Managing Your ISSS Advising Appointment (via Bookings)

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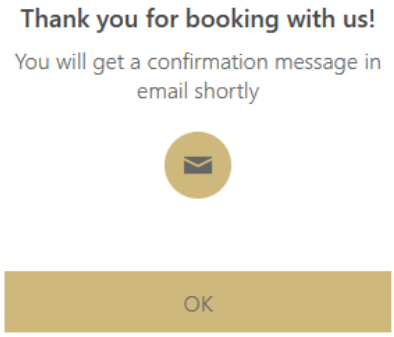
On-Screen Appointment Confirmation

After scheduling an ISSS advising appointment, a message will pop up confirming you successfully booked an appointment.

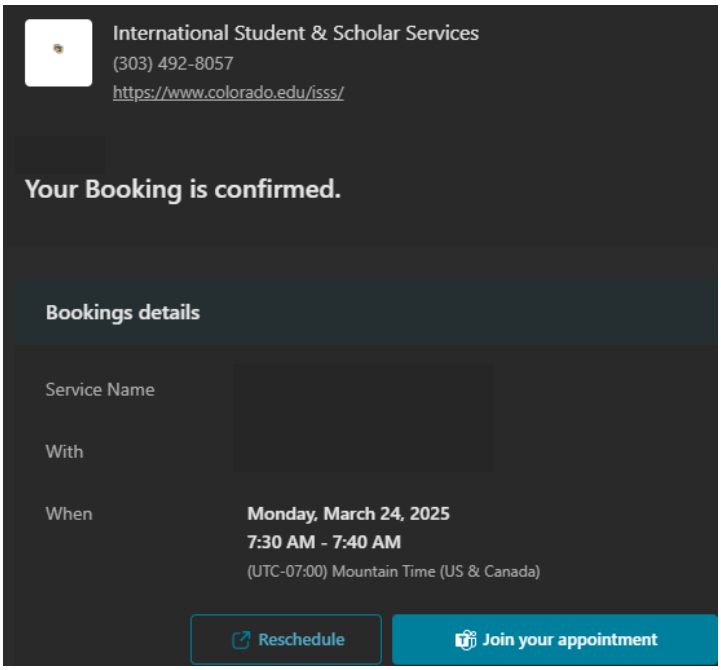


After clicking ok, you will be brought to a screen with the appointment details. From this screen, you can reschedule, cancel, and book another appointment.

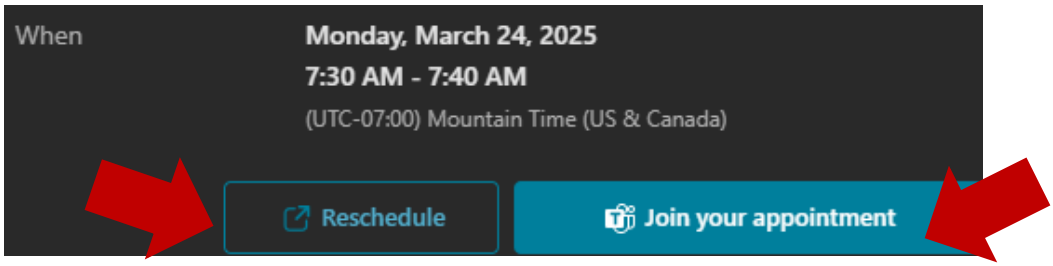
Appointment Confirmation Email

After successfully booking an appointment, you will also receive a confirmation email with the appointment details and a calendar invite for the appointment.

The email indicates your Booking is confirmed and includes the Bookings details for your appointment.



After the information about *when* your appointment is, there are two links—Reschedule and Join your appointment.

