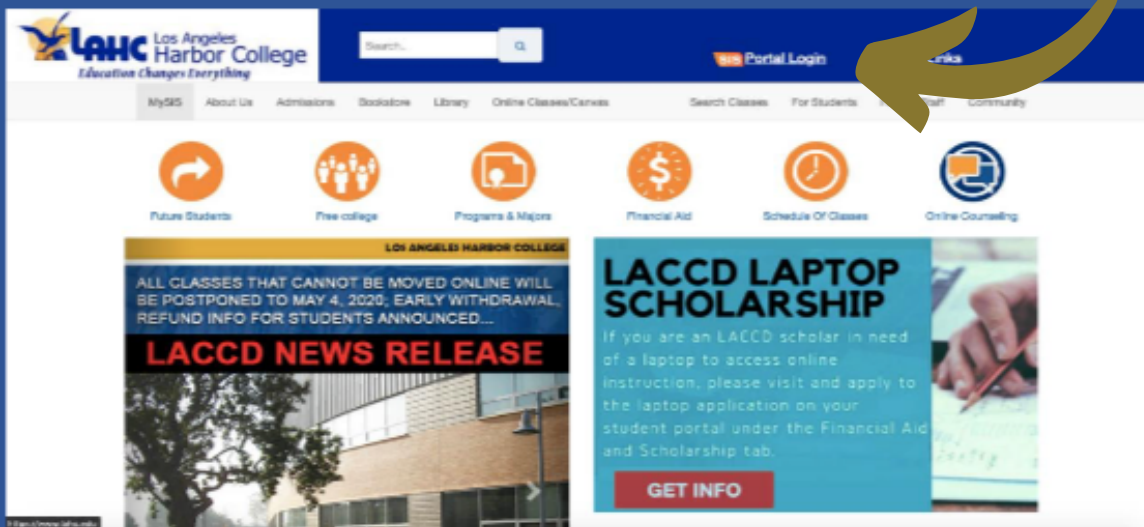


Cranium Cafe

The instructions below are a step by step process to schedule an appointment and utilize the live chat feature with a counselor *via Cranium Cafe and through SIS Portal*
Note: When using Cranium Cafe, students must use Firefox/Google Chrome*

