How to Book an Appointment with New Student Registration Assistance

Students must set up their UCalgary IT account with Multifactor Authentication before accessing the online booking system. [https://itregport.ucalgary.ca/](https://itregport.ucalgary.ca/)

**Step 1:** From the NSRA website, click on “Book an appointment”.

**Step 2:** Click on “Students”. Log in using your CAS login (eID) and password. Then, enter code for Multifactor Authentication, click “Verify”.

Login to Elevate
**Step 3:** Click on “Student Success Centre” and then click on “New Student Registration Assistance” from the grey menu on the left side of the screen.

**Step 4:** Read the details to learn more about appointment modes, services, and extra supports. Click on “View Calendar” to see the available appointment times.
Step 5: Click on an appointment time that works best with your schedule. *Note that appointments open two weeks in advance. If there are no appointments in the calendar, they may all be booked, so keep checking, or visit the SSC virtual front desk for help.

Step 6: Complete the form by providing your phone number, full name, UCID number, email address, and reason for accessing NSRA. For online appointments Zoom details will be emailed to you prior to the appointment time. Appointments are in Calgary, Mountain Time (MT).
Step 7: Complete the In-Take Form by selecting the delivery mode. Select “Online” for online Zoom, then indicate whether you would have preferred an on-campus in-person appointment.

Select “Online or In-Person” for on-campus in-person, then select “in-person” again for an on-campus in-person appointment.

Once you’ve included all required information, click on “Book Appointment”.

After booking an appointment, you will receive a confirmation email. You will receive a reminder email the day before the appointment. For online appointments, the NSRA provider will email you the Zoom details prior to the appointment time. Check in at the Student Success Centre front desk, 3rd floor TFDL building, for on-campus in-person appointments. All appointments are in Calgary, Mountain Time (MT).

Check out the next page for steps to View, Change, or Cancel your appointment.
Step 1: View, cancel or change your appointment by clicking on “Dashboard” and then the “Appointments” tab. Click “View” next to the appointment you wish to change/cancel.

Step 2: Click on “Cancel” to cancel the booked appointment.

*Note that to Change an appointment, you must cancel the current appointment and then book a new appointment at a time that better fits your schedule.*