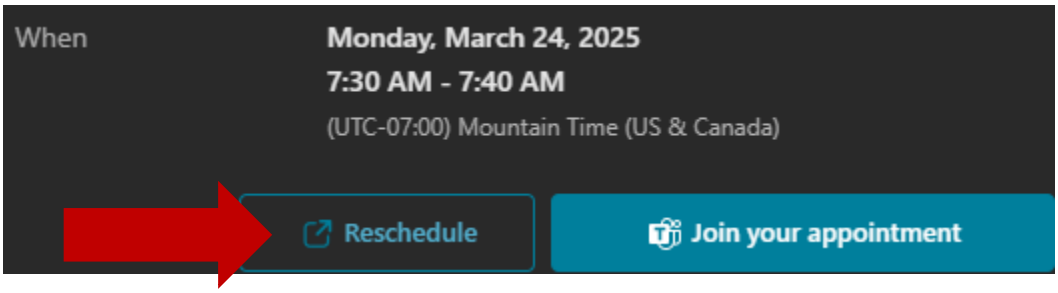


- If you click on the Reschedule link in the appointment confirmation email, you will be brought to your appointment details screen. You can cancel and book another appointment from this screen.
    - **Do not select the reschedule option on your appointment details screen**. There is a software bug. If you reschedule an appointment using this link, the advisor will not receive their Join your appointment link and will be unable to meet with you.
    - To reschedule an appointment from your appointment details screen, **first cancel the appointment and then book a new appointment**. You will receive a new appointment confirmation email with a new Join your appointment link. Use the new link to join your appointment on the day of the new appointment.

- You will use the Join your appointment link to join your appointment on the day of your appointment at your scheduled time.

Canceling Your Appointment from the Appointment Confirmation Email

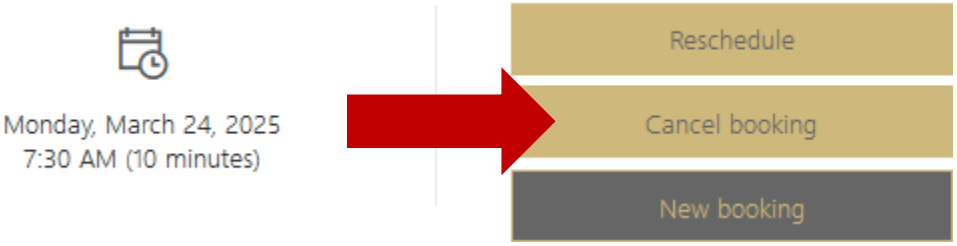
From the appointment confirmation email, click on **Reschedule**.



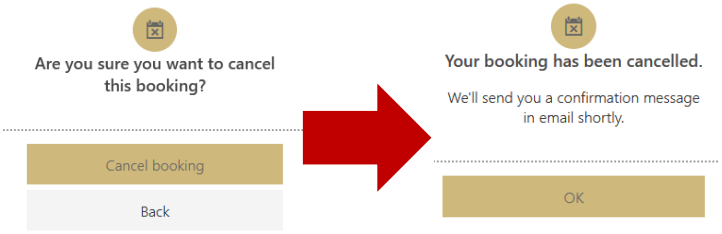
You will be brought to the appointment details screen (from when you first booked the appointment).

- From this screen, you can cancel the appointment and book another appointment.

Select **Cancel booking**.



You will be asked to confirm you would like to cancel the appointment. Click **OK**.

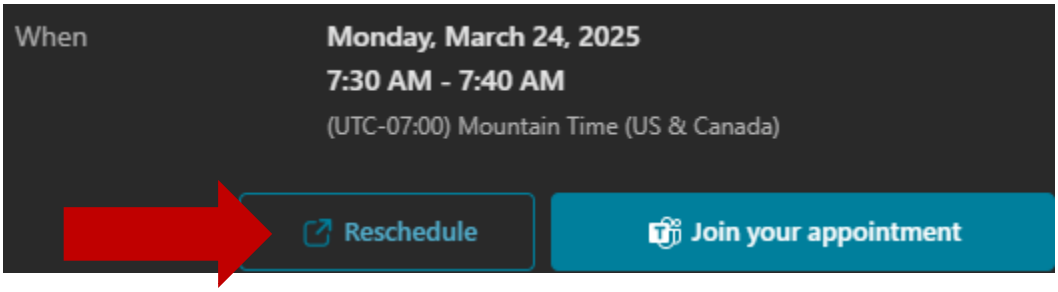


You will receive an email confirmation of the cancellation.

