

# CUSSW Writing Center sign-up system

## *Writing Center sign-up policy*

To both insure responsible use of the Writing Center and increase opportunities for more students to use the Center's services, the system includes two restrictions: 1) a limit of **three cancellations** within **8 hours** of a scheduled appointment and 2) a limit of **three no-shows**. Once either three such cancellations or three no-shows occurs, all future appointments a student has made for the semester will be canceled and s/he will be restricted to using the Center on a walk-in basis for the remainder of the semester.

### **To make an appointment at the Writing Center please follow these instructions:**

1. Go to the Writing Center's home page and click on the sunburst image that reads **CLICK HERE TO MAKE AN APPOINTMENT** (<http://www.columbia.edu/cu/ssw/write>)
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 email 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.

### **If you have used the scheduling program before... or if you have just completed the registration process...**

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 tutor you want to work with. Once you do this, a "**New Reservation Form**" will appear.
2. Fill out the form. Choose your **Start Time** and **End Time**. When making a one hour appointment, rather than reserving two distinct sessions in a row (e.g., 5:30 to 6:00 and 6:00 to 6:30), please use the Start Time and End Time functions in the pop-up box. Not doing this will mean two cancellations against you if you need to cancel within 8 hours of an appointment. Verify information, noting tutor name and location and add any information to the **Summary** section to better help the tutor prepare for the appointment. Finally, click "**Save**" at bottom of the screen.
3. Your appointment has now been reserved. You will receive an immediate confirmation e-mail.

### **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.

