Appointment Center - Managing Appointments

What: The Appointment Center lets staff manage appointments at an individual location.

Where: To open Appointment Center, click the app switcher and select **Appointment Center.** You can also open **Additional Modes** at the bottom right of the screen and select **Appointment Center**.

Who: This feature is primarily used by **staff,** especially **front-desk workers** or others who help to manage appointment scheduling at a specific location.

Conditions: Staff members will need to set up their **calendar sync** and **availability** to make Appointment Center's features useful. Users need the **View the Appointment Queue Tab on the Home Page** permission to check students out through Appointment Center.

Feature Overview

The Appointment Center allows staff at an individual location to manage appointments for that location. For example, a front desk worker can manage appointments for a tutoring center using Appointment Center. Actions possible using Appointment Center include managing the scheduling grid, scheduling appointments, editing appointment details, and canceling appointments. Staff can also view a list of drop-in and scheduled appointments for the day or week. More information about the aspects of the Appointment Center are covered below.

Location List

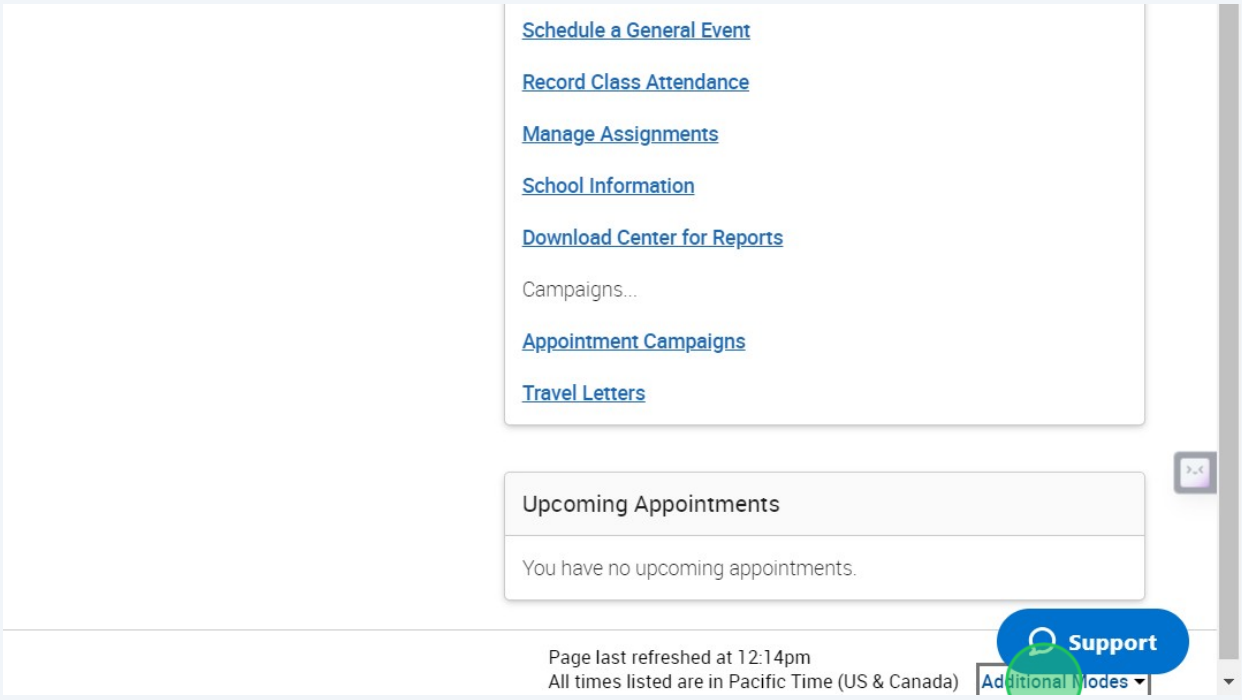
Scheduling Grid

Drop-In Appointment Screen

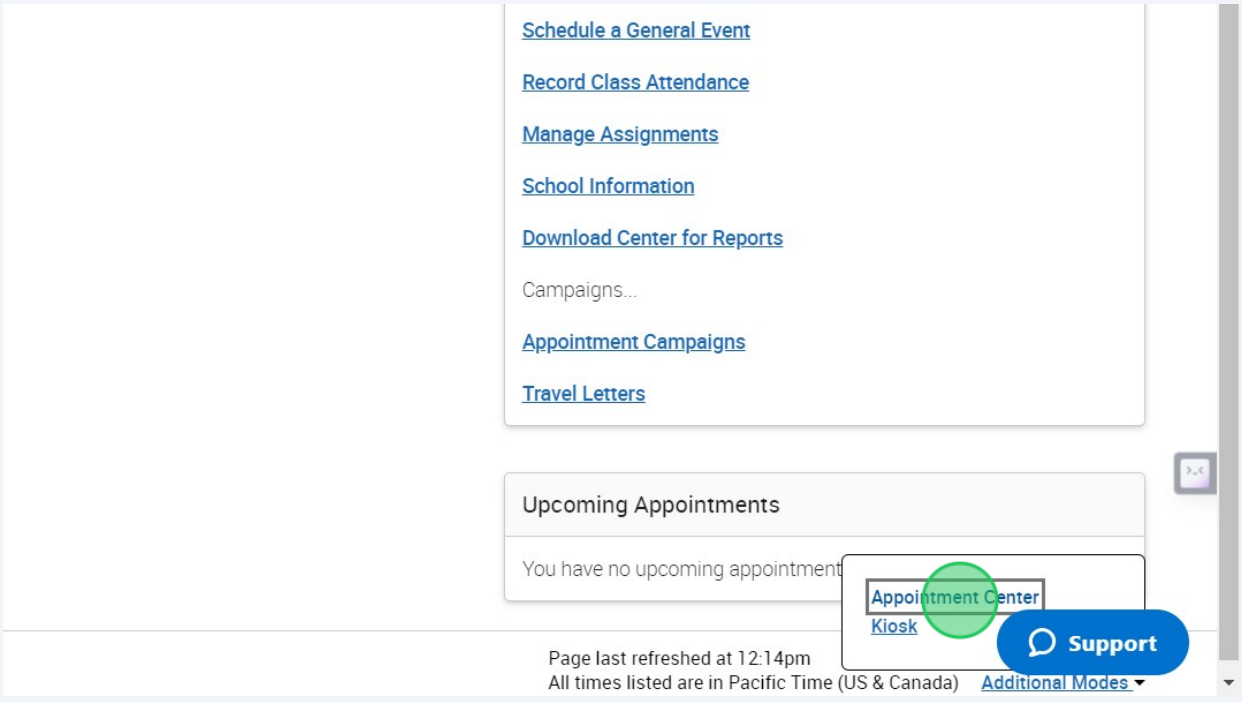
Scheduled Appointments

1 Navigate to https://csus.campus.eab.com/home

2 Click "Additional Modes" located at the bottom right corner of your EAB Home Tab

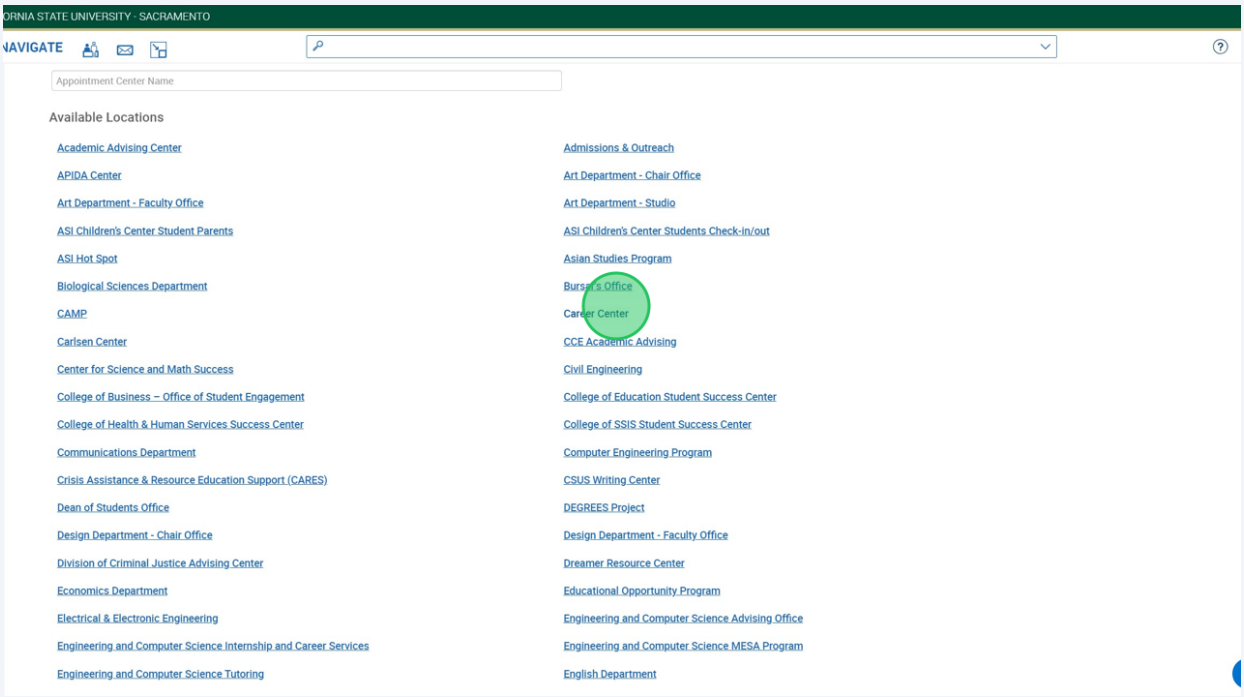


3 Click "Appointment Center"



4 Location List

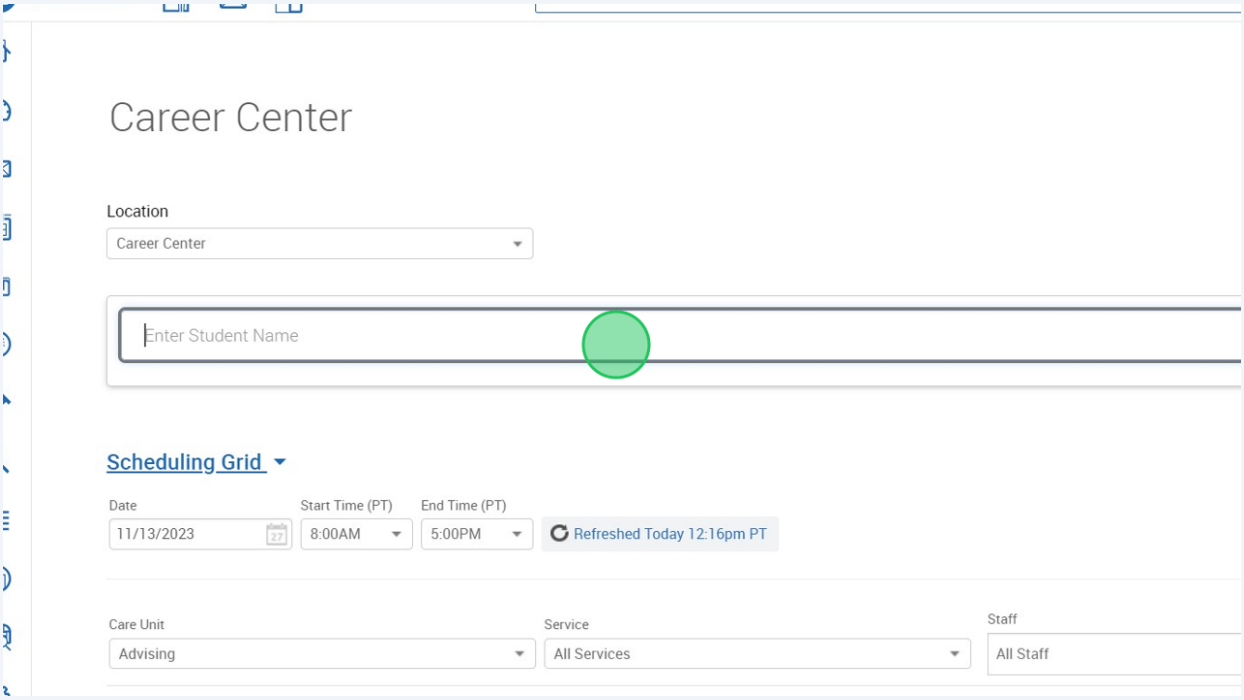
Once you open Appointment Center, select a location from the list.



