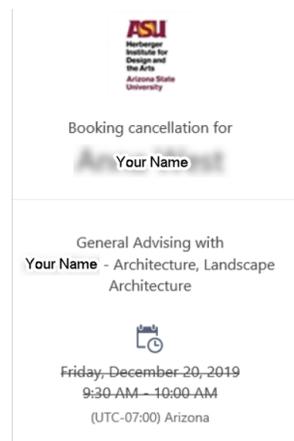
The next screen asks you to confirm that you really want to cancel your appointment. Click on “Cancel booking” again:



You might get an error message stating that “Something went wrong”:



However, you should receive an e-mail confirming that the appointment has been cancelled:



This e-mail message confirms that the appointment has been cancelled, regardless of the error message received (another bug we’re trying to get worked out). If you go back to the original e-mail confirming that your appointment was scheduled and click on “Manage bookings” you will receive a message that the appointment cannot be found (further evidence that the appointment has been cancelled).