

## How to Guide : **The One-To-One Consultation booking system**

This guide explains how to use the booking system for One-to-One consultations, which are part of Brunel Language Centre's Academic English programme. For more information on One-to-One English support please visit [www.brunel.ac.uk/international/language-centre/Academic-English](http://www.brunel.ac.uk/international/language-centre/Academic-English)

### **The consultation system helps you to:**

- See upcoming consultations
- Book consultations
- See the consultations you have booked
- Upload your work for a tutor to view beforehand
- Cancel or make changes to your current consultations.
- See how much of your allocated time you have used

### To make a booking:

**Visit:** [www.brunel.ac.uk/international/language-centre/Academic-English](http://www.brunel.ac.uk/international/language-centre/Academic-English)

Read the information then click on the 'make a booking' link on the bottom of the page.  
You should see the screen below:

### Consultant Booking System



**Please log in**

User Name

Password

Log in using your network login (the same username and password that you use to log on to a Brunel computer)

**Remember, never share your username and password with anyone else.**

Once you have logged in you should see a screen that looks like this:

[Report Problem](#)

Username

Start of Term

End of Term

University

Current Date

Time Used This Term Hours  Minutes

Time Remaining This Term Hours  Minutes

Allocation of 6 hours per term

1

**Available Slots**

To book an appointment select a slot within this table and then click on the Book Appointment button.

2 entries returned - 2 entries matched <span style="float: right;"><input type="button" value="Refresh"/></span>				
Date	Time	Duration (mins)	Consultant	Room
5 November 2008	01:00 PM	30	Jishan Uddin	LC312c
5 November 2008	01:30 PM	30	Jishan Uddin	LC312c

2

**Your current appointments**

0 entries returned - 0 entries matched <span style="float: right;"><input type="button" value="Refresh"/></span>				
Date	Time	Duration (mins)	Consultant	Room

3

The screen is split into three sections: Your details at the top(1), the list of currently available appointments (2) and a list the appointments that you have booked at the bottom. There are also two buttons in the top left corner that you should be aware of:

**Exit:** Clicking here will log you out of the system. You should always log out rather than just close your browser window.

**Report Problem:** If you have any problems when using the system you can send us an email by clicking here.



Section 1 shows you the current term dates, the number of consultation hours you have used so far. Each consultation usually lasts half an hour, and you are allowed 6 hours worth of consultations a term. At the start of each term your hourly used total is automatically reset.

Username	<input type="text" value="me08ikb"/>	Current Date	<input type="text" value="11/3/2008"/>
Start of Term	<input type="text" value="9/29/2008"/>	Time Used This Term	Hours <input type="text" value="0"/> Minutes <input type="text" value="0"/>
End of Term	<input type="text" value="12/19/2008"/>	Time Remaining This Term	Hours <input type="text" value="6"/> Minutes <input type="text" value="0"/>
University	<input type="text" value="Open"/>	Allocation of 6 hours per term	

1

Section 2 lists consultations that are available. You can see consultations up to four days in advance. To book a consultation, select it so that it is highlighted and click the 'book appointment' button. This will open the appointment form. If there are lots of appointments you can click the blue bar at the top of each column to sort by each category.

**Available Slots**

To book an appointment select a slot within this table and then click on the Book Appointment button.

2 entries returned - 2 entries matched <input type="button" value="Refresh"/>				
Date	Time	Duration (mins)	Consultant	Room
5 November 2008	01:00 PM	30	Jishan Uddin	LC312c
5 November 2008	01:30 PM	30	Jishan Uddin	LC312c

2

Once you have completed the appointment form, appointments you have made will appear in the section 3, in the second box below. If you need to edit an appointment - either to cancel it or upload a newer version of the piece of work you want to discuss, simply double click on the relevant appointment.

**You can have a maximum of two appointments at any one time.**

**Your current appointments**

0 entries returned - 0 entries matched <input type="button" value="Refresh"/>				
Date	Time	Duration (mins)	Consultant	Room
5 November 2008	01:00 PM	30	Jishan Uddin	LC312c

3

**IMPORTANT:** If you cancel an appointment less than 24 hours beforehand then it will still be counted as part of your total allowable time per term. If you fail to turn up to an appointment it will also count as part of your time and in addition you may be blocked from using the system for a period of time. So make sure that you can attend before you book an appointment.



Appointment ID  Status

**Appointment details**

Date	<input type="text" value="5 November 2008"/>	Time	<input type="text" value="01:00 PM"/>	Duration (mins)	<input type="text" value="30"/>
Room	<input type="text" value="LC312c"/>	Consultant	<input type="text" value="Jishan Uddin"/>		

[Click here for instructions on booking, updating and cancelling an appointment.](#)

**Student details**

Network Username	<input type="text" value="me08ikb"/>	Surname	<input type="text" value="BRUNEL"/>
Student ID No.	<input type="text" value="UNKNOWN"/>	Firstname	<input type="text" value="ISAMBARD"/>
Brunel E-mail	<input type="text" value="me08ikb@brunel.ac.uk"/>		<input type="button" value="≡"/>
Alternative E-mail	<input type="text"/>		<input type="button" value="≡"/>
Contact telephone number	<input type="text"/>		

**Additional Information**

Notes	<input type="text"/>	<input type="button" value="≡"/>
File attachment - You may attach one file only of maximum size 2mb		
<b>File Name</b>	<b>Max Size</b>	<b>Attach Label</b>
		Supporting file
<input type="button" value="Add"/>		

This screen brings up the full details of the appointment. Most information is filled in automatically, but there are several things you can do on this screen:

1. **Alternative email** - The system automatically sends reminder emails to your brunel email account, but you can also choose to have these reminders sent to a personal account as well.
2. **Telephone number** We ask for this in case we need to get hold of you to inform you of any changes.
3. **Notes** - This is where you can explain what you would like help with, so that the consultant can be better prepared to answer your questions.
4. **File upload** - upload the piece of work you would like to discuss.

Remember that you can come back and edit any of these pieces of information, or cancel your appointment at any time (although see the note on page 3 regarding cancellation policy).

**Once you are ready click 'Book appointment' at the bottom of the page.**

That's it - if you have any questions please contact us on [languagecentre@brunel.ac.uk](mailto:languagecentre@brunel.ac.uk)