

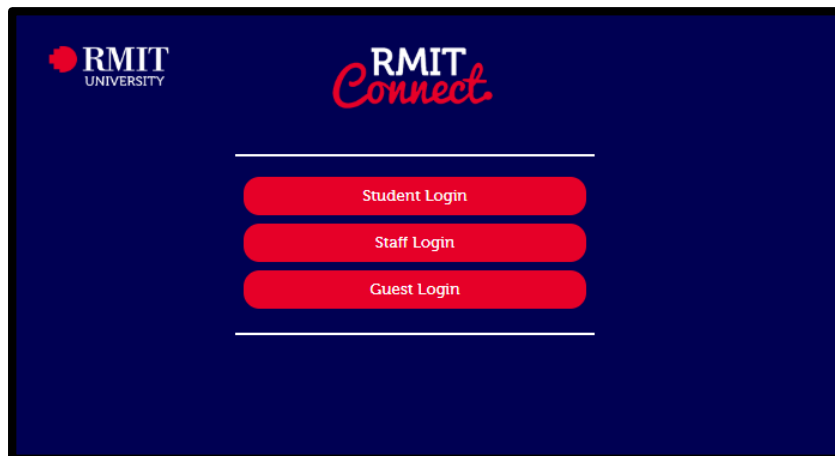
Booking an appointment with RMIT Support Services

As a student you are able to access a range of free support services at RMIT. These services, which include counselling, are available through RMIT Connect.

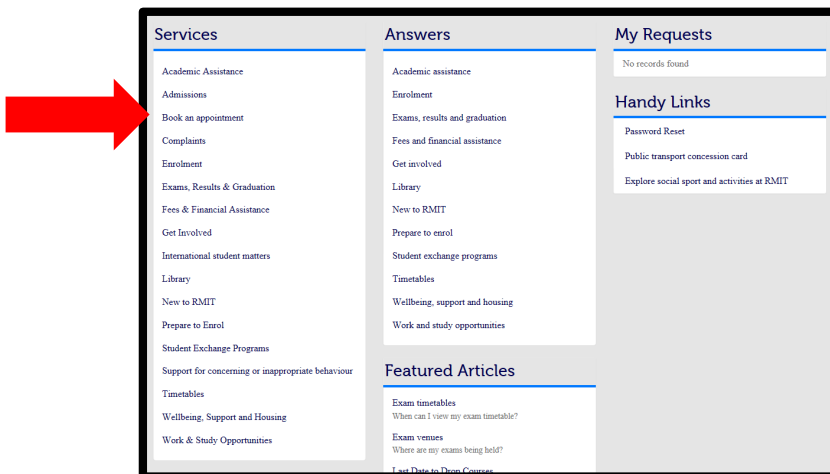
You can make an appointment to access these services in person or through the online portal, the guide below shows you how.

1. Go to the RMIT Connect portal and login

rmit.service-now.com/connect



2. Select "Book an appointment" from the Services Menu.



3. Select "Book an appointment" from the right-hand side menu.



- The “Book an appointment” form will open. In the “select the date range”, select a period of time that you are available. Remember that services sometimes book up weeks in advance, so selecting an extended date range will increase the chances of returning an available appointment. For example select “From” – current date and “To” – date one month from today.

- Select the type of service you are looking for in the “Please select the details of appointment” section. For example in “Service” select “Counselling”. In “Appointment Type” select “Initial Appointment” if this is your first appointment with the service in the last three months. If you have attended the service in the last three months, select “Return Appointment”.

- In the “Refine your search” section, select face to face appointment, and which campus would be most convenient for you. Please note that while phone appointments are listed as an option, they are not currently available.

7. If there are available appointments, they will then be listed below. If there are no available appointments try extending the date range. Select your preferred date. If you are returning to the service, select the appointment with the counsellor you saw previously. You can view [our team of counsellors here](#).

List of available appointments					
	Date	Mode of Appointment	Location	Staff	Room
☐	Tuesday 5th June 2018 at 10:30 AM (AEST)	Face To Face	Brunswick	Lyndon M	514.01.019
☐	Tuesday 5th June 2018 at 12:00 PM (AEST)	Face To Face	Brunswick	Michelle M	514.01.017
☐	Tuesday 5th June 2018 at 3:00 PM (AEST)	Face To Face	Brunswick	Birrita S	514.01.018
☐	Wednesday 6th June 2018 at 10:30 AM (AEST)	Face To Face	Brunswick	Lyndon M	
☐	Wednesday 6th June 2018 at 12:00 PM (AEST)	Face To Face	Brunswick	Birrita S	
☐	Wednesday 6th June 2018 at 2:30 PM (AEST)	Face To Face	Brunswick	Birrita S	

8. Fill in any additional details – such as your preferred contact details. Please don't include any information that you would like kept confidential in this field.
9. Click "Submit" to confirm your appointment time. You will then receive an automatic confirmation to your email.

Please provide any additional details, such as your preferred contact details etc

Best phone number is 0412 345 678

Nothing confidential here.

RMIT values the privacy of every individual. To learn more please visit the [RMIT Privacy Statement](#)

Submit

A few final notes:

- You will have been sent an appointment reminder to your Google calendar.
- You will receive an email reminder two days prior to your appointment and a text reminder one day prior to your appointment.
- Please cancel or reschedule an appointment online at least 24 hours prior. This allows us to offer cancelled sessions to other students in need of an appointment.
- Find out what you can expect from your first session and [how you can prepare](#).