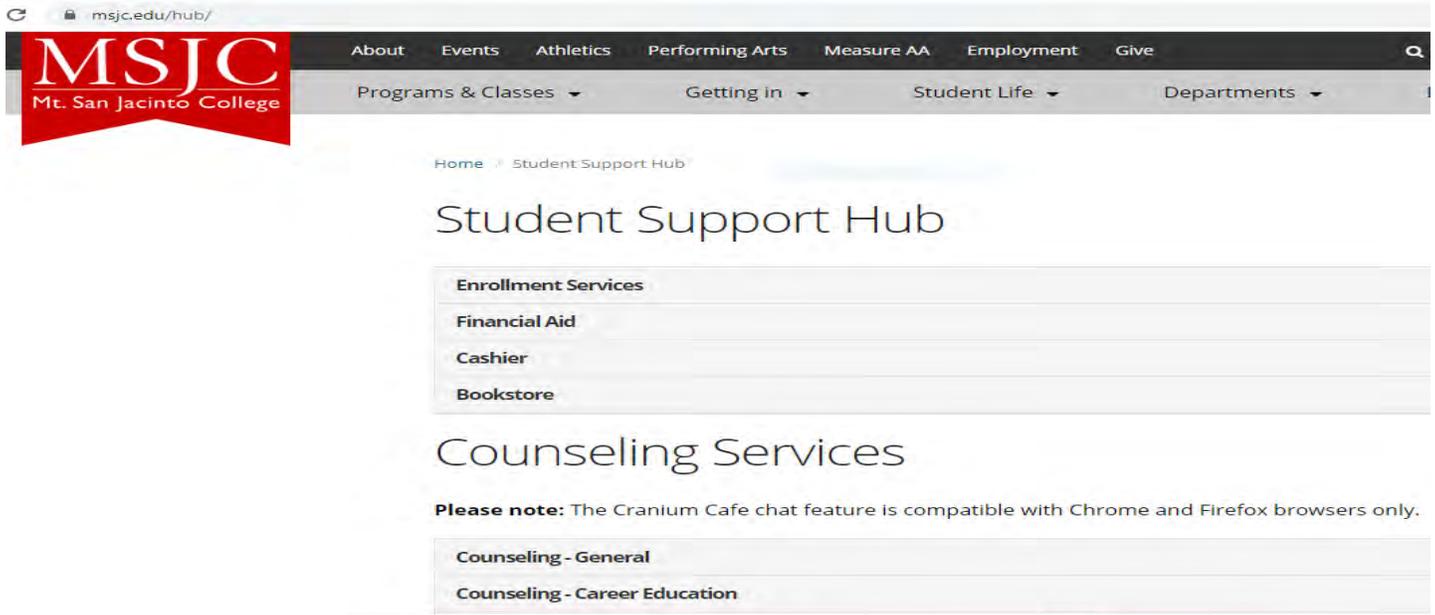# HOW TO SCHEDULE, CANCEL, RESCHEDULE, AND FIND OUT YOUR APPOINTMENT

<u>How to Schedule Your Appointment</u>:

Step #1: Go to this link on the internet: **msjc.edu/hub/**

It will take you to the **MSJC Student Support Hub**.

Step #2: scroll down, and under Counseling services select **EOPS/CARE & Foster Youth**, find **Schedule an appointment** then right next to it click on **Cranium Café EOPS Group**.

Step #3: Select the counselor you would like to meet with by clicking his/her **Schedule Appointment** calendar.

EOPS/CARE & Foster Youth

● Offline

Pamala James
EOPS Counselor
Live Chats Mon. - Thurs: 8:30a -5pm Fri. 8a-12n: please
schedule an appointment or feel free to leave an email.
+195-305-0829
pmjames@msjc.edu
Office: San Jacinto Campus - On line
click to read bio

✉
SEND OFFLINE
MESSAGE

📅
SCHEDULE
MEETING

● Offline

Thai Pham
EOPS Counselor
Live Chats: Mon 8:30-2:00; Wed and Thur 8-5:30: Bilingual:
Vietnamese
tpham@msjc.edu
click to read bio

✉
SEND EMAIL

📅
SCHEDULE APPOINTMENT

● Offline

● Offline

Step #4: an **Informed Consent Statement** will pop up, select **Agree** to continue the scheduling process.

