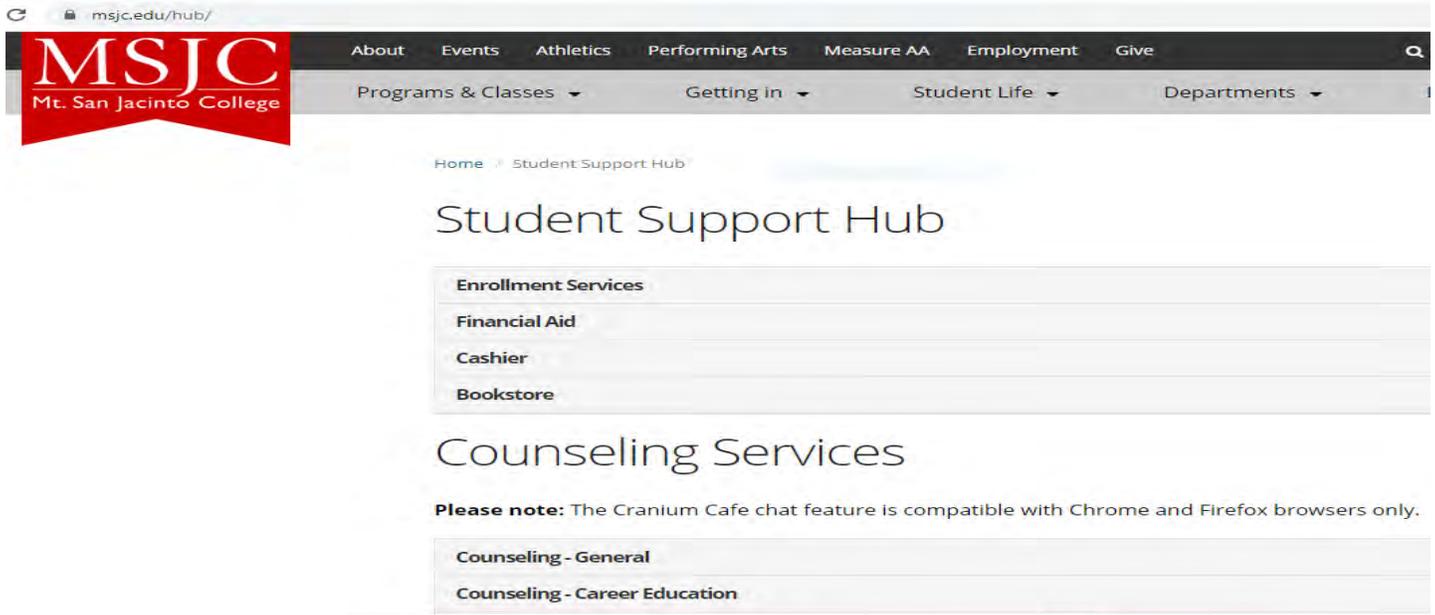


# HOW TO SCHEDULE, CANCEL, RESCHEDULE, AND FIND OUT YOUR APPOINTMENT

## How to Schedule Your Appointment:

Step #1: Go to this link on the internet: [msjc.edu/hub/](https://msjc.edu/hub/)

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



The screenshot shows the MSJC Student Support Hub website. The browser address bar displays [msjc.edu/hub/](https://msjc.edu/hub/). The website header includes the MSJC logo and navigation menus for About, Events, Athletics, Performing Arts, Measure AA, Employment, Give, Programs & Classes, Getting in, Student Life, and Departments. The main content area features a breadcrumb trail: Home > Student Support Hub. Below this is the title "Student Support Hub" and a list of services: Enrollment Services, Financial Aid, Cashier, and Bookstore. A section titled "Counseling Services" includes a note: "Please note: The Cranium Cafe chat feature is compatible with Chrome and Firefox browsers only." Below the note are two links: Counseling - General and Counseling - Career Education.

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**.

## Counseling Services

**Please note:** The Cranium Cafe chat feature is compatible with Chrome and Firefox browsers only.



The screenshot shows the Counseling Services page. It features a list of services: Counseling - General, Counseling - Career Education, Student Health Center, Accommodation Service Center (formerly DSPS), Athletics, CalWORKs, Career/Transfer Center, and EOPS/CARE & Foster Youth. Below this list, there are three highlighted links: "Virtual Lobby: [Cranium Cafe EOPS Lobby](#)", "Schedule an appointment: [Cranium Cafe EOPS Group](#)", and "e-Document Submissions: [Secure Document Upload](#)". At the bottom, there is a link for "First Year Experience (FYE)".

