Spartan Connect

Student Self-Service Appointment Scheduling

8. Select your desired time slot from the listed availabilities.

Important! Until you click the Schedule button, the appointment is not saved! Do not leave the page without scheduling!

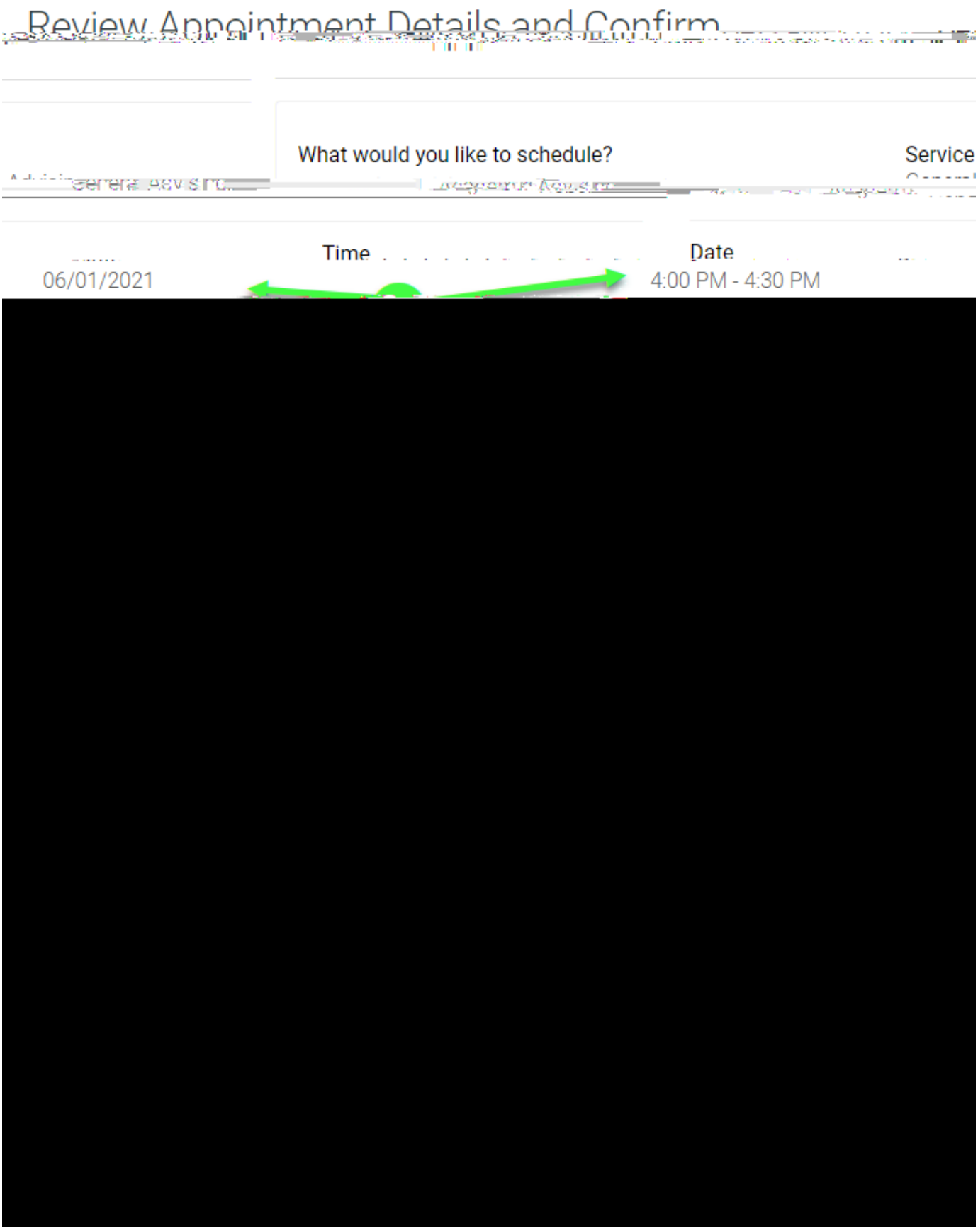
9. Review the appointment details for accuracy, making note of the date and time as well as location.

10. Pay close attention to any Details as this will list important information.

11. Optionally, add any relevant comments for this appointment.

Text message reminders are not currently available and this option cannot be checked at this time.

