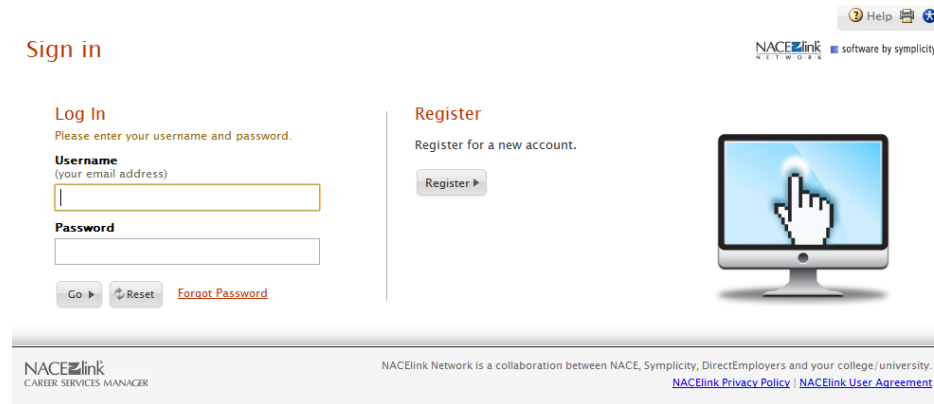


## **TecherLink User Guide Series**

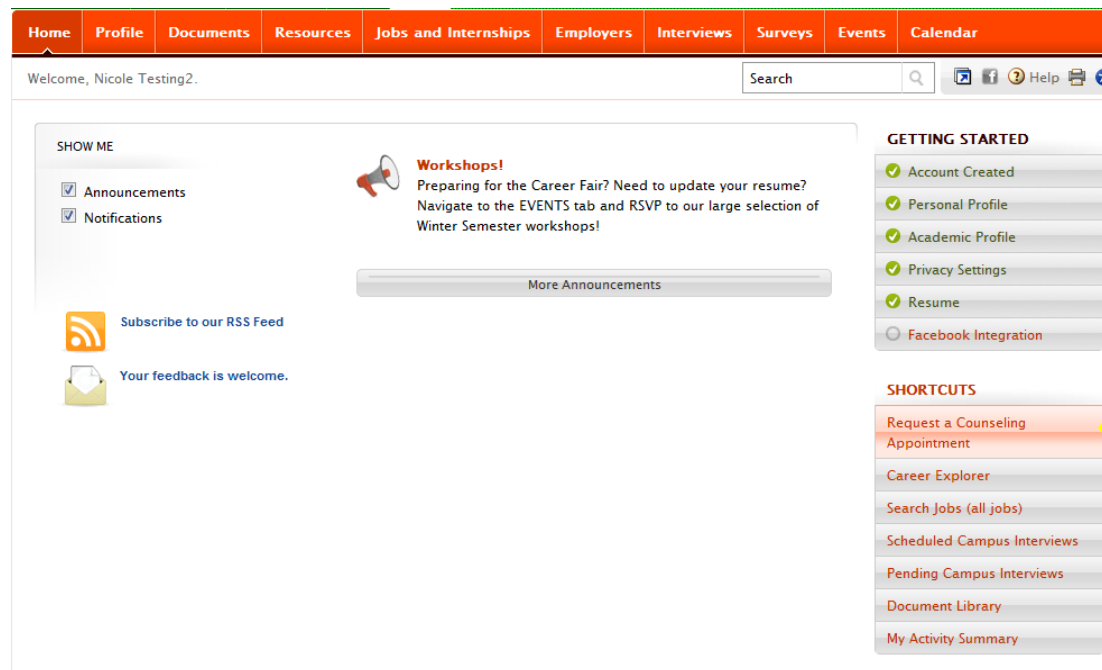
### **Part VIII**

#### **How to request a counseling appointment**

**Step 1:** Log in to your TecherLink account by going to <https://caltech-csm.symlicity.com/students>. You may register for an account at this stage if you do not already have one.



**Step 2:** Click on the Request a Counseling Appointment button (yellow arrow) on the home page.



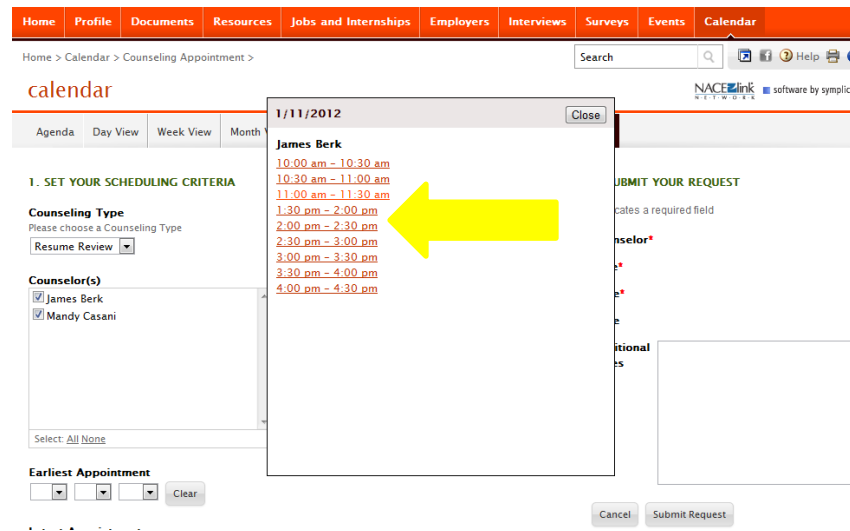
**Step 3:** You are now going to complete the counseling appointment request form. Begin by selecting a counseling type.