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

The screenshot shows a grid of four counselor profiles under the heading "EOPS/CARE & Foster Youth". Each profile includes a circular profile picture, a red "Offline" status indicator, the counselor's name and title, live chat hours, contact information (phone and email), and office location. Below the profile information are two buttons: "SEND OFFLINE MESSAGE" (with an envelope icon) and "SCHEDULE MEETING" (with a calendar icon). The profiles are for Pamala James, Thai Pham, and two other counselors whose names are not fully visible.

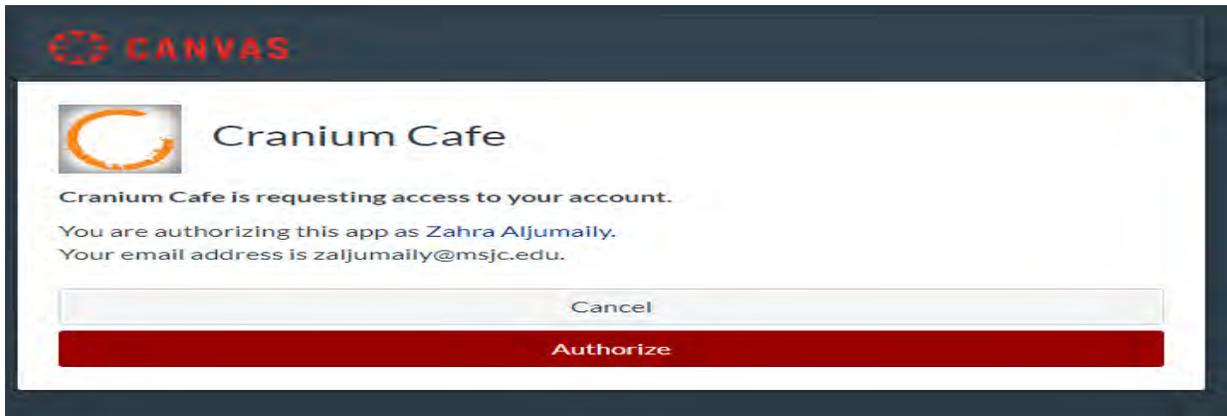
Step #4: an **Informed Consent Statement** will pop up, select **Agree** to continue the scheduling process.

The screenshot displays a dialog box titled "Informed Consent Statement". The text inside reads: "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". At the bottom right of the dialog box are two buttons: "Disagree" (red) and "Agree" (green).

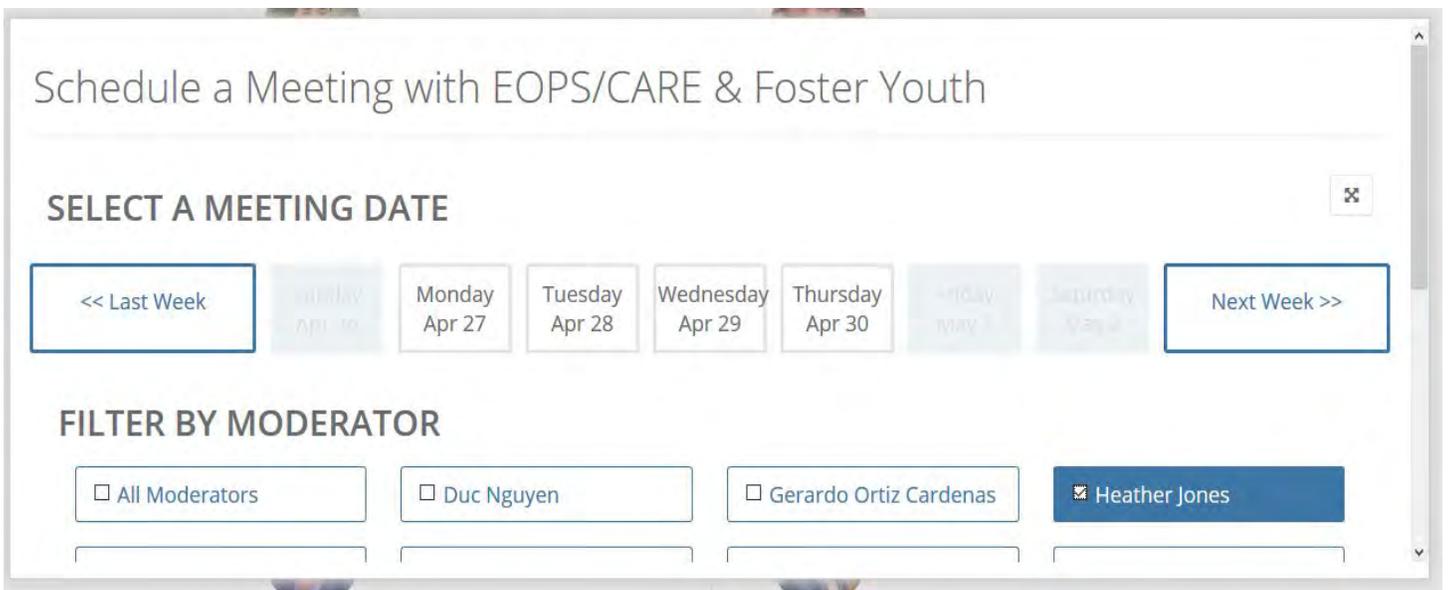
Step #5: you will be asked to login into your **Canvas** account, this login is the same as your MSJC student account.

