

CUSSW Financial Aid On-Line Appointment System

<http://www.rich15.com/cu-fa>

To make an appointment to see either Mia Gantt or Edward Graciano in the Financial Aid Office, please follow these instructions:

1. Go to the Financial Aid Web page (www.columbia.edu/cu/ssw/finaid) and click on “On Line Appointment Link.” Or, you may access the scheduling system at the following Web site: <https://www.rich15.com/cu-fa>
2. The first time you use the new system, click on the line that reads “Click here to register,” which is just below the “Keep me logged in:” box.
3. Enter your information on this page. Please note that you must use your full Columbia e-mail address and a four character password (any combination of letters and numbers). When finished, click on “Continue” and you will be taken to your Control Panel.
4. Click on the “Logout” link (on the top right of the screen) and then continue with the instructions below.

LOG IN TO MAKE AN APPOINTMENT

1. At the Log-in page, enter your e-mail address and password. Then, click the “Log In” button and you will proceed directly to the scheduling page of the online scheduler.

To make a new reservation ...

1. Click on the white space below the time that you want to reserve and across from the person with whom you'd like to meet (Mia Gantt or Edward Graciano). Once you do this, a “New Reservation Form” will appear.
2. Fill out the form. Choose your Start Time and End Time. Verify the information, and then click “Save” at bottom of the screen.
3. Your appointment has now been reserved. You will receive a confirmation e-mail immediately as well as a reminder e-mail shortly before your scheduled appointment time.

To cancel or modify an existing reservation...

1. After logging in to the scheduling application, click on the “My Control Panel” link near the top left of the screen.
2. Your current appointments are listed near the top of the screen. Click “Modify” or “Delete” to the right of the appointment that you want to modify or delete. Then, follow the onscreen instructions to complete your change.