How to Schedule/Cancel an Appointment in Student Hub

Part I: Scheduling a Meeting with your Success Team
Part II: Scheduling a Meeting with Another Office
Part III: How to Cancel an Appointment

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Part I: Schedule a Meeting with your Success Team

Your Success Team are people in offices/units that you are directly linked to through the UNM system. This can include your declared major, minor, second major, resource center, etc. If you work with an office but do not see them listed here, we have instructions on how to schedule a meeting with them in the next section of this document titled Schedule with Another Office.
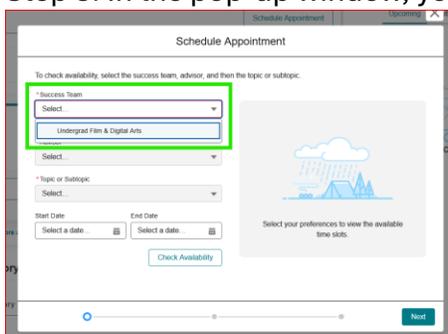
Step 1: From your home dashboard, on the button marked Access Advisement click Schedule Appointment:
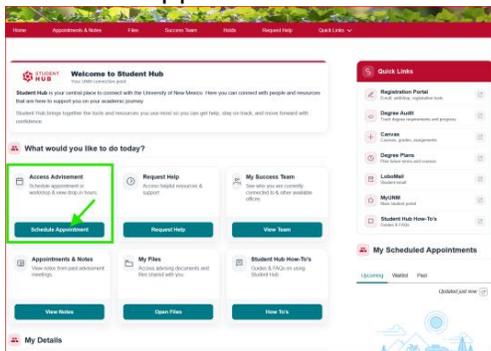
Step 2: In the section, Schedule Appointment with your Success Team, click Schedule Appointment.
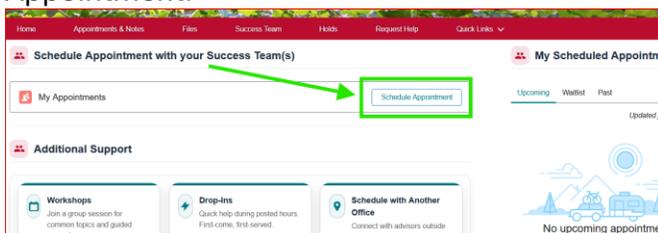
Step 3: In the pop-up window, you will select which Success Team you want to meet with:

Step 4: Select the advisor, if there is more than one you can either select a specific person or select "Show me all available time slots":

Step 5: Select the Topic or Subtopic that best relates to what you want to talk about.

Step 6: We do not recommend that you select specific date ranges as it limits options. Leave the dates blank to see first available. Click "Next" and then seek out the ideal days and times for your schedule.
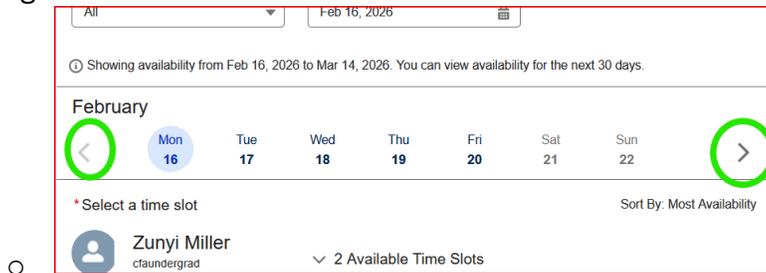
Step 7: Select Time Slot

Options to use in your search include:

- Select an Engagement Channel
  - All – will show you all appointments (recommended)
  - Virtual-Video – will only show you video appointments
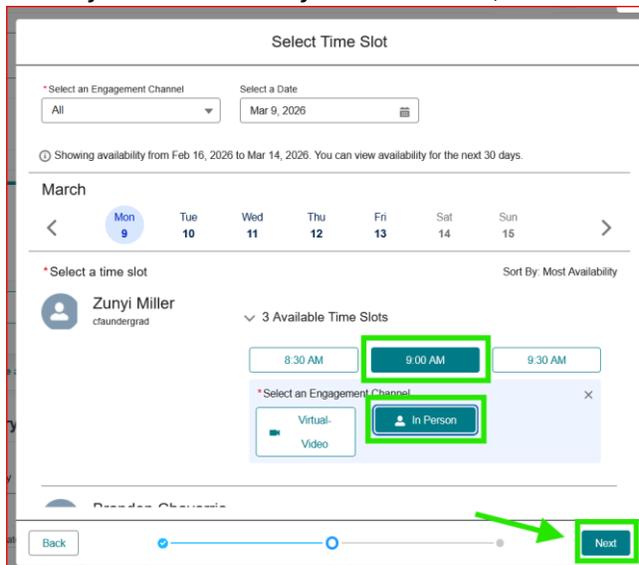 - In Person – will only show you in person appointments
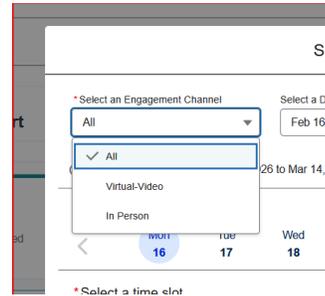
- Navigation arrows – use to see additional dates

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- Look at earliest options as they appear first on your page. You can use navigation arrows to show further in the day as well as scroll down.
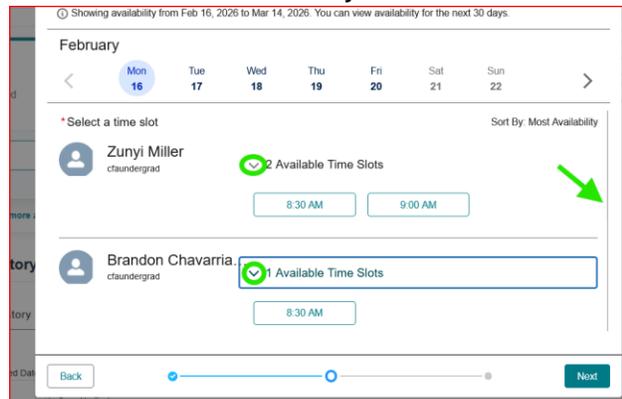
Once you have made your selection, click Next.

Step 8: Confirm Appointment
Verify all the details match with what you wanted, put a detailed reason on why you wanted to meet and click Confirm.

On your Home Page, you should see a confirmation of your appointment appear on the lower right-hand side of the screen with details. If you do not see it, please hit refresh.


Part II: Schedule a Meeting with Another Office

If you work with an office but are not currently connected to them in Student Hub, use these instructions on how to schedule a meeting at another office. This is ideal for major changes, minor inquiries, connecting with a resource center, etc.

Step 1: From your home dashboard, on the button marked Access Advisement click Schedule Appointment:

Step 2: In the button marked Schedule with Another Office, click Get Connected.
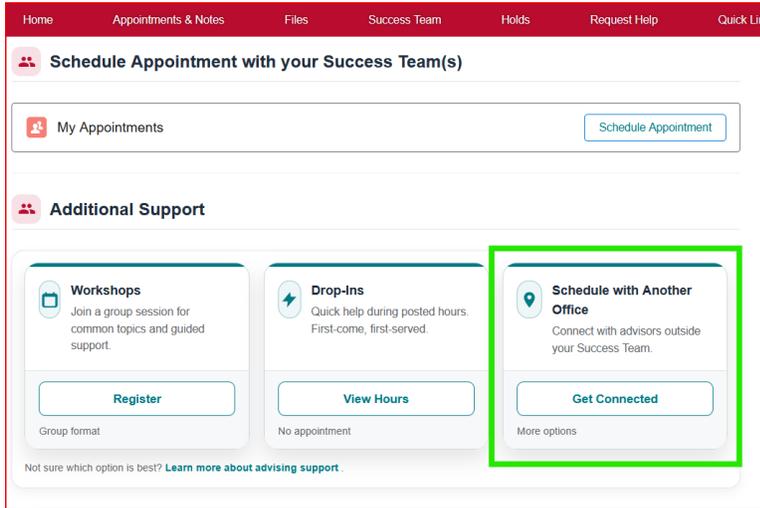
Step 3: Pick your path

You can select one of two options:

- By Major – this is to connect to an academic area such as a major, minor, certificate, etc.
- By UNM Resource Center – this is to connect to an office that supports all students either by community building, navigating processes on campus, connecting you to support systems, etc.

Once you make your choice, click Next.