Informed Consent Statement

INFORMED CONSENT STATEMENT To all Mt. San Jacinto College students and potential students: You MUST carefully read the entire "Terms & Conditions" and "Privacy Protection" statements below BEFORE using the Online Counseling Services at Mt. San Jacinto College. Please select "I Agree" at the bottom of the page if you wish to schedule an online appointment. TERMS & CONDITIONS Information about you is confidential. It is important that you supply the most current information about yourself, your educational history, plans and career goals so that online counselors may provide you with the most accurate information specific to your needs. Per the Family Rights and Privacy Acts, I hereby grant permission for Mt. San Jacinto College online counselors to release academic information about myself during an Online Counseling appointment and/or workshop or group session, via the ConexEd Meeting Center, which I understand to be encrypted and secured. • When requesting an Online Counseling Appointment and while asking the online counselor questions, I must authentically represent myself in all aspects. • I am the student who will be attending the Online Counseling Appointment, and I will provide accurate personal information, educational history, and educational goals. • I authorize the online counselor to provide me with information related to my academic records online through the use of the Online Counseling website and the ConexEd powered Meeting Center. • I authorize the

Disagree   Agree
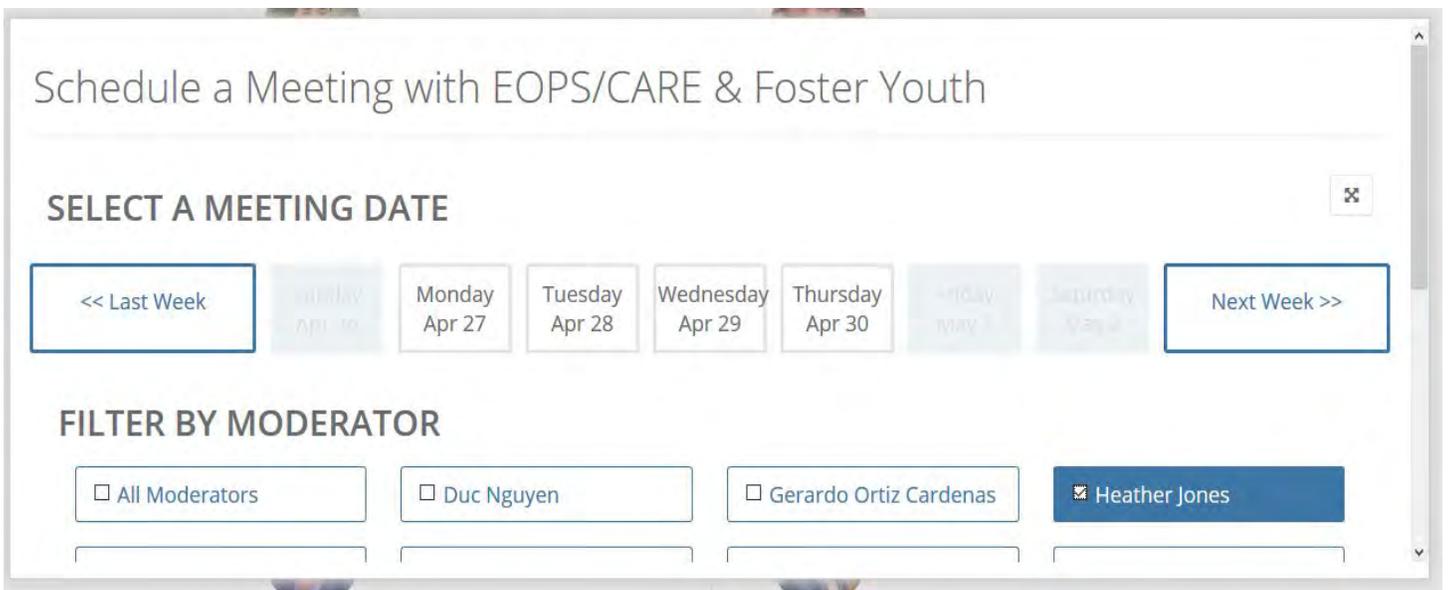
Step #5: you will be asked to login into your **Canvas** account, this login is the same as your MSJC student account.