Rescheduling Your Appointment from the Appointment Confirmation Email

To reschedule an appointment, you must first cancel the appointment (instructions above) and then book a new appointment.

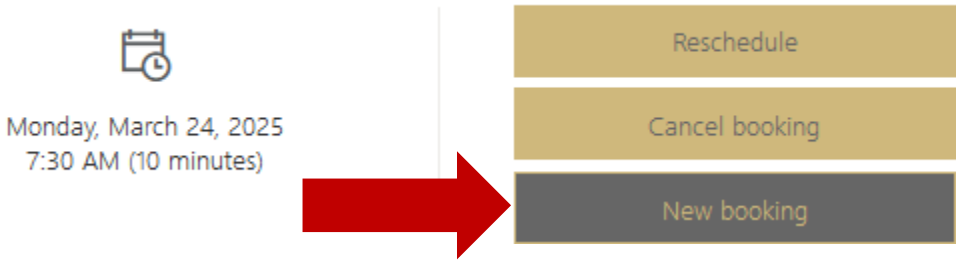
From the appointment confirmation email, click on **Reschedule**.



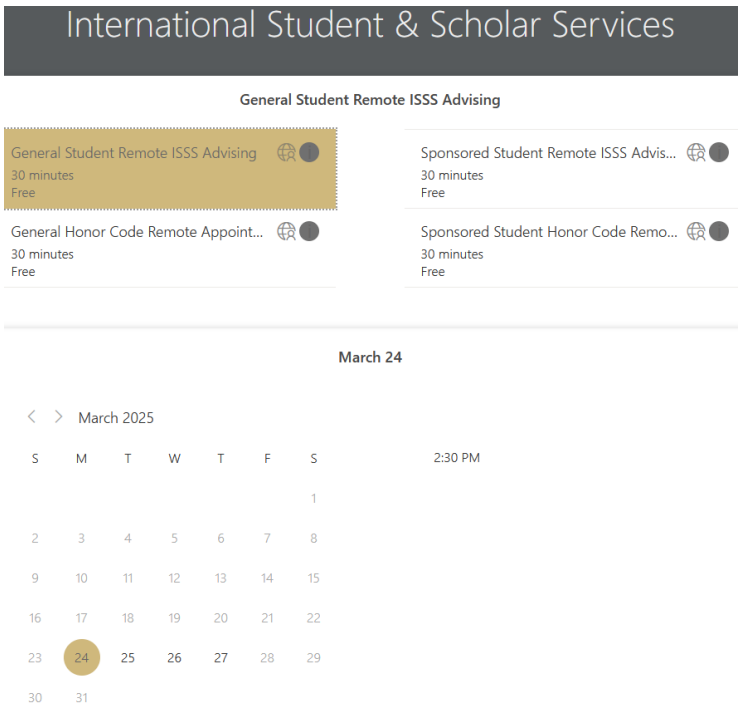
You will be brought to the appointment details screen (from when you first booked the appointment).

- From this screen, you can cancel and book another appointment.

Select **New booking**. DO NOT select Reschedule as this causes issues with the system that will result in not being able to connect with your advisor.



You will be brought to the main [ISSS appointment booking page] to select a new appointment time.



After creating your new appointment your appointment, be sure to use the new appointment confirmation email and meeting invite to join the meeting.