Step 1: How to access through SIS Portal

Please select SIS Portal Login

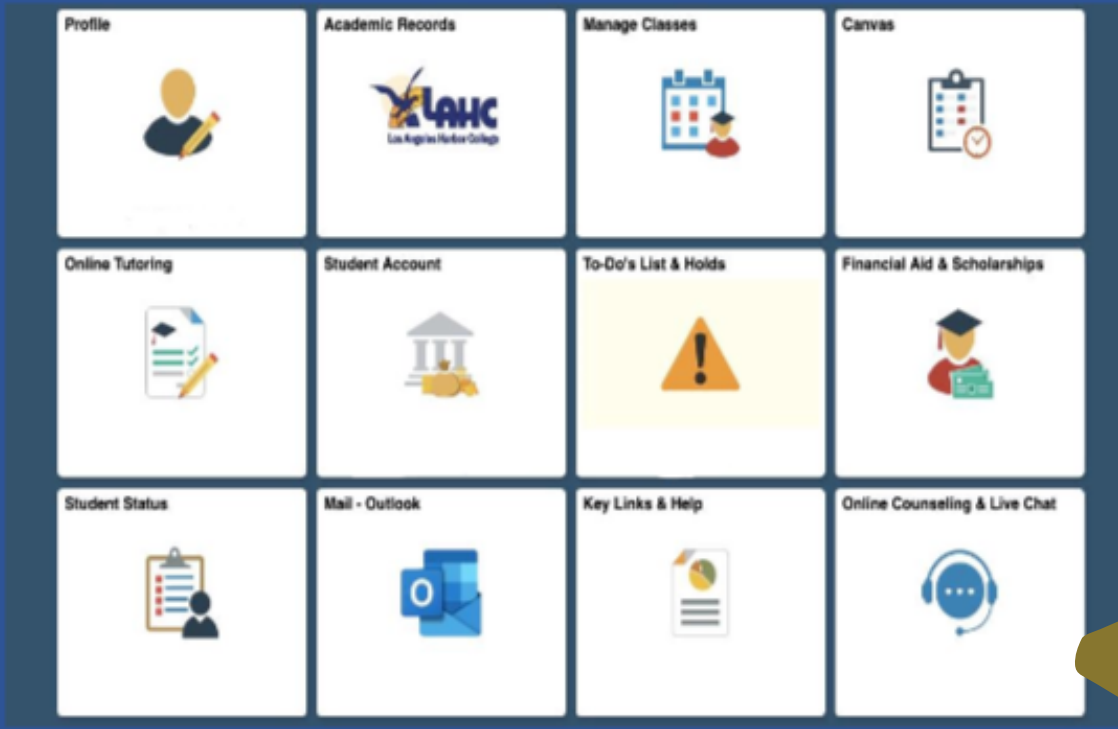


Step 2: SIS Portal Login

Login with your student ID# & Password

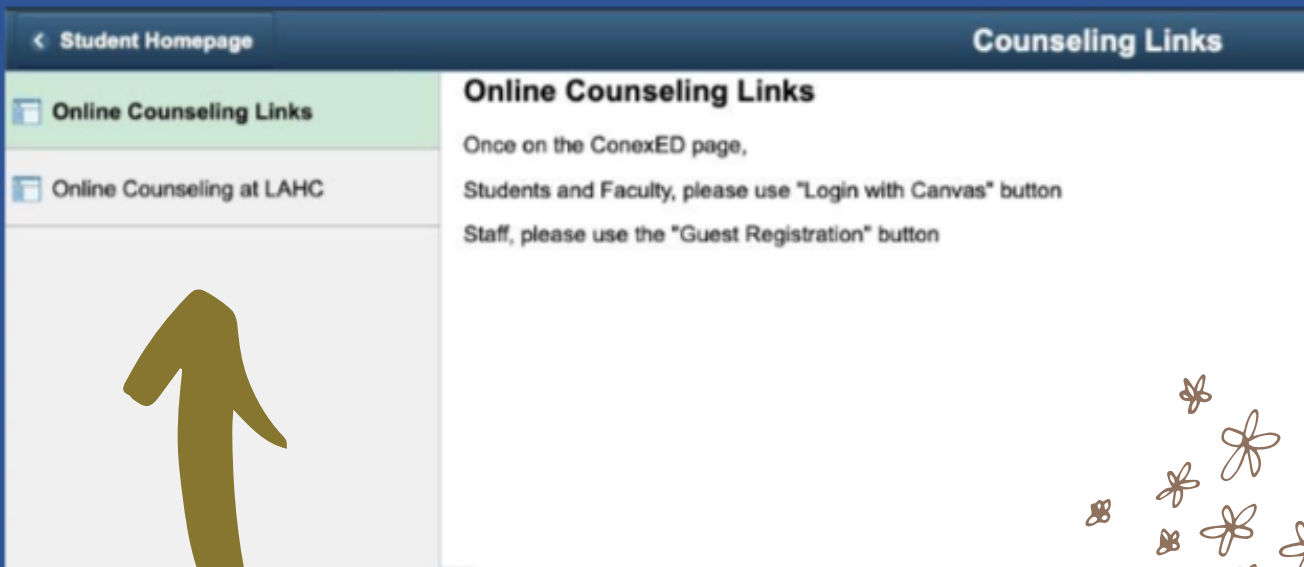


Step 3: SIS Portal Student Homepage

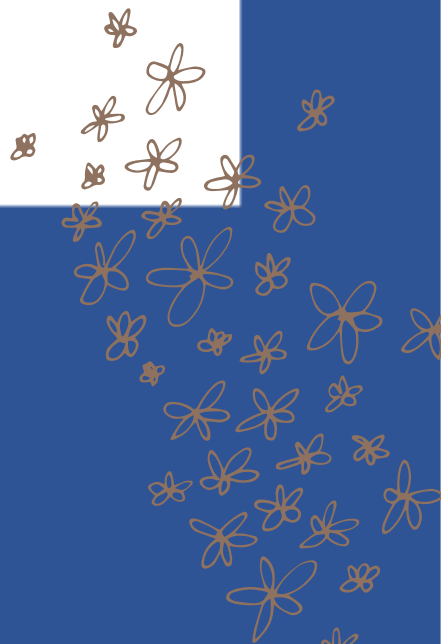


Select Online Counseling & Live Chat

Step 4: Online Counseling & Live Chat Next Steps



Select Online Counseling at LAHC. You will then be directed to an informed consent statement; see below.