The screenshot shows the MSJC login page. At the top is the MSJC logo with the text "MT. SAN JACINTO COLLEGE" and a stylized eagle. Below the logo, it says "Click the login button below to access ConexED". There is a "Login" label above a text input field. Below the input field is a "Login with Canvas" button featuring the Canvas logo.

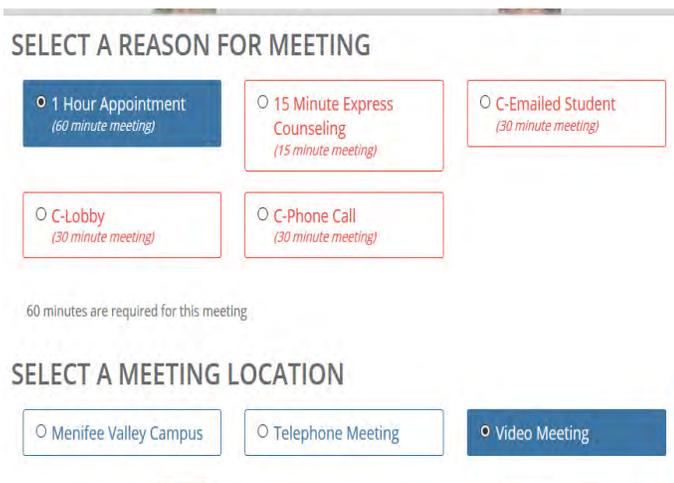
Step #6: once you logged in, select **Authorize**.



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.

**SELECT A MEETING DATE**

Monday, 04/27/2020     Tuesday, 04/28/2020     Wednesday, 04/29/2020  
 Thursday, 04/30/2020

**RECOMMENDED TIME SLOTS**  
Monday, 04/27/2020

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



**ALL TIME SLOTS**  
Monday, 04/27/2020

<input type="button" value="→ 11:15 AM to 11:30 AM with Heather Jones"/>	<input type="button" value="→ 11:30 AM to 11:45 AM with Heather Jones"/>	<input type="button" value="→ 11:45 AM to 12:00 PM with Heather Jones"/>
<input type="button" value="→ 12:00 PM to 12:15 PM with Heather Jones"/>	<input type="button" value="→ 12:15 PM to 12:30 PM with Heather Jones"/>	<input type="button" value="→ 3:00 PM to 3:15 PM with Heather Jones"/>
<input type="button" value="→ 3:15 PM to 3:30 PM with Heather Jones"/>	<input type="button" value="→ 3:30 PM to 3:45 PM with Heather Jones"/>	<input type="button" value="→ 3:45 PM to 4:00 PM with Heather Jones"/>
<input type="button" value="→ 4:00 PM to 4:15 PM with Heather Jones"/>	<input type="button" value="→ 4:15 PM to 4:30 PM with Heather Jones"/>	<input type="button" value="→ 4:30 PM to 4:45 PM with Heather Jones"/>

