

# Using Elevate to Book an Appointment with New Student Registration Assistance

# What is Elevate?

New Student Registration Assistance (NSRA) within the Student Success Centre (SSC) uses the Elevate portal to allow students to book appointments. As a student, you can also use Elevate to book appointments for other services within the SSC, or other offices on campus. The campus offices that use Elevate are listed in the Dashboard menu.

Before accessing Elevate for the first time, <u>setup your UCalgary IT account</u> with Multifactor Authentication (MFA). You will need the MFA code each time you login to Elevate.

## **Booking Instructions**

#### Step 1: Go to the New Student Registration Assistance website

To access the Elevate booking portal from the <u>NSRA website</u>, choose the **Book an appointment** button. You can also login to Elevate directly at <u>elevate.ucalgary.ca</u>.

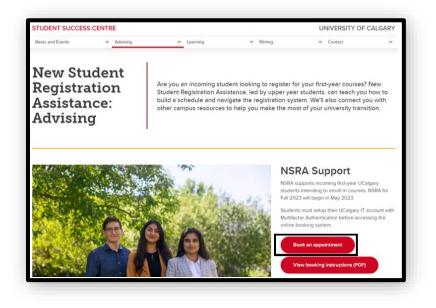


Figure 1 New Student Registration webpage.

#### Step 2: Login to Elevate

Under the **Login tab**, choose **Student Login** and sign in using your CAS login (eID) and password. Then enter the Multifactor Authentication (MFA) code and select **Verify**.

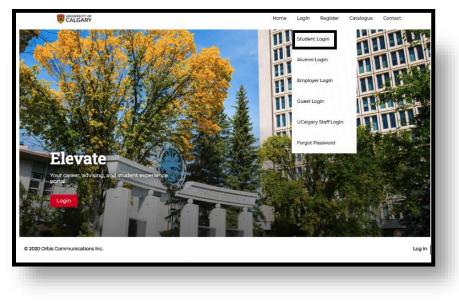


Figure 2 Elevate webpage with the login drop-down menu.

#### Step 3: Select Student Success Centre and New Student Registration Assistance

Choose **Student Success Centre** from the Dashboard menu on the left side of the webpage. This will open a sub-menu with different services. Select **New Student Registration Assistance** from the sub-menu.

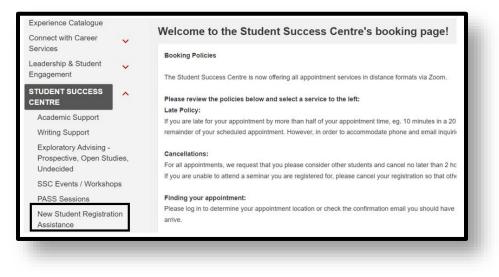


Figure 3 Elevate dashboard menu with New Student Registration Assistance.

#### Step 4: Learn about New Student Registration Assistance and View Calendar

Read the details on this page to learn more about appointment modes, services, and extra supports. Choose **View Calendar** to see a calendar of available appointment times.

ew Student Registration Assistance	
Nease review our hours of operation on the Student Success Centre NSRA website. NSRA is available from May 9 - September 1, 2023.	
tease select the mode of appointment: online (Zoom) or in-person (on-campus, 3nd Noor TFDL, building).	
appointments will take place in Calgary, Mountain Time (MT). Please include your full name, UCID number, and contact ensall address in the appointment booking as Zoom details will be emailed to you prior to the session.	
you are unable to book an appointment, please visit our virtual front desk for assistance.	
you are unable to access Zoom due to country restrictions or internet issues, please email us for support: firstreg@ucalgary.ca	
ew Student Registration Assistants are undergraduate students who provide registration help to in-coming UCalgary students. They provide free, individual, twenty-minute appointments to assist in-coming students with the following: • Course Selection (generality for first-year students) • Schedule building • Registration troubleshooting (unable to register in desired course)	
<ul> <li>Resources for successful registration and transition to UCalgary studies</li> <li>Nor goal is to teach, coach and support in coming students through the registration process. By providing resources and tips, the New Student Registration Assistants will help new students become confident using the registration system and building s</li> </ul>	chedules.
Itease see a program advisor from your faculty if you have questions about the following: • Transfer creatis • Opagee program requirements • Changing majors (procedum and course credits)	
lease select the mode of appointment desired: online (Zoom) or in person (on campus, 3rd floor TFDL building). Online is the default mode if not indicated otherwise. Include your full name, UCID number, contact email address, and indicate what type of	assistance
s required when booking the appointment.	
Hease book an appointment by clicking View Calendar:	
Nesse select a booking option: View Appointme	nt History
View Calendar	