Step 5: Informed Consent Statement



Informed Consent Statement

To all current and prospective [Campus] students, you must carefully read the entire "Terms & Conditions" and "Privacy Protection" statements below BEFORE using the Los Angeles Community College District (LACCD) appointment scheduling and online services at Los Angeles Harbor College.

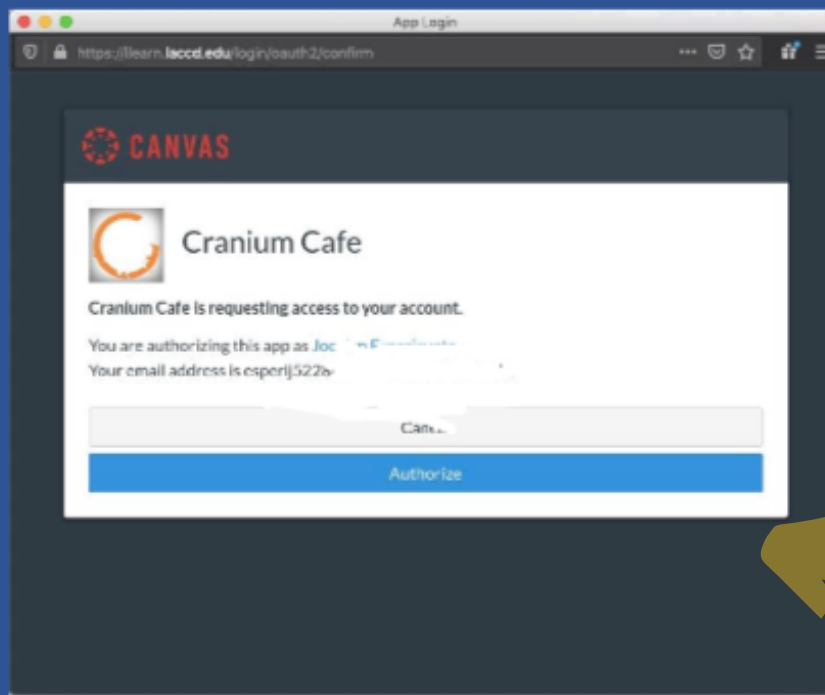
Please click the agree button below in order to move forward with requesting in-person and online services.

TERMS & CONDITIONS:

- I agree to represent myself authentically in all aspects when participating in an in-person or online counseling session and/or student services or webinar.
- I authorize the counselor and/or support staff to provide me with information related to my academic records online through the use of educational websites and other resources.
- I grant permission for Los Angeles Harbor College online counselors and/or support staff to record my live online meeting sessions and/or webinar for the sole purpose of assisting me in my educational pursuits.
- I hereby grant permission for Los Angeles Harbor College online counselors and/or support staff to discuss information related to my academic records during a live online meeting session and/or webinar, which I understand to be encrypted and secure.

Select (Agree) if you agree with consent statement. If you disagree you will not be able to register for an account.

Step 6: Account Registration



App Login

https://learn.laccd.edu/login/oauth2/confirm

CANVAS

Cranium Cafe

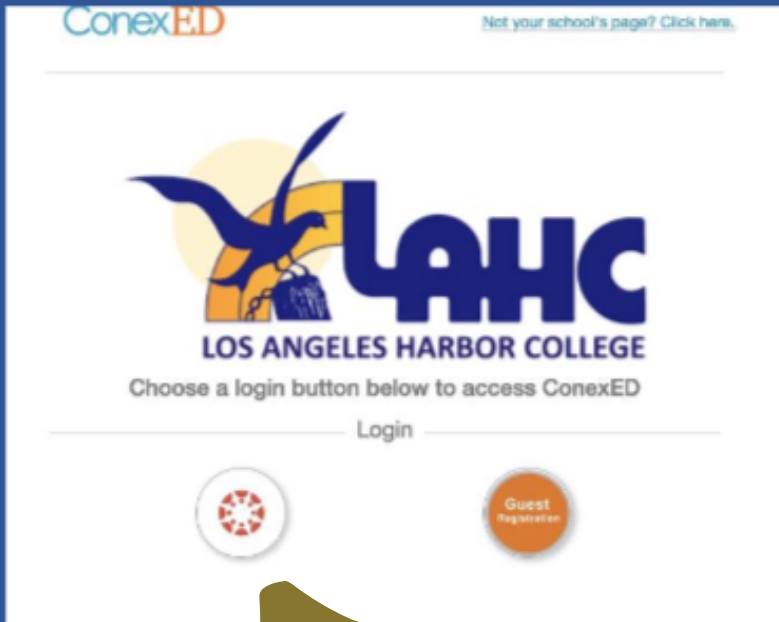
Cranium Cafe is requesting access to your account.

