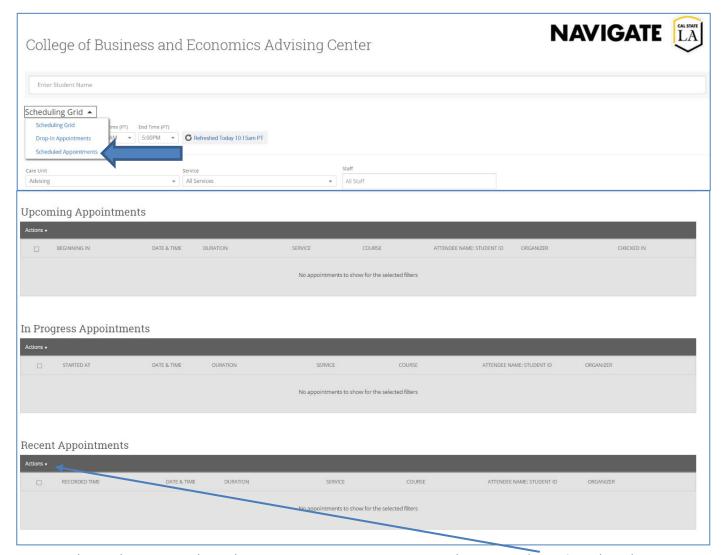# View Appointment Queues

Date: 1/22/2021

You can view your Center's appointment queues by clicking on the **Scheduling Grid**, and then the **Scheduled Appointments** tab in the Appointment Center. This document shows the view Appointment Queue visibility from the front desk support perspective, and the view from the appointment facilitator.

Front Desk Staff View

Note: Within each queue you have the option to remove or prioritize students using the **Actions** drop down menu. The **Remove** action in the drop down menu is best used to remove a student from the list when the student has checked in for an Appointment but leaves before the start of their appointment. This will not remove the scheduled appointment. Additionally, the advisor will need to enter a **no-show** on the summary report.

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Staff User/Advisor View

Staff Users and Advisors can view both their student queue and other advisor's queues from the **Appointment Queues** tab of their Staff Home page. Staff can also select how they will be notified when a student visits the Appointment Center by selecting one or more of the **Notification Methods**.

Staff Home ▼

Students | Appointments | My Availability | Appointment Queues | Appointment Requests

Notification Methods: ☑ Ding ☐ E-mail ☐ Text Message

Students Checked In For Appointments

Actions ▼

SELECT	NAME	SERVICE	APPOINTMENT TIME	COMMENT	URL/PHONE NUMBER	CHECKED IN AT	WAIT DURATION
			There are not any student appointments checked in				

Students Checked In For Drop-Ins With Me

Actions ▼

SELECT	NAME	SERVICE	COMMENT	FIRST AVAILABLE	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
			You do not have any students currently waiting				

In-Progress Visits

Actions ▼

SELECT	ATTENDEE NAME: STUDENT ID	START TIME	APPT TIME	CHECK IN TIME	SERVICE	COURSE
			You do not have any students currently waiting			

Students In Other Staff Queues

Actions ▼

SELECT	NAME	STAFF	SERVICE	COMMENT	PRIORITIZED AT	CHECKED IN AT	WAIT DURATION
				There are currently no students waiting on other staff			

Students Checked In For Track Time ?

Actions ▼

SELECT	NAME	SERVICE	COURSE	CHECKED IN AT
		There are currently no students checked in without specific staff		