Major Path

Step 4: Reason for Appointment

In this flow, you are asked to list your appointment reason first. Again, it helps ensure a successful appointment if you can be as detailed as possible.

Step 5: Search Major

As UNM has so many academic areas, the scroll list is quite long so we encourage using the search function for ease of use but if you cannot find it by typing in your words, you can scroll through and read each topic's description as it might be listed there.

We also encourage that if two similar topics appear, read them carefully to ensure you make the right choice as there might be two different advisors for either one. In this example, while both are Psychology, one is entirely online and one is the on-campus Psychology degree. As we want the on-campus degree path, we made our selection and then clicked Next:

Step 6: Select Appointment Modality

This will filter your options based on your preferred choice. You can also click Previous if you want to see if earlier or more options appear. Make your choice and click Next.

Step 7: Who do you want to meet?

Depending on the topic, there might be one person or multiple people. While you cannot hit select all, you can pick the person or you can see who has the earliest availability. Make your choice and click Next.

Step 8: Select Appointment Time
If it looks like nothing is there, click the navigation arrows or calendar to jump ahead.

Pick the date and time that fits your schedule and hit next.

Step 8: Review Appointment
Make sure all your details are correct and then hit Next.

Step 9: Appointment Confirmation
Final check to ensure all is good and if so, click Done.

Resource Center Path

Step 4: Select an Office
There are robust details that may help your choice. Once you select an office, click Next

Step 5: Select Appointment Topic
Pick your most appropriate topic and write your appointment reason. Again, it helps ensure a successful appointment if you can be as detailed as possible.

Step 6: Select Appointment Modality
This will filter your options based on your preferred choice. You can also click Previous if you want to see if earlier or more options appear. Make your choice and click Next.

Step 7: Select Appointment Time
If it looks like nothing is there, click the navigation arrows or calendar to jump ahead.

Pick the date and time that fits your schedule and hit next.

Step 8: Review Appointment
Make sure all your details are correct and then hit Next.

Step 9: Appointment Confirmation
Final check to ensure all is good and if so, click Done.

PART III: How to Cancel an Appointment

We understand that sometimes things come up and you cannot make it to an appointment. We encourage you to cancel with as much notice as possible rather than not show up so another student can claim that open spot.

Step 1: On your home page, on the lower right is where you can view your upcoming appointment(s).
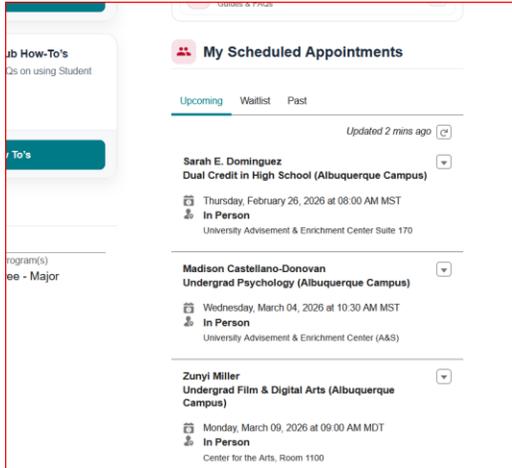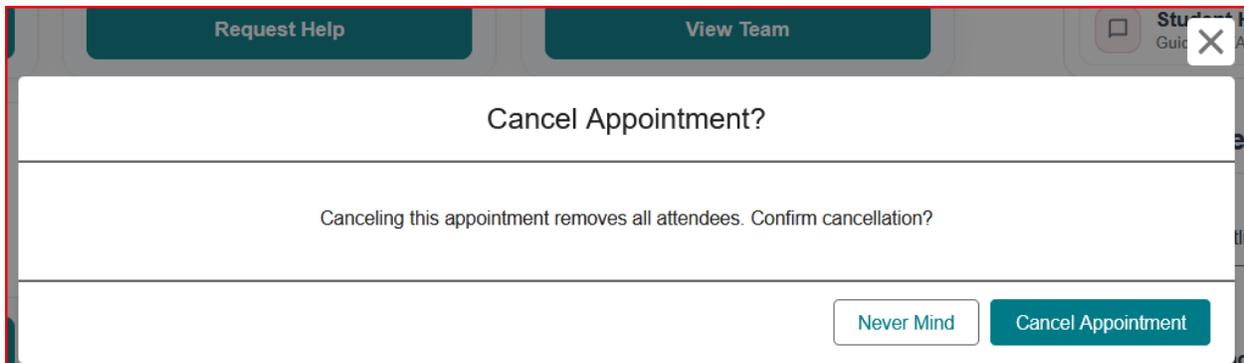