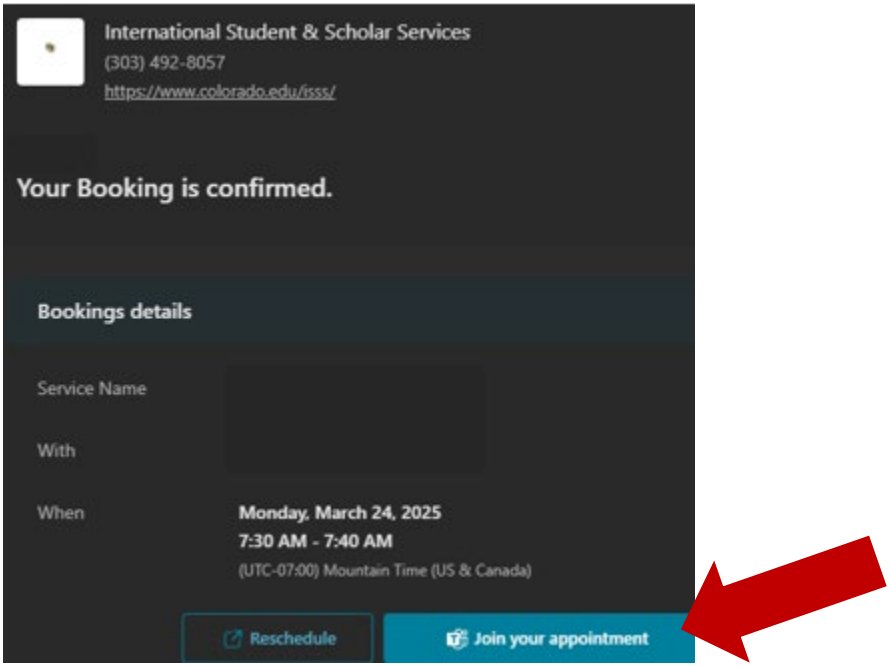
- If you use the old appointment information, the ISSS advisor will not join you in the meeting.

Joining your Appointment from the Appointment Confirmation Email

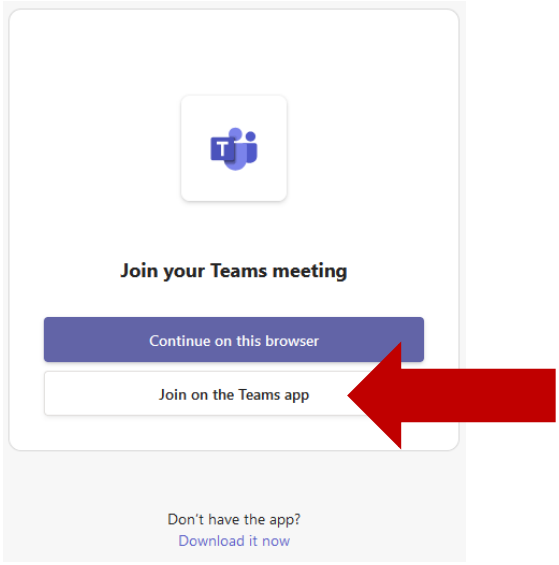
The ISSS appointment booking system is a Microsoft product that utilizes Teams for remote appointments. There can be issues joining appointments if you have not downloaded Teams on your device. ISSS recommends downloading Teams on your device prior to your appointment.

Open the appointment confirmation email you received when you booked the appointment.

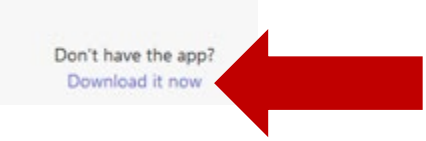
Click on **Join your appointment**.



Select **Join on the Teams app**.

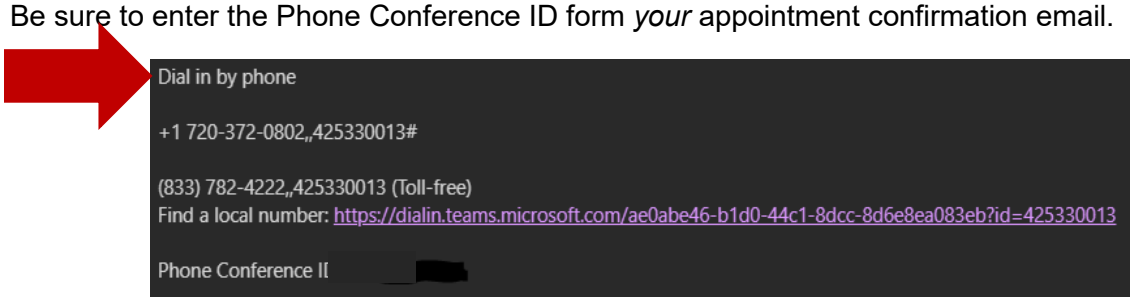


If you have not yet downloaded the Teams app, click on the Download it now link and then join the appointment using Teams.