MSJC
MT. SAN JACINTO COLLEGE
Click the login button below to access ConexED
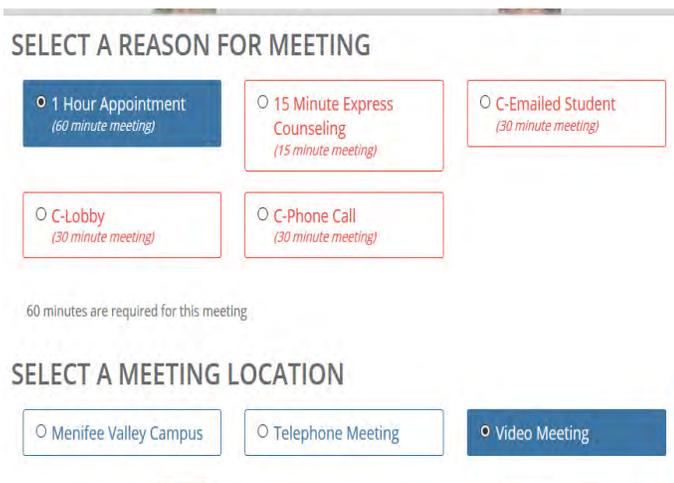Login

Login with Canvas

Step #6: once you logged in, select **Authorize**.
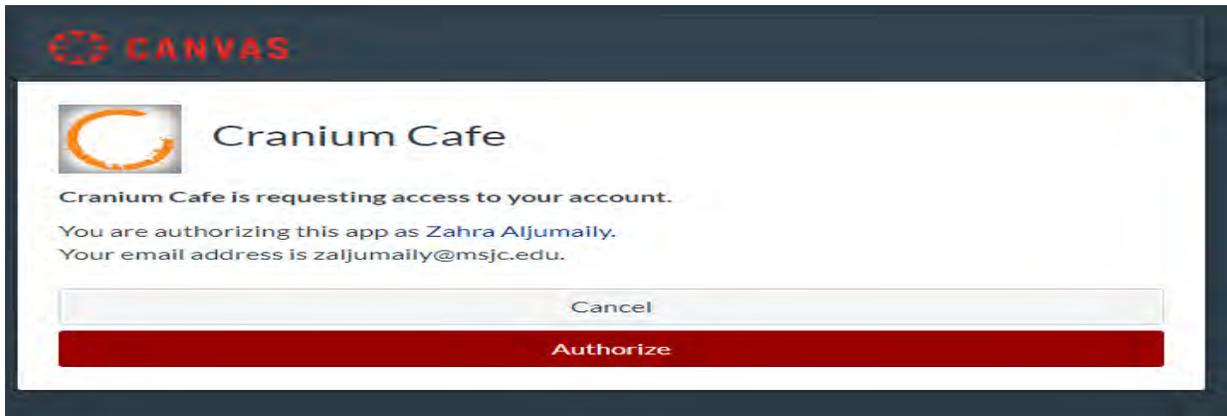
Step #7: Under the field **FILTERED BY MODERATOR,** select your counselor and scroll down.

Step #8: under **SELECT A REASON FOR MEETING**, select what you need to meet with the counselor for. Then, under **SELECT A MEETING LOCATION**, select either **Video Meeting**, or **Phone Meeting** (ignore campus location).

Step #9: under **SELECT A MEETING DATE**, select the date; under **RECOMMENDED TIME SLOT**, select the time.

Note: additional times are available under **Show More** for the counselor you already picked.