12. Click the Schedule button to finalize and create the appointment.

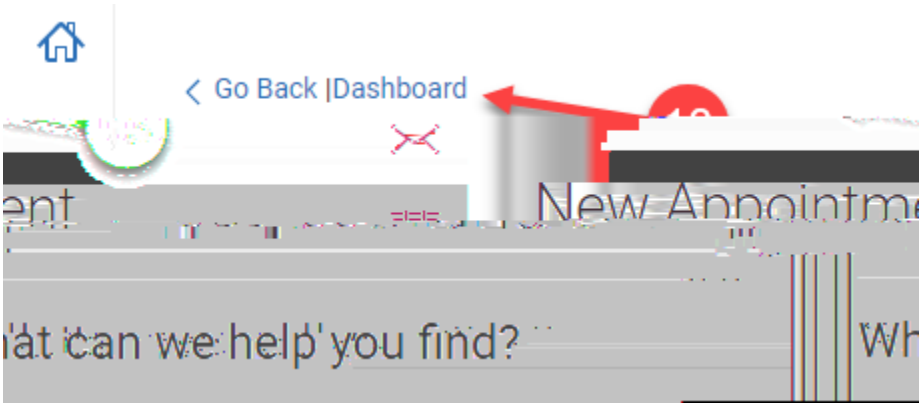


The appointment is created and the system displays a confirmation:

Cancelling an Appointment

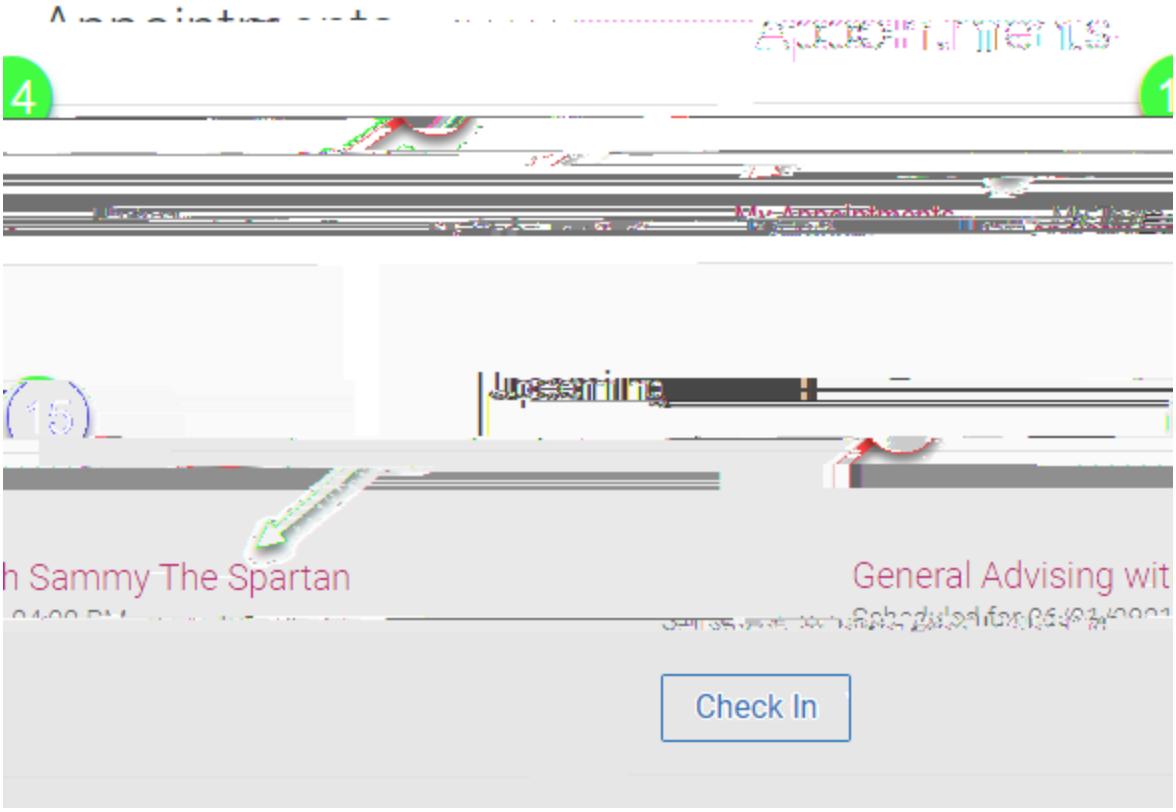
Return to the `Appointments, Drop-ins, and Workshops & Events` page, as seen in step 2 of this guide.