Location Switcher and Scheduling Grid

Choosing a location opens the Scheduling Grid for that location. This grid can be narrowed down by **Care Unit, Service, Course, Staff Member, Meeting Type,** and **Date/Time**. While you cannot change the default hours from 8 am to 5 pm, but you can adjust the scheduling grid hours by changing the Start Time and End Time in the filters.

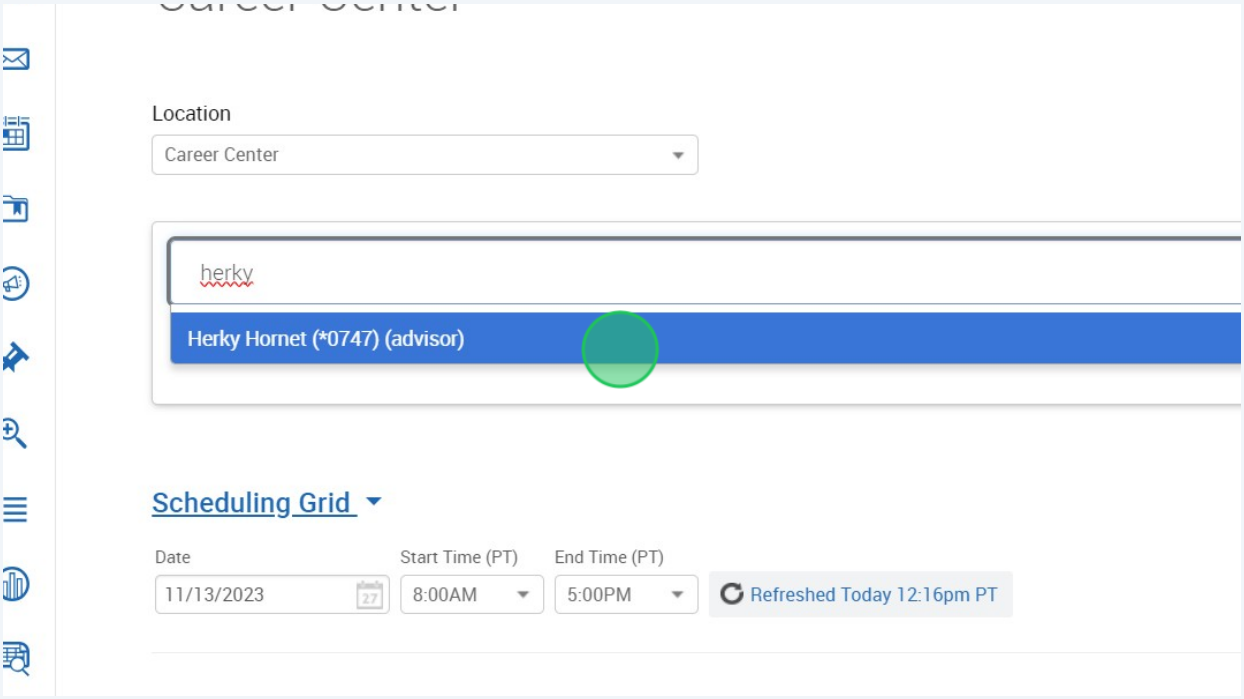
5 Click the "Enter Student Name" field.