You are authorizing this app as Joc [redacted]

Your email address is csp@j522@laccd.edu

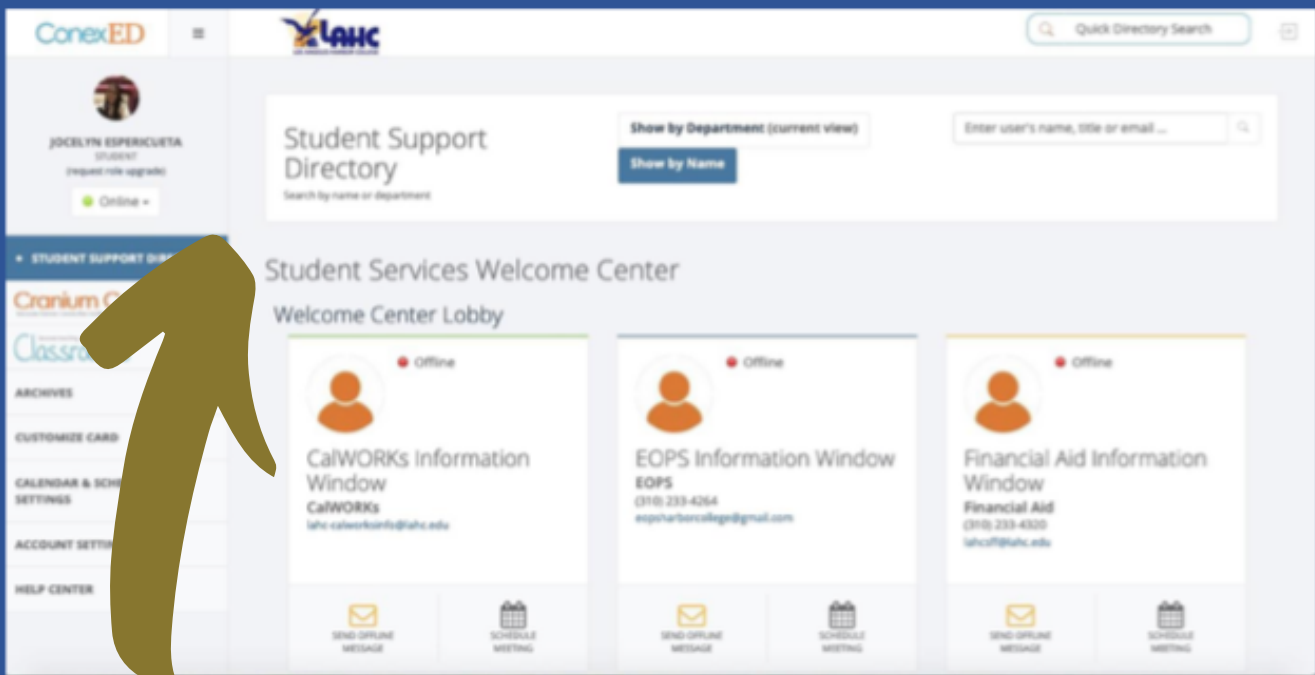
Select authorize to continue.