Step 2: Click the caret (drop-down triangle) next to your appointment to access the button to cancel your appointment.
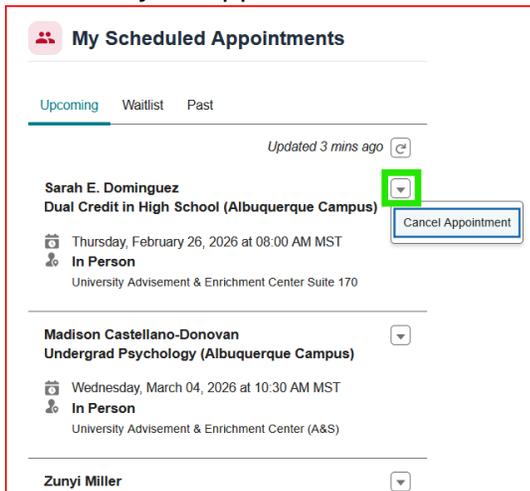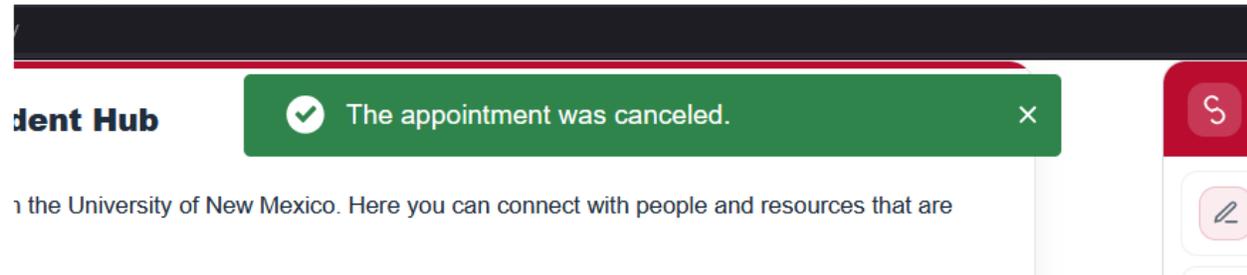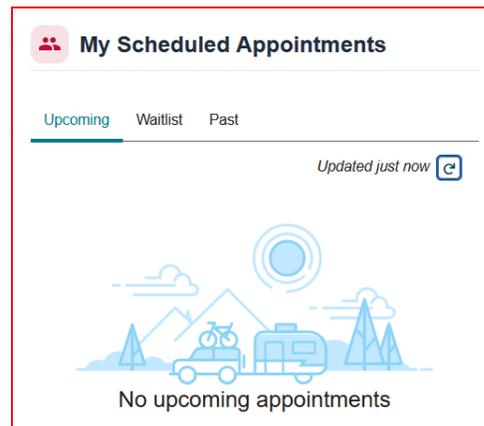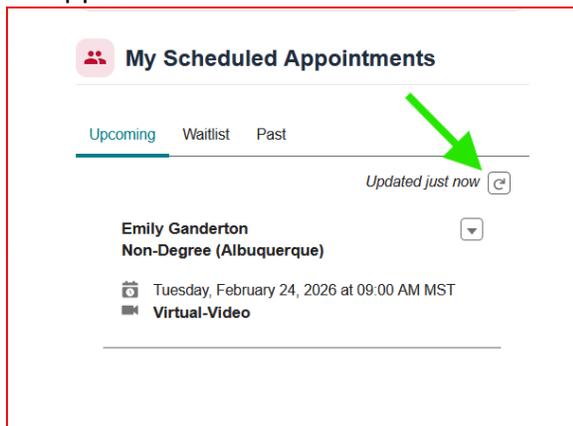

Step 3: Cancel Appointment?
To ensure that appointments are not cancelled accidentally, we ask you to confirm you want to cancel.

When you click Cancel Appointment a notification alert will appear at the top.

If you still see the appointment on your homepage, click the mini refresh icon and it should disappear.

If you have any questions, please email shconnect@unm.edu.