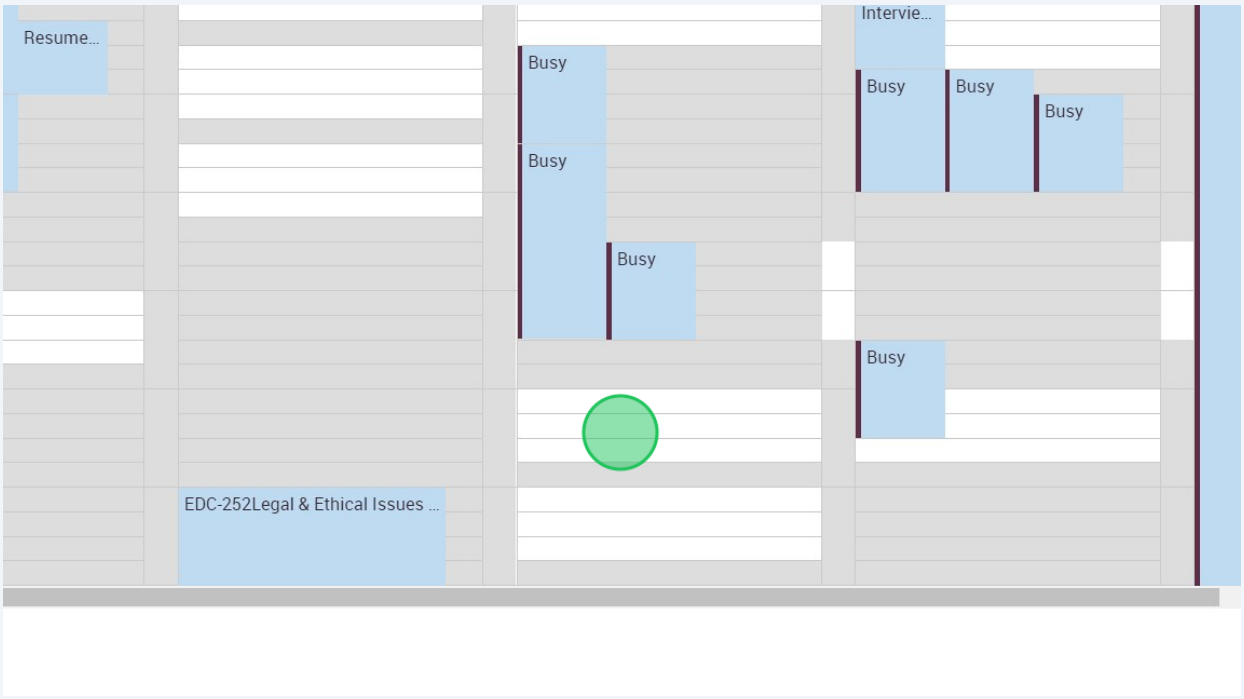
Appointment Center also has a Location Switcher. When users need to change their Appointment Center location, they use the filter at the top of the main page and select a new Location from the dropdown. Once selected, Appointment Center reloads as the new Location.