Step 7: Log in to your account with Canvas



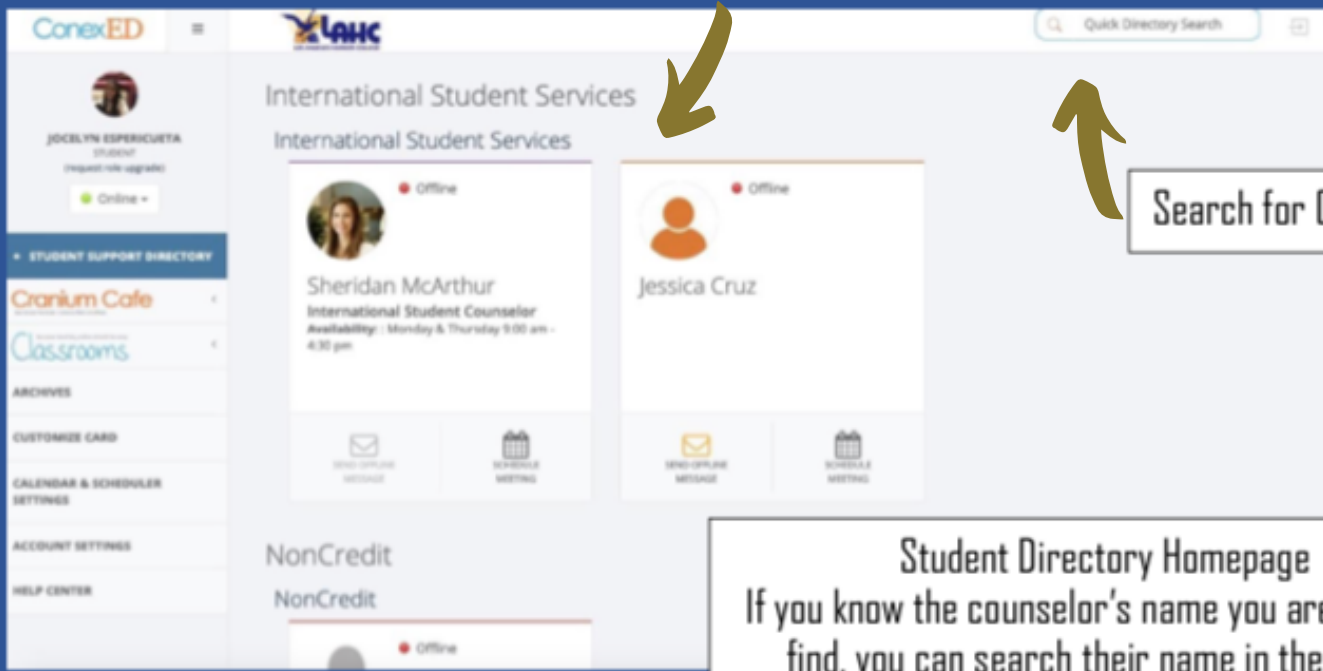
Select Login with Canvas

Step 8: Student Support Directory



Once you have logged in, you will be directed to the home page which is the Student Support Directory.

Step 9: Student Support Directory – Find your program or counselor.

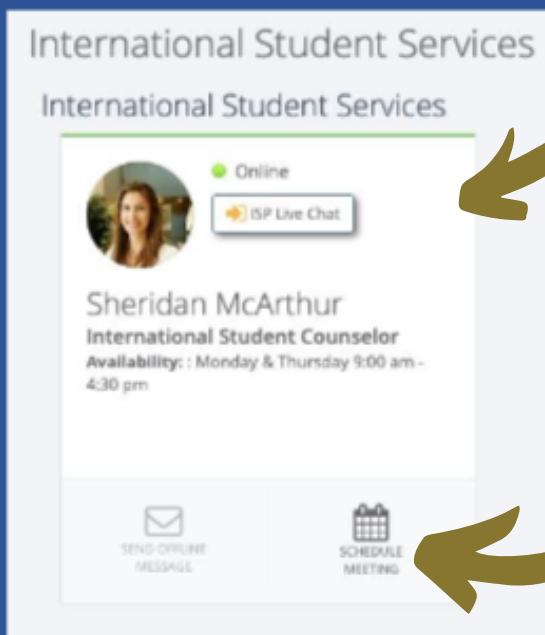


Search for Counselor

Student Directory Homepage

If you know the counselor's name you are trying to find, you can search their name in the "Quick Directory Search" or you can scroll down to find your program. For example: International Students studying on an F-1 student visa will contact "International Student Services."

Step 10: Live Chat Feature



To chat with your counselor or program, click on "ISP Live Chat". Note: To use the live chat feature, the person must be online which is indicated by the green light and text above the chat button.

To schedule an appointment with a counselor please select schedule meeting.