If after downloading Teams you are unable to join a meeting, open the meeting **calendar invite** and try **dialing in by phone**.

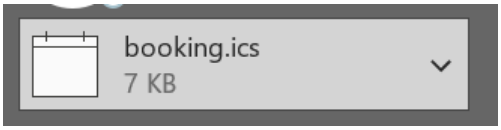
- The phone dial in information appears in the calendar invite after the join Teams meeting links.
- Be sure to enter the Phone Conference ID form *your* appointment confirmation email.



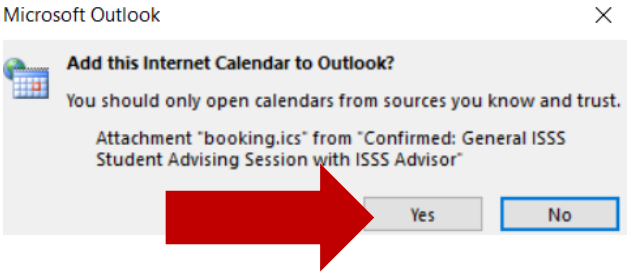
If after downloading Teams and trying to dial in by phone, you are still unable to join a meeting, contact ISSS for assistance [(303) 492-8057].

Appointment Calendar Meeting Invite

The appointment confirmation email also includes a calendar invite attachment for the scheduled appointment.



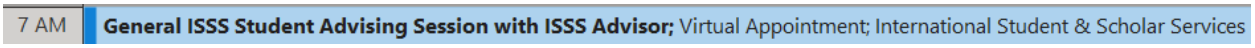
Double-click on the attachment to have the appointment added to your calendar.

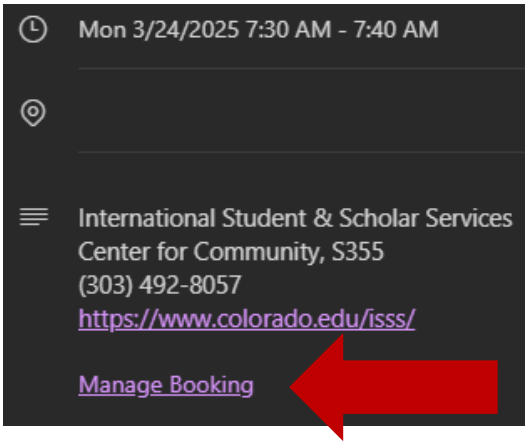


- The calendar invite includes a link to join the meeting on a mobile device, a link to join the meeting using another device, and phone dial in information.

Canceling Your Appointment from the Calendar Meeting Invite

Click into the appointment on your calendar, the appointment details will be displayed including a link to manage the booking.

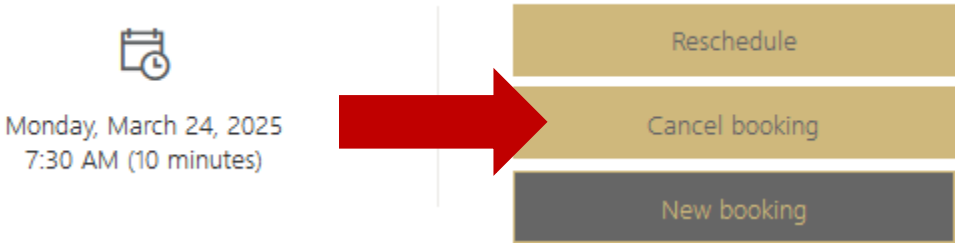




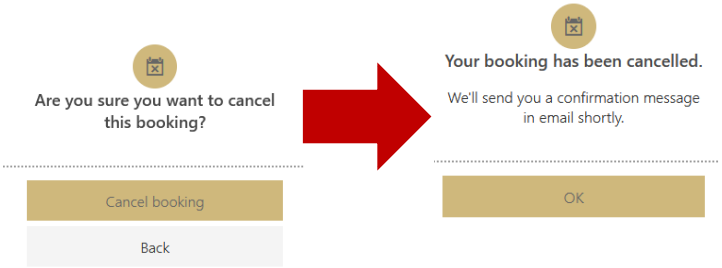
Click on the **Manage Booking** link to be access the appointment details screen (from when you first booked the appointment).