6 Type Student Name

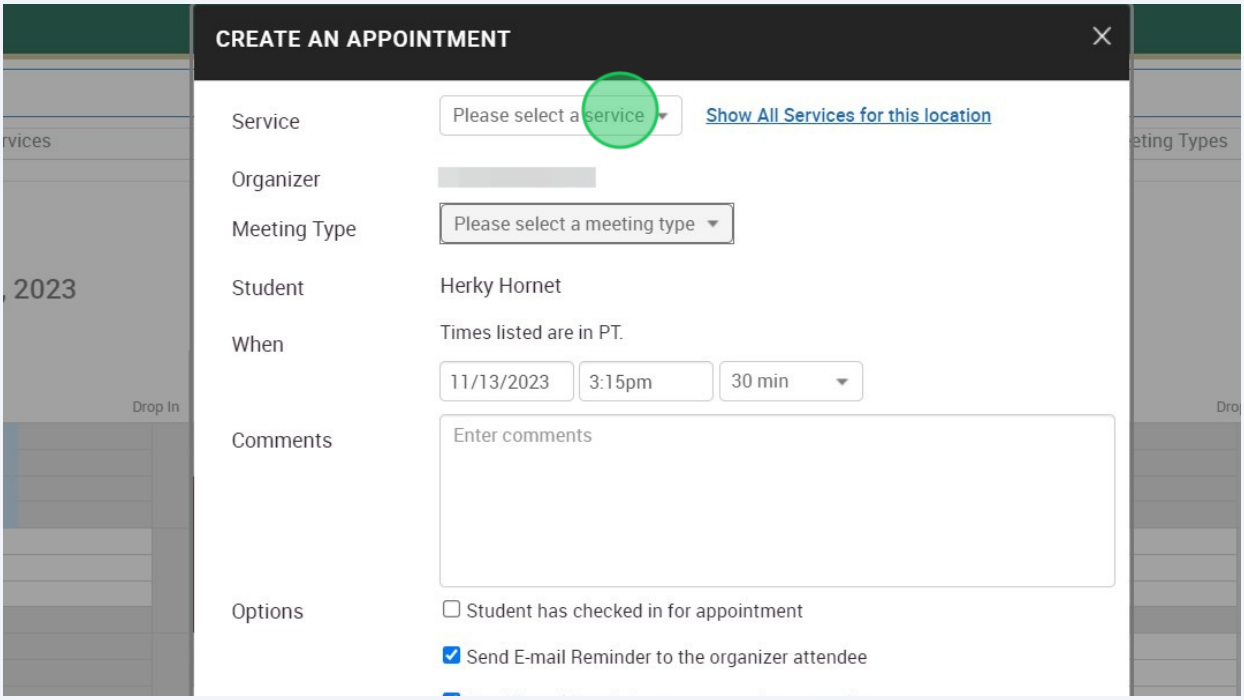
7 Example: "Herky Hornet (*0747) (advisor)"