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

Schedule a Meeting with EOPS/CARE & Foster Youth

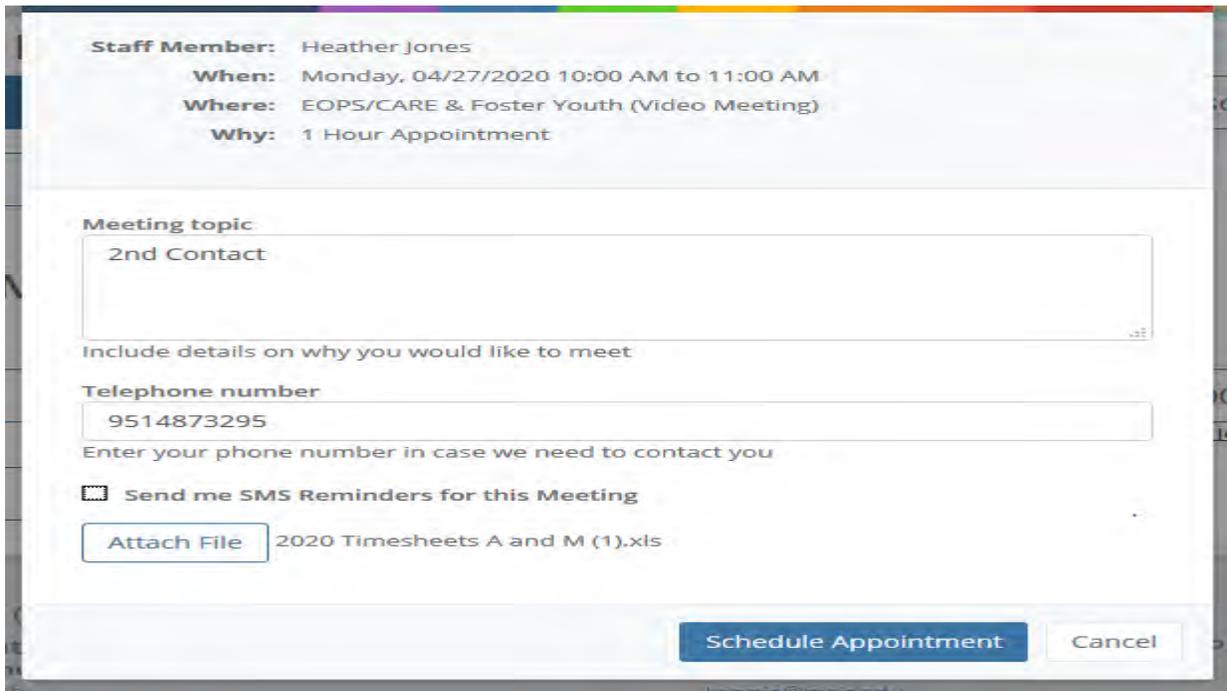
**SELECT A MEETING DATE**

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

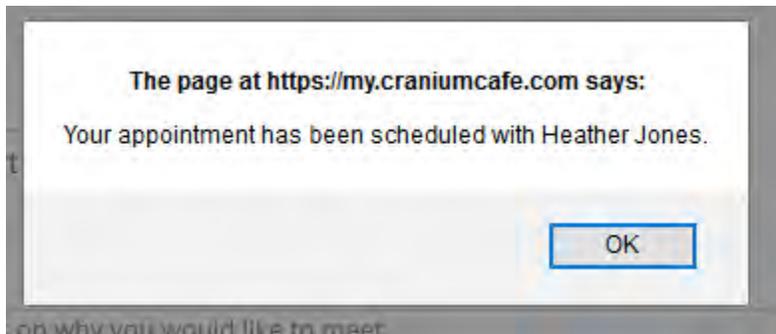
Step #10: Fill out this form; if you want to send a document to this counselor, then click on **Attach File** to browse for your document.

Next, select **Schedule Appointment**.



