Staff Home Appointment Queues

What: The Staff Home **Appointment Queues** tab shows tables of students checked in for appointments and lets you take action to manage these appointments.

Where: Staff Home is the home page for users with the standard *Staff* user type. Users can also open Staff Home by clicking the **Home** icon. Click **Appointment Queues** to open the tab.

Who: This feature is for **staff.**

Conditions: This feature is enabled if you are able to log in to Navigate. Depending on your role configuration within Navigate, there may be some parts of this feature that are not visible to you.

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

2 **Appointment Queues Tab**

The **Appointment Queues** tab shows a list of students checked in for their appointments (including virtual check-ins), students in your queue, and students in other queues.

3 This tab is helpful when managing drop in appointments or monitoring appointment progress. You also set how you want to be notified when a student checks in on the platform. By default, **Ding** is selected, but if either *Email* or *Text Message* are checked, the option offers user-level customization that would make it so that a virtual check-in for a drop-in appointment could also flag the staff user via email/text.

| Students | Appointments | My Availability | Appointment Queues | Appointment Requests |

Notification Methods: ☑ Ding ☐ E-mail ☐ Text Message

Students Checked In For Appointments ⓘ

Actions ▾

SELECT	NAME	SERVICE	APPOINTMENT TIME	COMMENT	MEETING TYPE	URL/PHONE NUMBER	CHECKED IN AT	WAIT DURATION
			There are not any student appointments checked in					

Students Checked In For Drop-Ins With Me ⓘ

Actions ▾

SELECT	NAME	SERVICE	COMMENT	FIRST AVAILABLE	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
			You do not have any students currently waiting				

In-Progress Visits ⓘ

Actions ▾

SELECT	ATTENDEE NAME: STUDENT ID	START TIME	APPT TIME	CHECK IN TIME	SERVICE	COURSE

4 Students appear in this table if the you have a scheduled appointment with them **and** the student has checked in for that appointment.

The **Actions** for this table include the following:

Start Appointment Choosing this option opens the Appointment Summary report and moves student to the *In-Progress Visits* queue. You should send a message to a student when you start the appointment if it is a remote/virtual appointment.

Send Message Sends a message to the student.

Check Out Checks the student out.

Remove Removes student check-in and check-in data from the platform.

5 Students appear in this queue when an appointment is started from either the **Students Checked In For Appointments** or **Students Checked In For Drop-Ins With Me** queues. While a student is in the **In-Progress** queue, they can only be checked out from this queue or the **In-Progress** queue in **Appointment Center**. You can also star the Appointment Summary report and choose **Save and Check Out**.

Not Attended To

Move to First Available

Send Message

Checkout

Remove

You do not have any students currer

In-Progress Visits ⓘ

Actions ▾

SELECT	ATTENDEE NAME: STUDENT ID	START TIME	APPT TIME

You do not have any students currer

Students In Other Staff Queues ⓘ
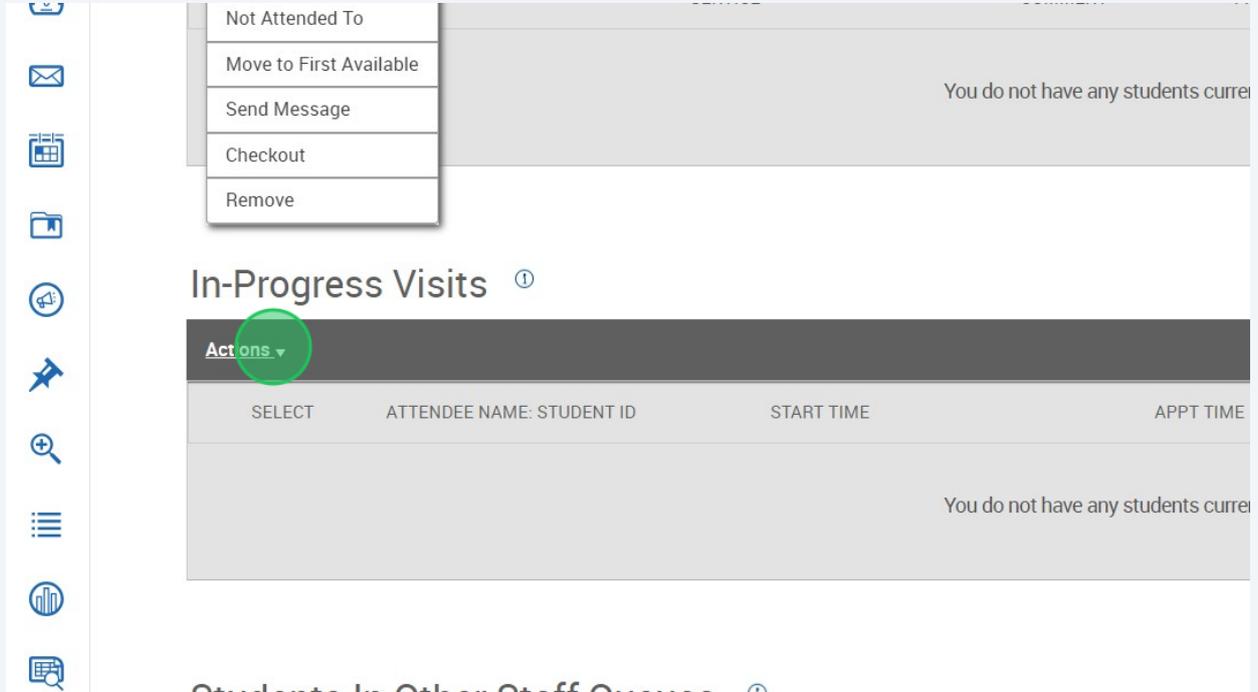
ⓘ **Note.** If you start an appointment and populate the Appointment Summary and then minimize or close the Appointment Summary report, the student remains in the **In-Progress Visits** queue until you go back and select **Add Appointment Summary** to finish the visit.

6 The **Actions** for this table include the following:

Send Message to Attendee Sends message to the student.

View Appointment Details Lets you see appointment information, if this is a scheduled appointment.

Move Back to Queue Moves the student back to the initial state of the visit. This means the student returns to **Drop-In** queues for specific staff, the **First Available** queue, or the **Checked In for an Appointment** queue.

Add Appointment Summary Opens an Appointment Summary report so you can fill out the report for the appointment you started.

7   **Students in Other Staff Queues**

Students will appear in this table if you have availability that day at a Location for a Care Unit and a student has *dropped in* for another staff user at that same location. Please note, students will appear in this table regardless of which Service they dropped-in for.

The **Actions** for this table include the following:

Start Appointment Opens an Appointment Summary report and moves student to the **In-Progress Visits** queue.

Not Attended To Removes the student from the queue but holds the check-in time. This is used if the student left or you ran out of time for drop-ins.

Check Out Checks student out of the appointment.

Remove Removes check in and data from check in time from the platform.

8 Students Checked in for Track Time Students appear in this table if they have checked in for a service that has been specified for Track Time at a particular location. No staff are identified in this table.

Students appear in this table if they have checked in for a service that has been specified for Track Time at a particular location. No staff are identified in this table.

The **Actions** for this table include the following:

Send Message Sends message to student.

Check Out Checks student out of the appointment.

Students Checked In For Track Time ? ⓘ

Actions ▲	NAME	SERVICE
Send Message		
Check Out		
		There are currently no students checked in without specific staff

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