Also, you may scroll up to the top of the same page to select **Next Week** for more options.
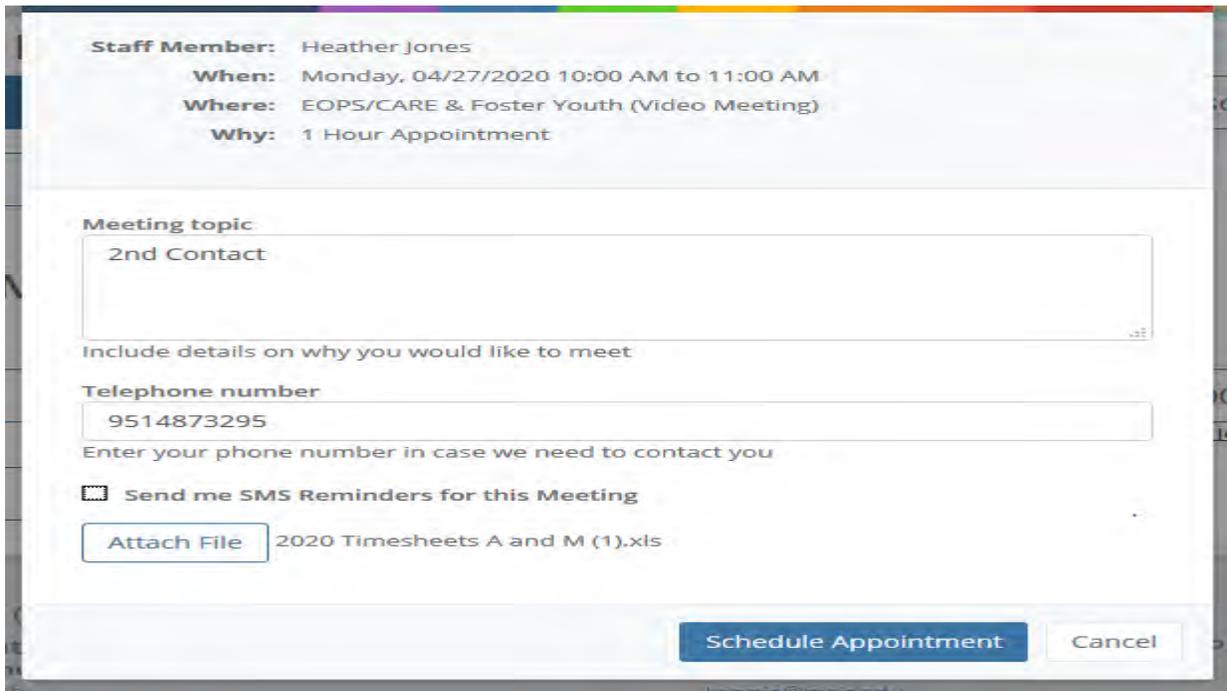

Note: by clicking on the time, a confirmation page pop up, but the process to scheduling is still not complete.

Step #10: Fill out this form; if you want to send a document to this counselor, then click on **Attach File** to browse for your document.

Next, select **Schedule Appointment**.

Step #11: this box will pop up, click **OK**.
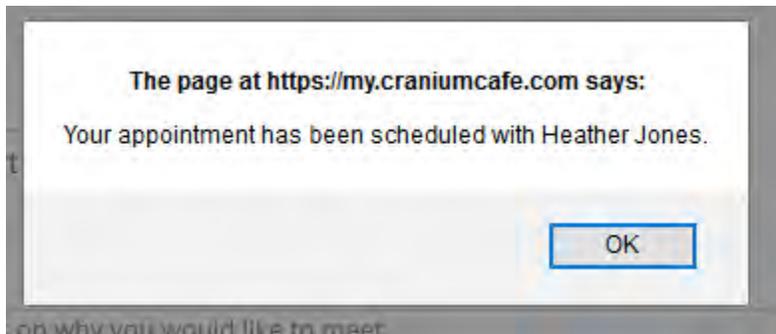
Now you will be done with the scheduling of your appointment.

Note: you will receive an automatic confirmation email, remember to check your spam/junk email for the confirmation.
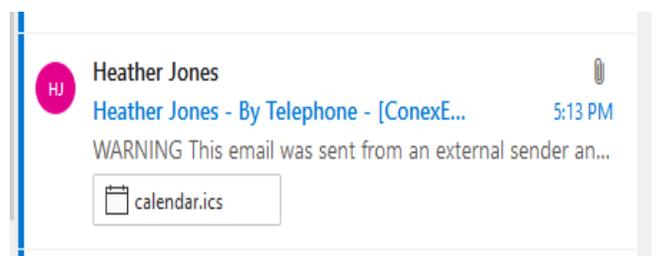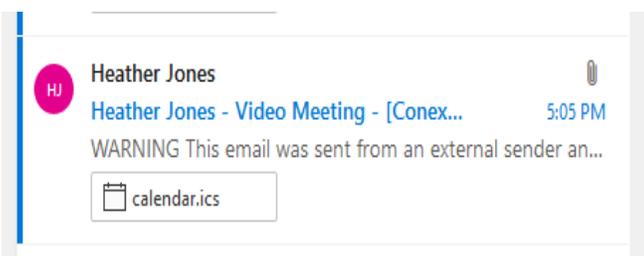
If you click on the **Calendar.ics** box, you will see your **Appointment Confirmation**, as follow:

Heather Jones - Video Meeting - [ConexED] Appointment Confirmation

🕐 Mon 4/27/2020 10:00 AM - 11:00 AM   Organizer

📍 Video Meeting   (ZA)   Zahra Aljumaily

≡ Appointment Scheduled

Hello Zahra Aljumaily,

You just created a cafe meeting with Heather Jones starting at Apr 27, 2020 10:00 AM and ending at 11:00 AM PDT.