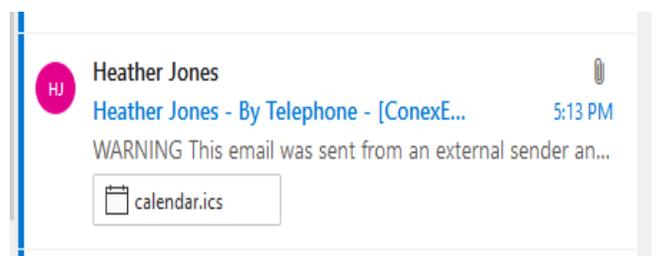
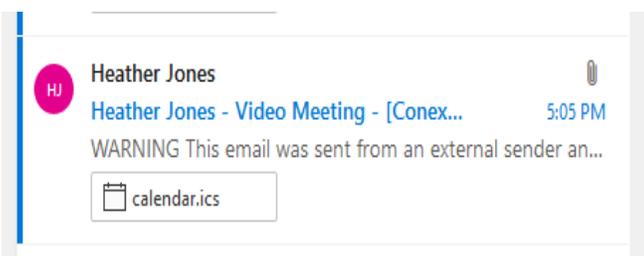
The screenshot shows a web form for scheduling an appointment. At the top, it displays the following information: Staff Member: Heather Jones; When: Monday, 04/27/2020 10:00 AM to 11:00 AM; Where: EOPS/CARE & Foster Youth (Video Meeting); Why: 1 Hour Appointment. Below this is a text box for 'Meeting topic' containing '2nd Contact'. A note says 'Include details on why you would like to meet'. The 'Telephone number' field contains '9514873295' with a sub-note 'Enter your phone number in case we need to contact you'. There is a checkbox for 'Send me SMS Reminders for this Meeting' which is checked. An 'Attach File' button is next to a file named '2020 Timesheets A and M (1).xls'. At the bottom right are 'Schedule Appointment' and 'Cancel' buttons.

Step #11: this box will pop up, click **OK**.

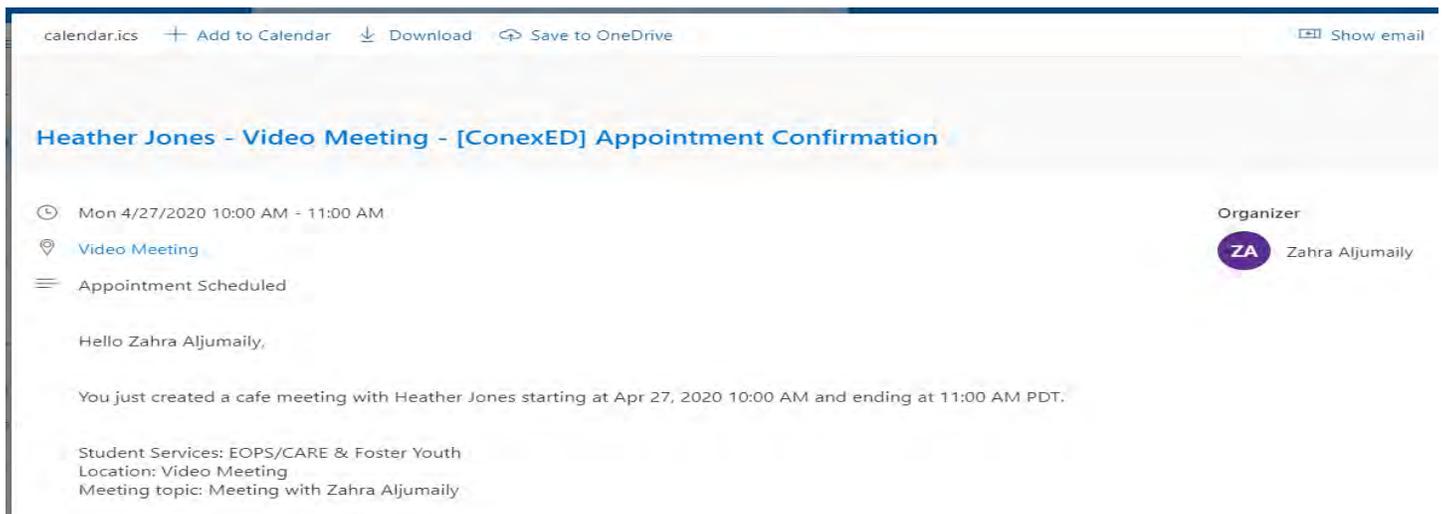


Now you will be done with the scheduling of your appointment.