- From this screen, you can reschedule, cancel, and book another appointment.

Select **Cancel booking**.



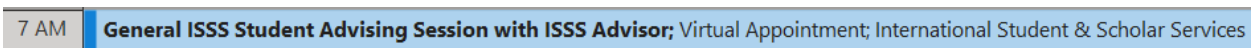
You will be asked to confirm you would like to cancel the appointment. Click **OK**.

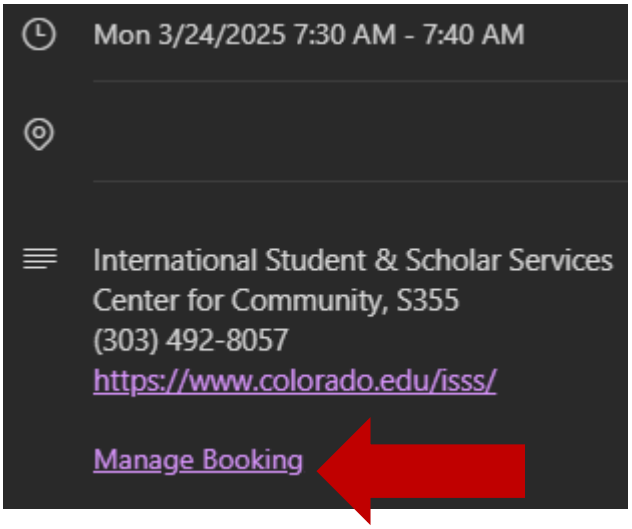


You will receive an email confirmation of the cancellation.

Rescheduling Your Appointment from the Calendar Meeting Invite

Click into the appointment on your calendar, the appointment details will be displayed including a link to manage the booking.



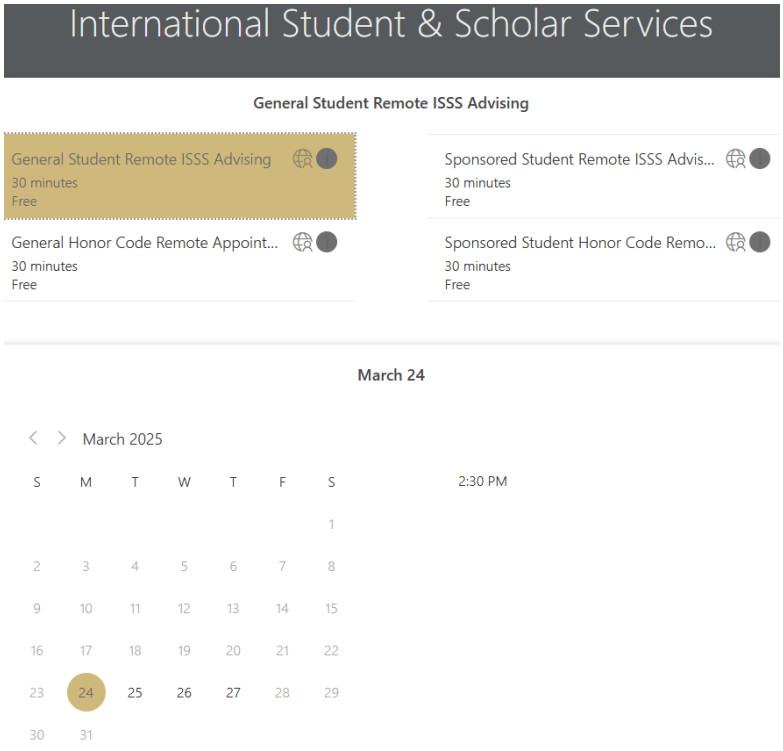


Click on the **Manage Booking** link to access the appointment details screen (from when you first booked the appointment).

- From this screen, you can reschedule, cancel, and book another appointment.

Select **New booking**. DO NOT select Reschedule as this causes issues with the system that will result in not being able to connect with your advisor.

You will be brought to the main ISSS appointment booking page to select a new appointment time.



