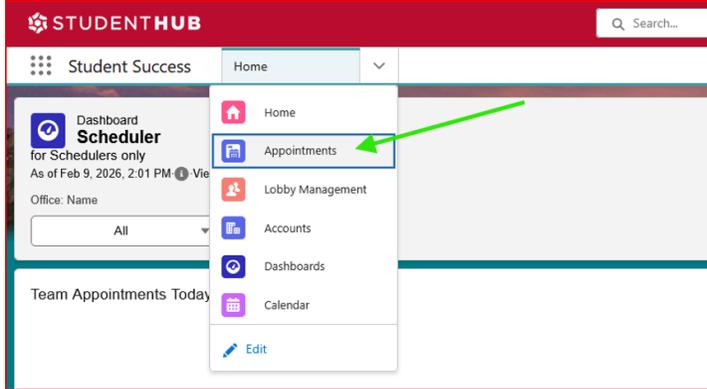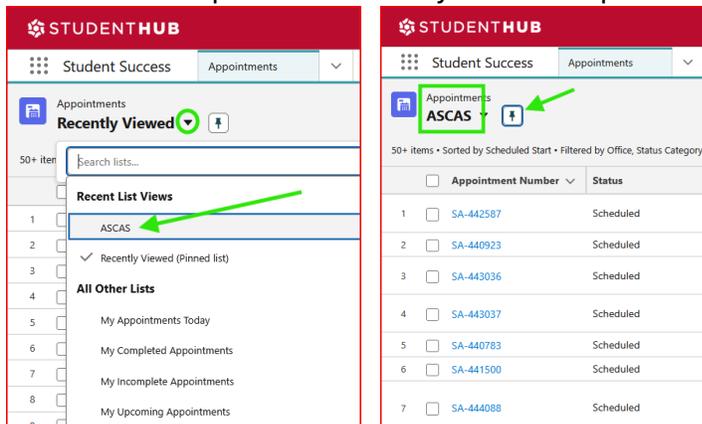# Support/Scheduler Appointments View

Any user with a Support or Scheduler role can view appointments for their unit/office.
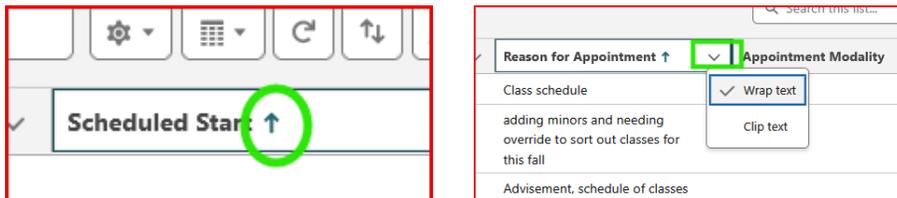
On your tab drop down, click on Appointments:
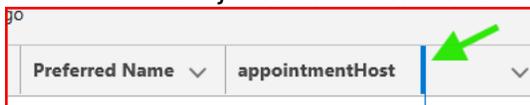

The Appointments page will default to "Recently Viewed" so using the caret, select your office and then pin it so it's always the first option when you visit this page.

From this page you can view every appointment for your unit/office. You can filter by ascending or descending by clicking the column title as well as select Wrap Text for that column:

You can also adjust column widths to suit your needs:

Each column contains different information:

➤ **Appointment Number** – this is the reference number for that exact appointment. If you click it, you will be able to view the appointment information:

➤ **Status** –
  o Scheduled – An appointment is coming up in the future
  o In Progress – Student is actively meeting with an advisor
  o Checked In – Student has been checked in and waiting to see the advisor
➤ **Account** – The legal name for the student imported from Banner
➤ **Preferred Name** – The student's preferred name
➤ **Appointment Host** – The advisor who the student is scheduled to meet with.
➤ **Reason for Appointment** – The details about why they want to meet
➤ **Appointment Modality** – Virtual-Video / In Person / Phone
➤ **Scheduled Start** – the date and time for the appointment
➤ **Student Phone Number** – the student has one on file, it will appear here for easy viewing in case you need to contact them
➤ **Appointment Is Tomorrow** – if you know someone or something is going on for the next day.

If you need to cancel an appointment, you will see a small drop-down caret. Click it and you can either:
➤ **Edit** – use rarely and sparingly. Ideally it should only be used to add more details to the Reason for Appointment.
➤ **Cancel** – if selected, the appointment is canceled and a notification will be sent to the student