**Note:** you will receive an automatic confirmation email, remember to check your spam/junk email for the confirmation.

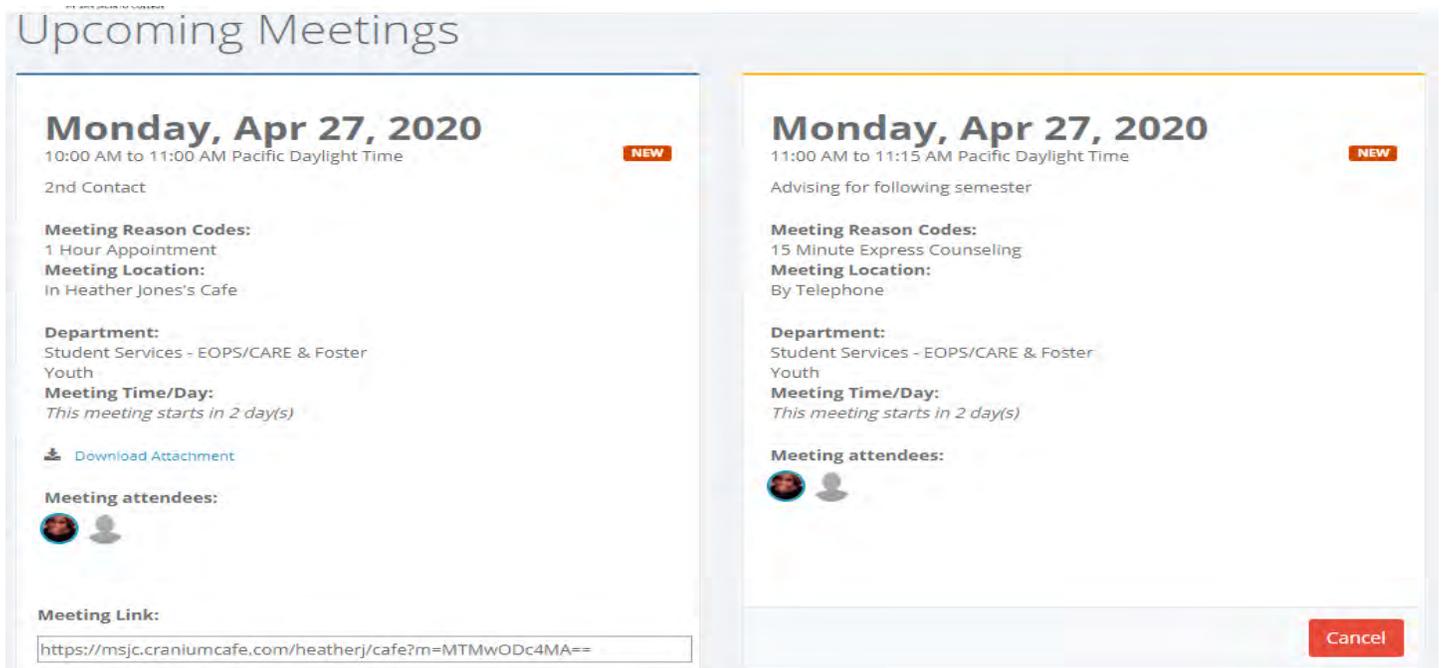
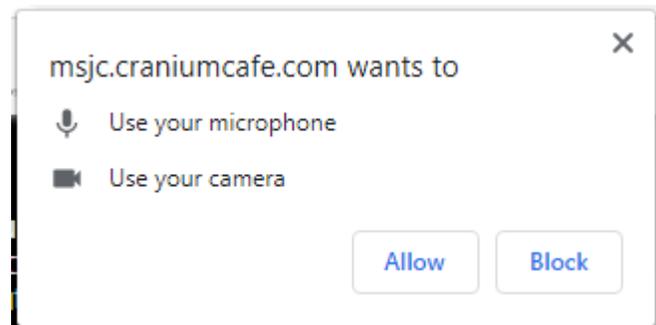


If you click on the **Calendar.ics** box, you will see your **Appointment Confirmation**, as follow:



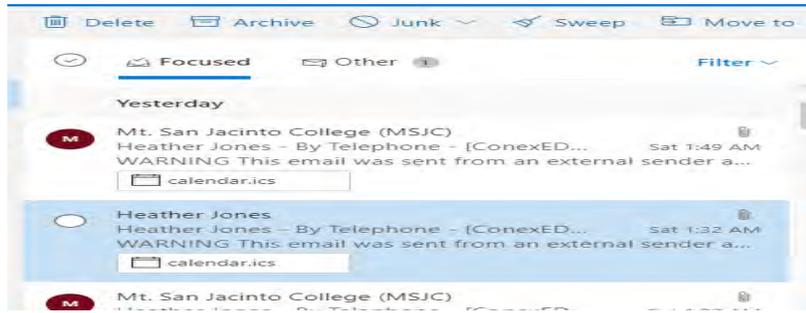
• **To Find Out Whether You Have an Appointment:**

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



• **Canceling Your Appointment Process:**

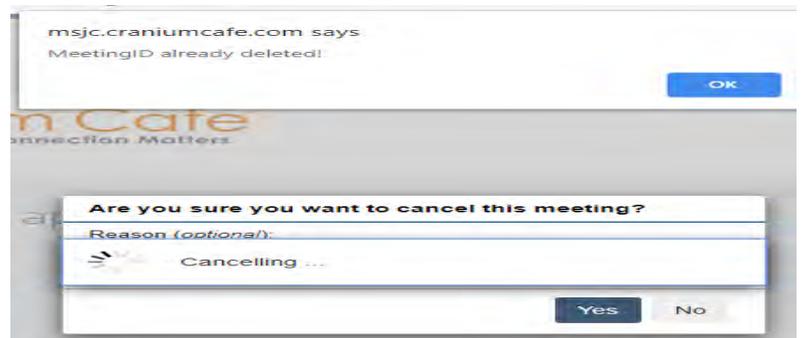
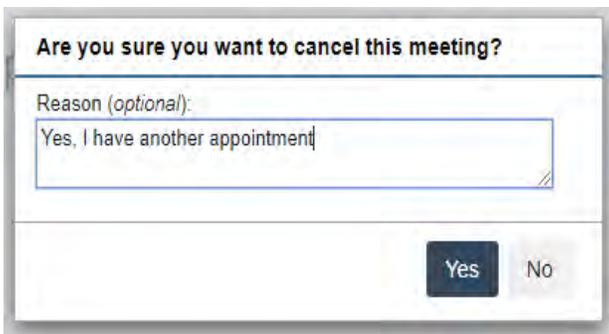
Step #1: in your email, select your automatic email you received from MSJC.



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**.

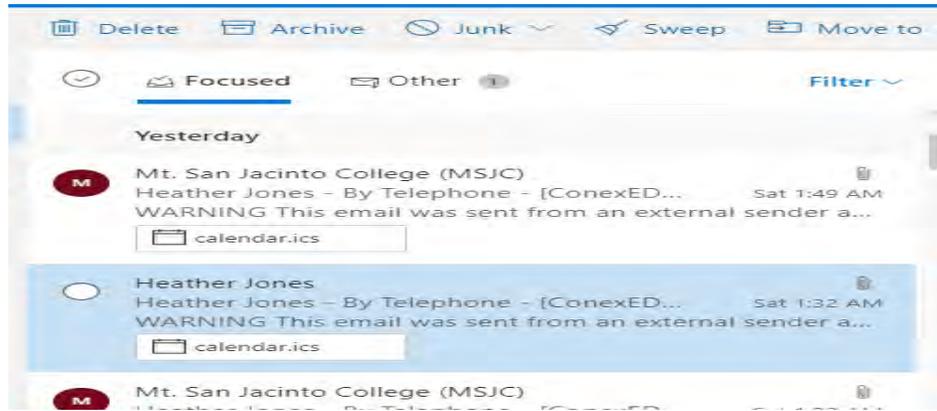


Step #4: you will receive an automatic cancelation email.



- [Rescheduling Your Appointment Process:](#)

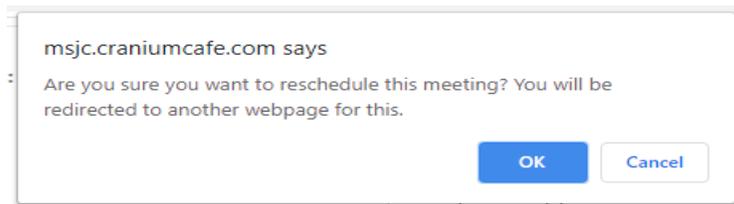
Step #1: in your email, select your automatic email you received from MSJC.



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.