Step 11: Scheduling an Appointment

SELECT A MEETING DATE

<< Last Week Sunday Apr 5 **Monday Apr 6** Tuesday Apr 7 Wednesday Apr 8 Thursday Apr 9 Friday Apr 10 Saturday Apr 11 Next Week >>

FILTER BY MODERATOR

All Moderators Jessica Cruz Sheridan McArthur

SELECT A MEETING LOCATION

Video Meeting Telephone Meeting

SELECT A MEETING DATE

Monday, 04/06/2020 Thursday, 04/09/2020

The screenshot shows a multi-step scheduling process. The first step is selecting a meeting date from a weekly calendar view, with 'Monday Apr 6' selected. The second step is filtering by moderator, with 'Sheridan McArthur' selected. The third step is selecting a meeting location, with 'Telephone Meeting' selected. The fourth step is selecting a meeting date from a list of options, with 'Monday, 04/06/2020' selected. Callout boxes with arrows point to these selections, providing instructions: 'Select a meeting date that is open and works for your schedule.' (pointing to Monday Apr 6), 'Select who you would like to make an appointment with' (pointing to Sheridan McArthur), 'Select if you would like a video or telephone meeting' (pointing to Telephone Meeting), and 'Select a date that is available and fits your schedule' (pointing to Monday, 04/06/2020).

Step 12: Scheduling an appointment

RECOMMENDED TIME SLOTS

Monday, 04/06/2020

→ 12:00 PM to 12:30 PM
with Sheridan McArthur

→ 12:45 PM to 1:15 PM
with Sheridan McArthur

→ 3:00 PM to 3:30 PM
with Sheridan McArthur

→ 4:00 PM to 4:30 PM
with Sheridan McArthur

Show More...

Close

The screenshot shows a list of recommended time slots for an appointment on Monday, 04/06/2020. There are four slots listed: 12:00 PM to 12:30 PM, 12:45 PM to 1:15 PM, 3:00 PM to 3:30 PM, and 4:00 PM to 4:30 PM. Each slot is associated with Sheridan McArthur. A 'Show More...' button is located at the bottom left, and a 'Close' button is at the bottom right. A callout box with an arrow points to the 'Show More...' button, providing instructions: 'The listed time slots are recommended. If those times do not work for your schedule, please select show more for additional availability.'

The listed time slots are recommended. If those times do not work for your schedule, please select show more for additional availability.

Step 13: Meeting Information

Staff Member: Sheridan McArthur
When: Monday, 04/06/2020 3:00 PM to 3:30 PM
Where: (Telephone Meeting)
Why:

Meeting topic

Include details on why you would like to meet:

Telephone number

Enter your phone number in case we need to contact you

Send me SMS Reminders for this Meeting

Attach File

Schedule Appointment Cancel

Please review if the information is correct and submit a meeting topic (e.g. educational plan, transfer questions, registration assistance).

*We recommended inputting your phone number to receive reminders

Once completed, select schedule appointment.

* If you have transcripts from outside colleges please attach to file for the counselor to view.

Step 14: My Cafe Appointments

STUDENT
(request role upgrade)
Online

STUDENT SUPPORT DIRECTORY

Cranium Cafe
My Cafe Appointments

Classrooms

ARCHIVES

CUSTOMIZE CARD

CALENDAR & SCHEDULER SETTINGS

ACCOUNT SETTINGS

HELP CENTER

To view upcoming appointments please select "My Cafe Appointments"





Step 15: Canceling an appointment

Upcoming Meetings

Monday, Apr 6, 2020
3:00 PM to 3:30 PM Pacific Daylight Time

Testing

Meeting Location:
By Telephone

Department:
International Student Services - International Student Services

Meeting Time/Day:
(This meeting starts in 3 hours)

Meeting attendees:

Cancel

To cancel appointment please select "My Café Appointments" and this page should appear of your upcoming meetings. Select the red "cancel" icon.

Step 16: Appointment confirmation

A confirmation email will be sent to your school email with next step instructions.

Telephone Meeting Example:

Sheridan McArthur - By Telephone - [ConexED] Appointment Confirmation

Appointment Scheduled

Hello

You just created a telephone meeting with Sheridan McArthur starting at Apr 6, 2020 3:00 PM and ending at 3:30 PM PDT.

International Student Services: International Student Services
Location: By Telephone
Meeting topic: Meeting with Jocelyn Espericueta

[Click Here to Reschedule this Meeting](#)

[Click Here to Cancel this Meeting](#)

Thank you for using ConexED!

Please review the scheduled date and time for the appointment.

To reschedule, click on this link

To cancel, click on this link

Video Meeting Example:

Sheridan McArthur - Video Meeting - [ConexED] Appointment Confirmation



Appointment Scheduled

Hello

You just created a cafe meeting with Sheridan McArthur starting at Apr 6, 2020 4:00 PM and ending at 4:30 PM PDT.