The screenshot shows the 'Counseling Appointment' form in the NACElink system. The navigation bar includes Home, Profile, Documents, Resources, Jobs and Internships, Employers, Interviews, Surveys, Events, and Calendar. The breadcrumb trail is Home > Calendar > Counseling Appointment >. The page title is 'calendar' and the NACElink logo is visible. The form is divided into three sections: 1. SET YOUR SCHEDULING CRITERIA, 2. CLICK A DATE AND TIME, and 3. SUBMIT YOUR REQUEST. In the first section, the 'Counseling Type' dropdown is open, showing options: Prehealth, Resume Review, Cover Letter, Mock Interview, Job Search, and Graduate School. A yellow arrow points to this dropdown. Below it are fields for 'Earliest Appointment' and 'Latest Appointment'. In the second section, a calendar for December 2011 is displayed. In the third section, there are fields for 'Counselor\*', 'Date\*', 'Time\*', and 'Type', along with an 'Additional Notes' text area and 'Cancel' and 'Submit Request' buttons.

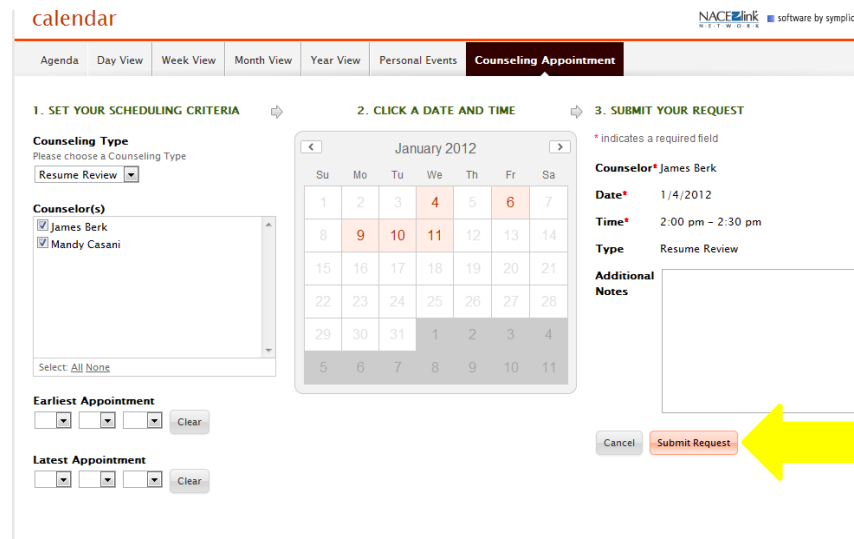
**Step 4:** Select which counselor's availability you would like to view. You may select more than one.

The screenshot shows the 'Counseling Appointment' form in the NACElink system. The navigation bar and breadcrumb trail are the same as in the previous screenshot. The page title is 'calendar' and the NACElink logo is visible. The form is divided into three sections: 1. SET YOUR SCHEDULING CRITERIA, 2. CLICK A DATE AND TIME, and 3. SUBMIT YOUR REQUEST. In the first section, the 'Counseling Type' dropdown is set to 'Resume Review'. Below it is the 'Counselor(s)' list, which contains two entries: James Berk and Mandy Casani, both with checked checkboxes. A yellow arrow points to this list. Below the list are fields for 'Earliest Appointment' and 'Latest Appointment'. In the second section, a calendar for January 2012 is displayed. In the third section, there are fields for 'Counselor\*', 'Date\*', 'Time\*', and 'Type', along with an 'Additional Notes' text area and 'Cancel' and 'Submit Request' buttons.

**Step 5:** Click on any of the dates that are highlighted in red on the calendar. A pop-up box will appear that will include the counselors that are available on that date as well as all available appointment times.



**Step 6:** Once you select a time, the appointment information will be completed. You may add additional notes about what you would like to discuss, but this is optional. Click the Submit Request button and you will receive an email confirming your appointment.



## FAQ's

1) *How far in advance may counseling appointments be scheduled?*

They may be scheduled 2 weeks in advance with a minimum of a 24 hour notice.

2) *May I reschedule/cancel my appointment?*

You may cancel or reschedule your appointment 12 hours before it is scheduled to take place. You can do this by logging into TecherLink, navigating to the Calendar tab and clicking the Cancel or Reschedule button next to your appointment.

3) *How many appointments may I schedule at one time?*

Appointments may be scheduled one at a time. Only after your first appointment has been completed may you request an additional one.