Figure 4 New Student Registration overview with calendar emphasized.

#### Step 5: Choose an appointment time slot

Choose an **open** appointment time slot that works best with your schedule. The times listed in this calendar are in Calgary Mountain Time (MT). If the calendar does not show any appointment time slots, all available appointments have been booked. New appointment time slots will open, so check back at a later date. If you need assistance, visit the <u>SSC virtual front</u> <u>desk</u>.

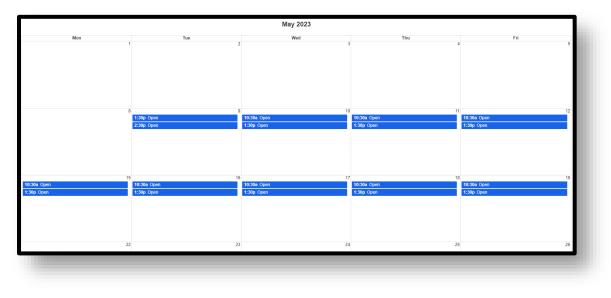


Figure 5 Monthly calendar displaying open timeslots.

#### Step 6: Fill in the appointment information

Complete the form by providing your **phone number**, full name, UCID number, email address, and reason for booking the appointment. The screen shot below provides an example of how to fill in the appointment information.

Book Appointment	
APPOINTMENT DETAILS	
Provider:	Daniel Birch
Location:	Zoom or 3rd Floor TFDL
Appointment Mode:	online or in-person
Date:	May 10, 2023
APPOINTMENT TYPE	
Туре:	New Student Registration ~
APPOINTMENT TIME	
Time	From 01:30 PM V To 01:50 PM
ADDITIONAL INFORMATION	
Local Phone #:	1-403-222-2222
Please provide your name, UCID number (8 digits), email address, and reason for accessing NSRA. Zoom login details will be emailed to email listed here.	Image: Second
	Email: johnsmith1@ucalgary.ca
	I would like help with course selection and schedule building

Figure 6 Appointment information with phone number and reason for booking.

#### Step 7: Complete the In-Take Form to select the appointment mode

Use the drop-down menu to select **Online** if you prefer an online appointment via Zoom. Prior to the appointment time, at the email address you provided in Step 6, you will receive an email from <u>firstreg@ucalgary.ca</u> that will include the Zoom link and login details.

Online	2
icel	

Figure 7 Intake form with online appointment type selected.

Use the drop-down menu to select **In-Person** if you prefer to meet on campus in the Student Success Centre. Prior to the appointment time, at the email address you provided in Step 6, you will receive an email from <u>firstreg@ucalgary.ca</u> that will include details for finding the Student Success on campus and checking in at the SSC front desk.

NEW CATEGORY	
* Which appointment type would you prefer?	In-person ~
Book Appointment	Cancel

Figure 8 Intake form with In-person appointment type selected.

Once all your details and the appointment mode have been entered, choose **Book Appointment** at the bottom of the screen.

## **Making Changes to your Appointment**

If you need to change your appointment, you will have to **cancel** and then **book** a new appointment. Review <u>instructions on how to cancel</u> your appointment in Elevate.

## Need Assistance?

For questions about Student Success Centre services or support with booking an appointment, email <u>success@ucalgary.ca</u> or visit the Student Success Centre on the 3<sup>rd</sup> floor of TFDL.