International Student Services: International Student Services
Location: Video Meeting
Meeting topic: Meeting with

When it's time to join the meeting, use this link:
<https://lahc.craniumcafe.com/sheridanmcarthur/cafe?m=MTE3NzA3Ni0xMjk0NjAs>

[Click Here to Reschedule this Meeting](#)

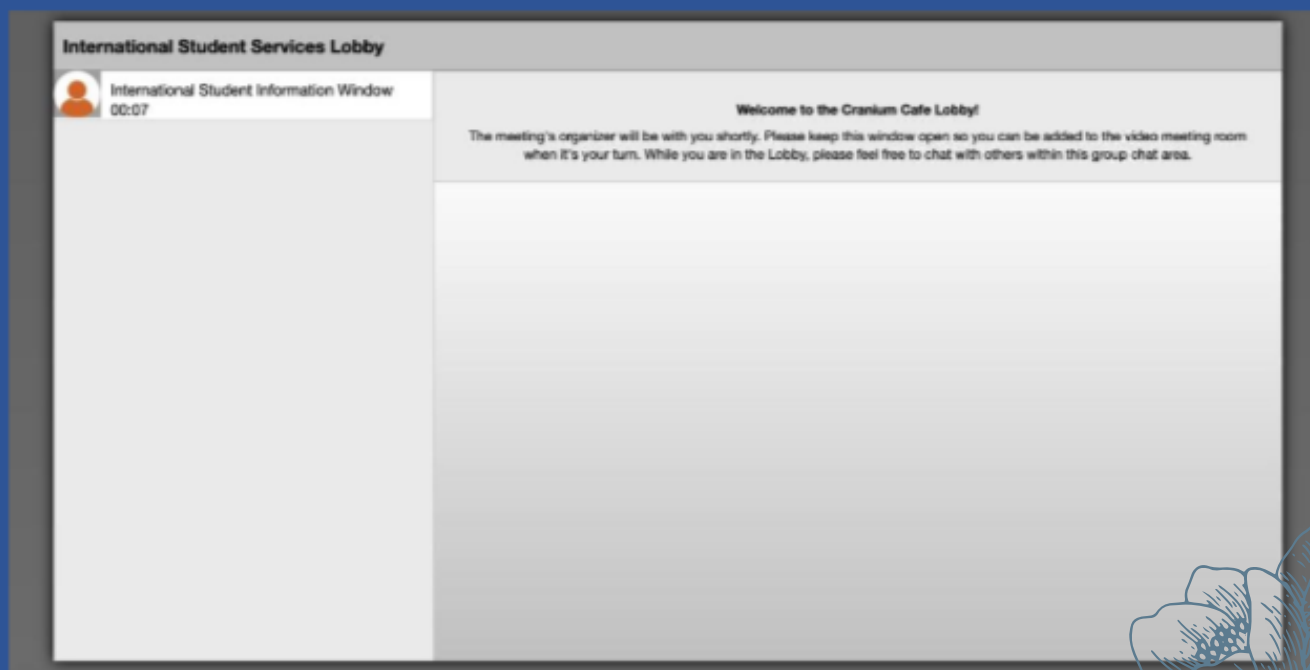
[Click Here to Cancel this Meeting](#)

Thank you for using ConexED!

Please review the scheduled date and time for the appointment.

To find your video meeting information, copy and paste this link in a new tab and you will be directed to the appropriate program's lobby.

Step 17: The lobby is where you will be directed to until the counselor or staff member you are meeting with admits you into their "café"



***Please make sure to have your student ID ready for verification purposes.**

Step 18: Cranium Cafe Video Appointment

Turn on microphone to speak with the staff member and/or the camera icon to share your video.

*Please click on the (x) to see the closed captions.

The screenshot shows the Cranium Cafe video appointment interface. At the top, there are navigation links: "Help & Feedback", "Chat & Lobby Settings", "Audio & Webcam Settings", and a "Closed Captions" toggle switch. In the top right corner, there is an "Exit Meeting" button. The main area features a video feed of a staff member, Sheridan McArthur, who is smiling. To the left of the video feed is a chat window with two messages: "Hello!" from Sheridan McArthur and "Hello Sheridan!" from an "International Student Information Window". Below the chat is a "Send a message..." input field and a "Send" button. On the far left, there is a sidebar with icons for "Share Screen", "Document Upload / Share", "Meeting Invite Link", and "Keyboard Shortcuts".

To share your screen with staff member please click on icon.

Exit Meeting

View Captions

To chat with the staff member please create a message and hit send.