After rescheduling your appointment, be sure to use the new appointment confirmation email and meeting invite to join the meeting.

- If you use the old appointment information, the ISSS advisor will not join you in the meeting.

Joining your Appointment from the Calendar Meeting Invite

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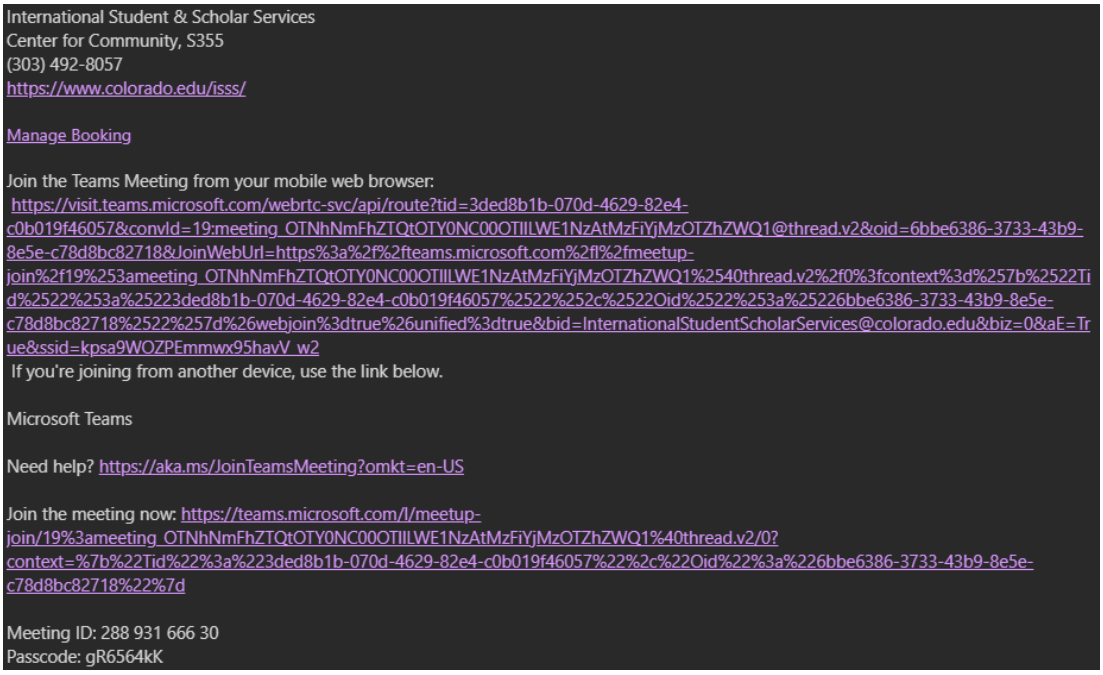
Joining the Appointment Using a Web Browser

From the calendar appointment, **click on the appropriate Teams link**—mobile web browser link or another device link.

Mobile web browser link

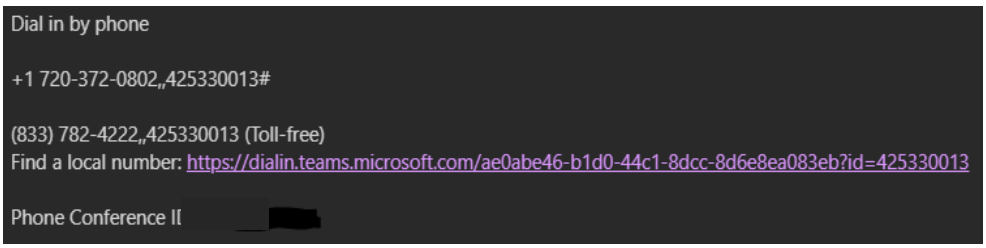
Another device link



Joining an Appointment By Dialing In By Phone

If you are unable to join the meeting using the links, try **dialing in by phone**.

- The phone information appears in the email after the join Teams meeting links.
- Be sure to enter the Phone Conference ID form your appointment confirmation email.



If after downloading Teams and trying to dial in by phone, you are still unable to join a meeting, contact ISSS for assistance [(303) 492-8057].