13. Click on the `Dashboard` link at the top left of the page.



14. Select the `Appointments` tab.

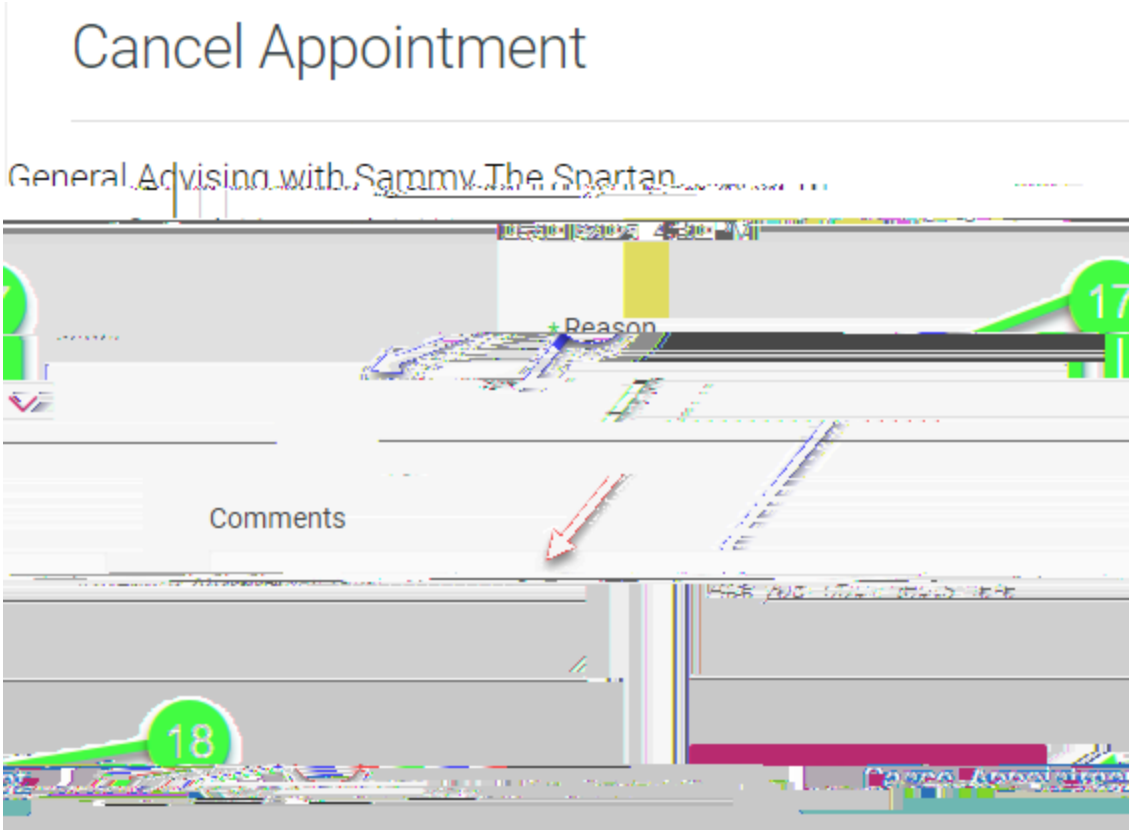
15. Choose the appointment to review and cancel.



16. Click the `Cancel Appointment` link at the bottom of the page.

17. Choose the reason and add any comments.

18. Confirm the cancellation by clicking on the `Cancel Appointment` button.



The appointment is cancelled and the system displays a confirmation:

Frequently Asked Questions

Why can't I see a specific appointment day or time even though I know it should be available?

The system will not allow students to schedule when there are any time conflicts with an appointment timeslot. This is most commonly seen when a student looks for appointments that cross over times when they are already scheduled to be in class.

What happens if I no-show for an appointment or cancel too close to the start time?

See the information on the Spartan Connect No-Show Policy [/wiki/spaces/EAB/pages/1568210949/No-Show+Policy+for+Scheduled+Appointments] .

Why don't I see a confirmation or reminder email for my appointment?

Automated confirmation and reminder messages are sent to your preferred email address (as marked in MySJSU). Review your current preferred email address by navigating to the Email Addresses page [https://cmsweb.cms.sjsu.edu/psp/CSJPRD_newwin/EMPLOYEE/SA/c/CC_PORTFOLIO.SS_CC_EMAIL_ADDR.GBL] at `Main Menu > Self Service > Campus Personal Information > Email Addresses` in MySJSU.