UH Quick Start Guide: Appointment Management
Students with appointments that are scheduled are listed under the “**Upcoming Appointments**” tab.

The **Appointment Queues** tab displays students checked in for both appointments and drop-ins so that you know exactly who is waiting and what type of appointment they have.

Appointment lengths have been set globally to 30 minutes, although some locations may differ. If a student attempts to check in or create an appointment with an advisor when they have less than 30 minutes of availability for that day, the student will not be able to find time for that day with that advisor. The office can still choose to have the student see an advisor and be checked in when the advisor creates an Appointment Report.

If a student is early or late for an existing appointment, Navigate will recognize that the student has arrived for a previously scheduled appointment.

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**A Note About Advisor Availability**

Please note that, just as with the regular appointment scheduling, the appointment center and kiosk modules rely on the availability advisors have set for drop-ins and appointments. Please ensure that you have set up accurate and comprehensive available times using the “**My Availability**” tab.
You will see a red notification and yellow banner appear at the top of the screen to let you know when a student has been:

- Added to a waitlist for a drop-in appointment
- Checked into an existing appointment
- Checked out of a completed appointment

You can choose to be notified by hearing an audio “ding” and/or receiving text/email messages when students are waiting for an appointment.
“Starting” an Appointment with Appointment Reports

Three ways to start an Appointment

1. Use the “Actions” tab under **Upcoming Appointments** to “Add Appointment Summary.” (Best if students have not been checked in at front desk); or
2. Use the “Actions” tab under **Appointment Queue** to “Start Appointment.”
3. Click the red notification at the top of the screen.

**Note:** The queue and notification options will populate the Appointment Report/Summary with the times the student was checked in and out.