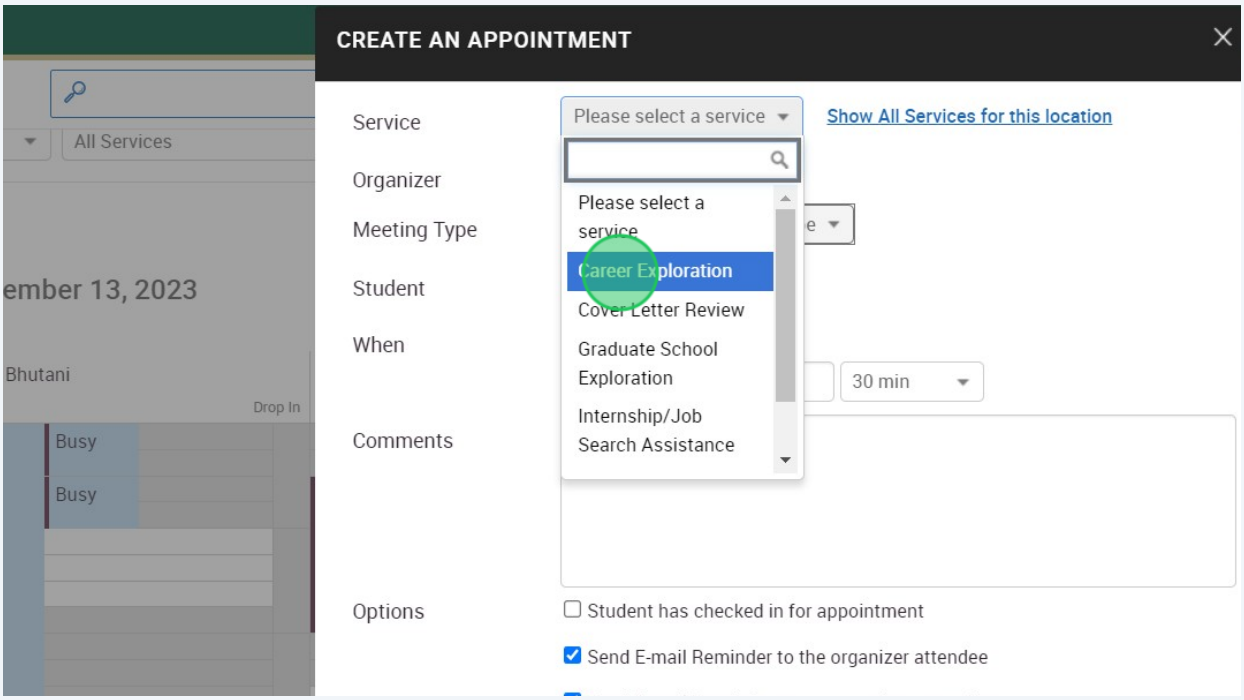
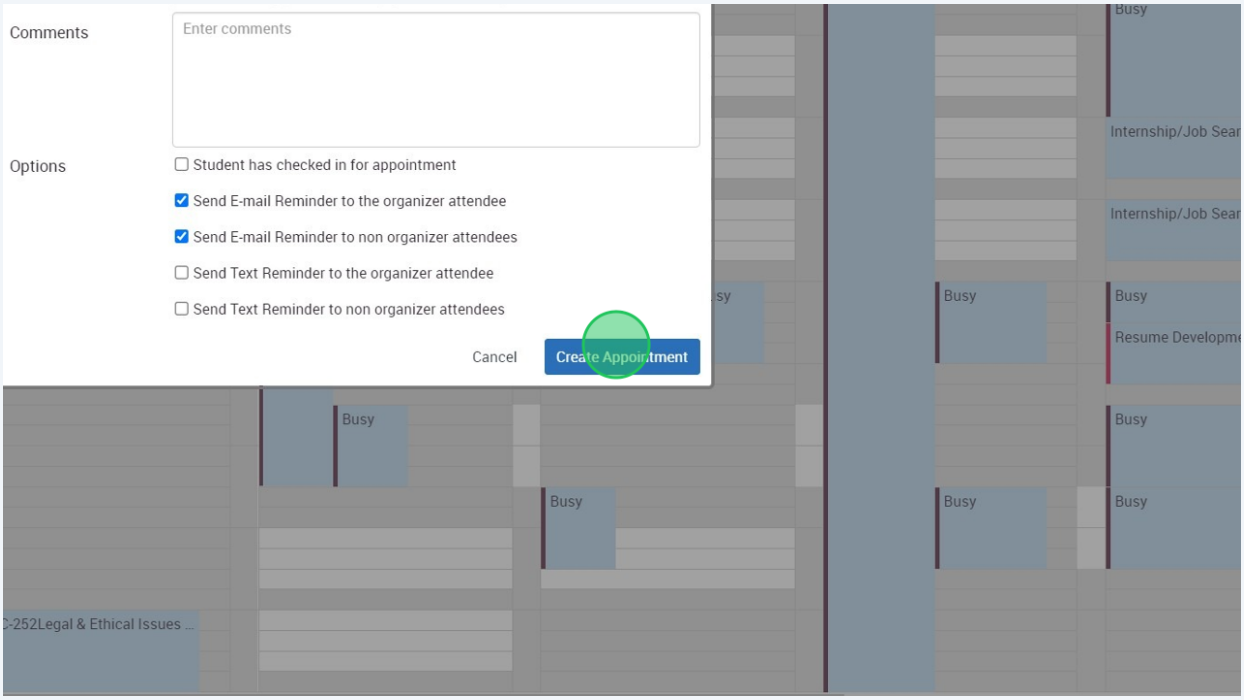
8 Select available time



9 Click "Please select a service"



10 Select Service



11 Once complete, click Create Appointment