Student Services: EOPS/CARE & Foster Youth
Location: Video Meeting
Meeting topic: Meeting with Zahra Aljumaily
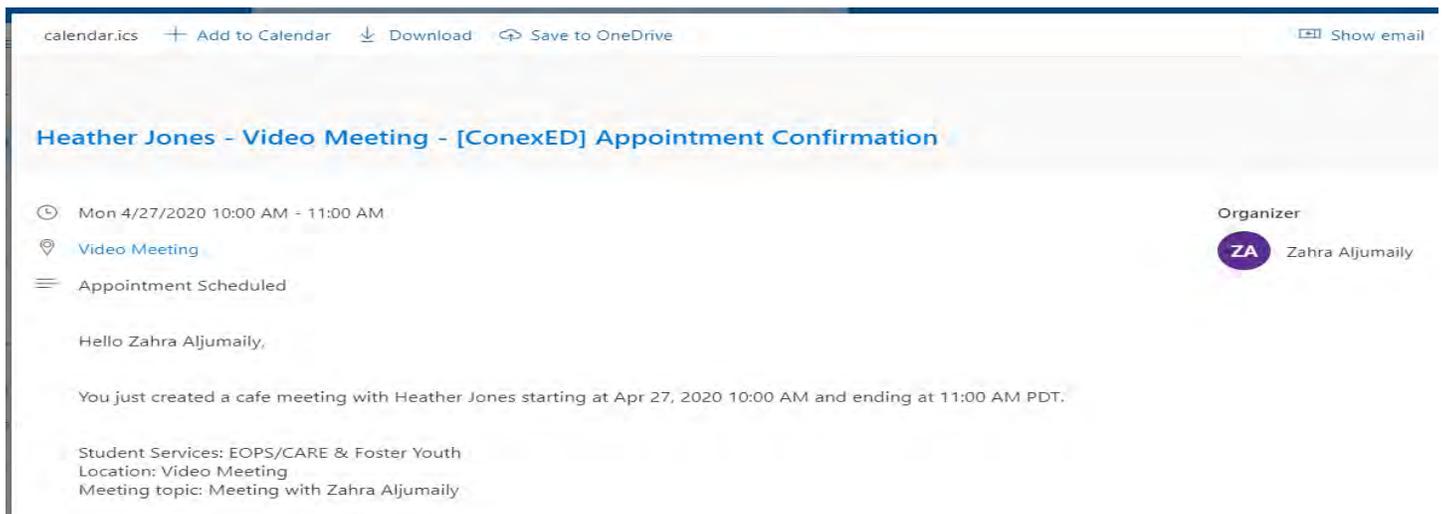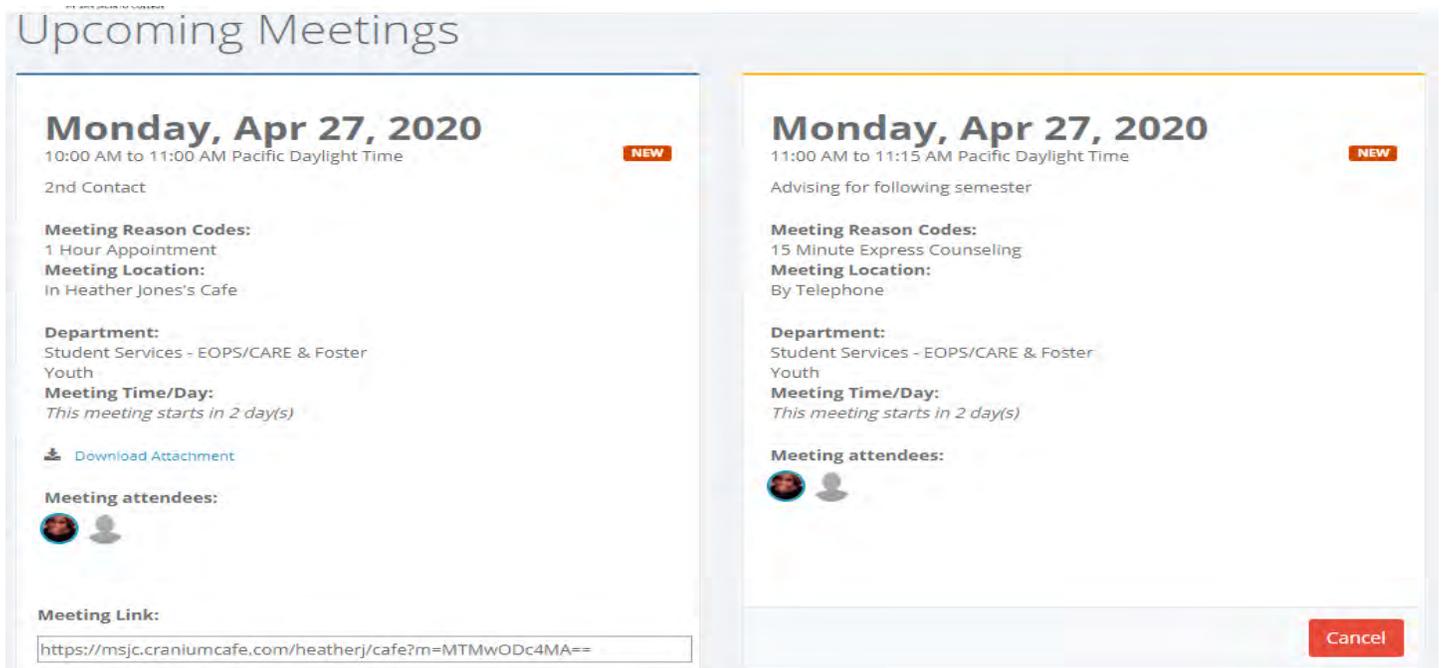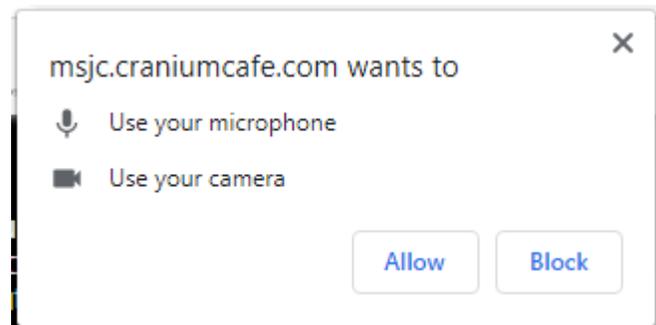
- **To Find Out Whether You Have an Appointment**:

If you want to find out whether you have an appointment or not, go to the (**msjc.craniumcafe.com**), select **Cranium Café**, then **My Café appointments**, a page of **Upcoming Meetings** that include your appointments information will pop up. <u>Note</u>: when you want to contact your counselor at your time appointment, select **Allow**.

CAMPUS CALI3RATE‹

Cranium Cafe ⌄

Schedule Cafe Meeting

● **My Cafe Appointments**

Enter your Cafe

Classrooms ‹

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msjc.craniumcafe.com wants to   ✕

🎤   Use your microphone

🎥   Use your camera

Allow   Block

Upcoming Meetings

Monday, Apr 27, 2020   NEW
10:00 AM to 11:00 AM Pacific Daylight Time

2nd Contact

Meeting Reason Codes:
1 Hour Appointment
Meeting Location:
In Heather Jones's Cafe

Department:
Student Services - EOPS/CARE & Foster
Youth
Meeting Time/Day:
This meeting starts in 2 day(s)

⬇ Download Attachment

Meeting attendees:

Meeting Link:
https://msjc.craniumcafe.com/heatherj/cafe?m=MTMwODc4MA==

Monday, Apr 27, 2020   NEW
11:00 AM to 11:15 AM Pacific Daylight Time

Advising for following semester

Meeting Reason Codes:
15 Minute Express Counseling
Meeting Location:
By Telephone

Department:
Student Services - EOPS/CARE & Foster
Youth
Meeting Time/Day:
This meeting starts in 2 day(s)

Meeting attendees:

Cancel

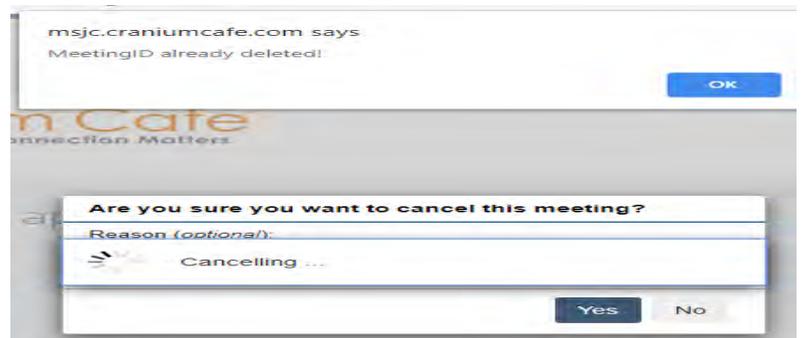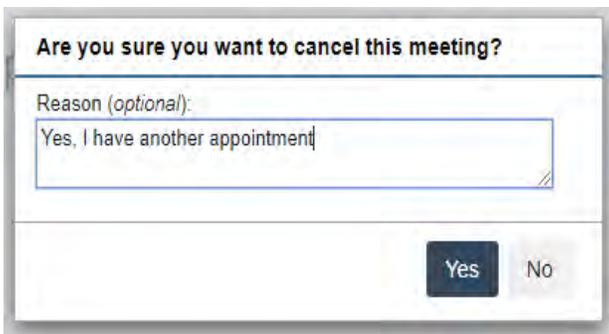- **Canceling Your Appointment Process:**

Step #1: in your email, select your automatic email you received from MSJC.
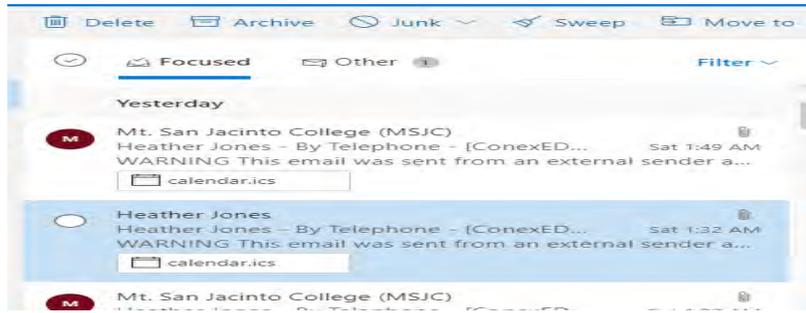
Step #2: scroll down, and select **Click Here to Cancel this Meeting**

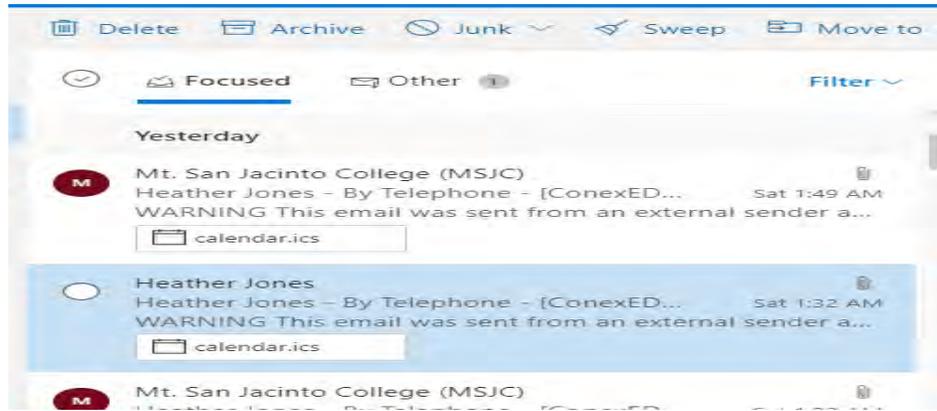Step #3: a box will pop up asking for the reason, click **Yes,** then **OK**.

Step #4: you will receive an automatic cancelation email.

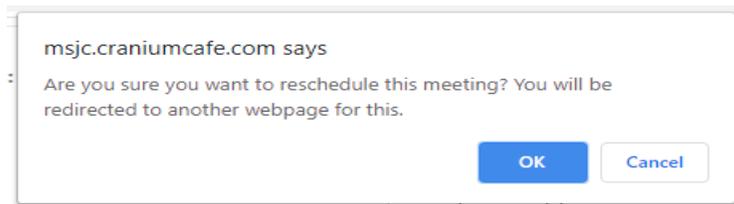- **Rescheduling Your Appointment Process:**

Step #1: in your email, select your automatic email you received form MSJC.

Step #2: scroll down, and select **Click Here to Reschedule this Meeting**

Step #3: this box will pop up, click **OK**.

Step #4: it will take you back to the pages that you started in the first place for scheduling your appointment. Follow the same steps, which they are (Step #4 through Step #11), in scheduling appointments.