

# Cranium Café

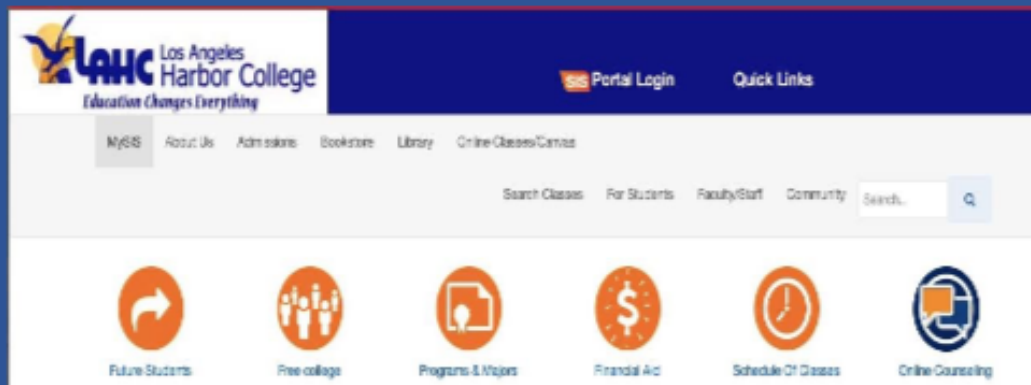


The instructions below are a step by step process to schedule an appointment and utilize the live chat feature with a counselor.

\*Please use these directions if you do not have an account

\*Also when accessing through LAHC Homepage

## Step 1: Online Counseling (LAHC.EDU)



Please select  
Online Counseling

## Step 2: Guest Registration



Select Guest Registration



### Step 3: Guest Login

Guest Login

Username or Email

password

Password

password

Stay signed in

[Forgot password?](#)

[Login](#)

No account, [Register Here](#)

By registering or signing in you are indicating that you have read and agree to our [Terms of Service](#).

[Cranium Cafe's Terms of Service](#)

If you have a previous account with Cranium Café please continue and sign in.

If this is your first time using this application, please select register.

### Step 4: Create an Account

create an account!

your full name

your email

create a password

confirm password

By registering or signing in you are indicating that you have read and agree to our [Terms of Service](#).

[Register](#) [cancel](#)

Fill in your information and register your account.

## Step 5: Student Support Directory

Once registered you will be directed to the home page which is Student Support Directory.

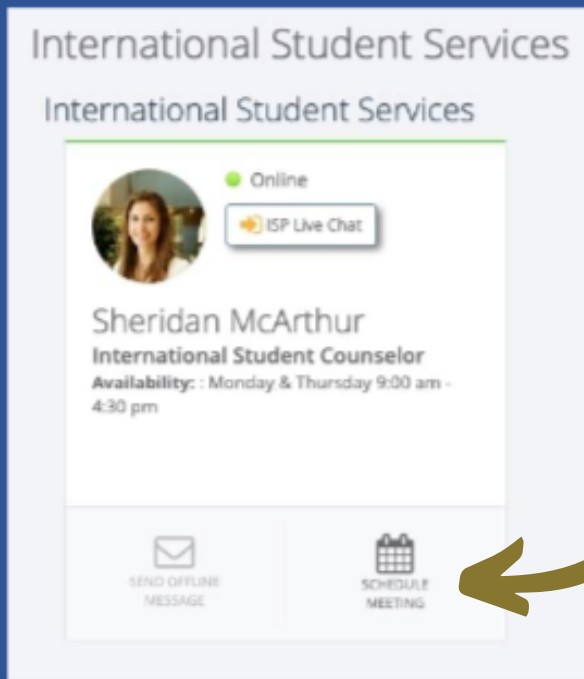
The screenshot shows the 'Student Support Directory' interface. At the top left, there is a user profile for 'JOCELYN ESPERICUETA STUDENT' with a status of 'Online'. The main heading is 'Student Support Directory' with a sub-heading 'Search by name or department'. To the right, there is a search bar labeled 'Quick Directory Search' and a dropdown menu set to 'Show by Department (current view)'. Below this, there are three service windows, each with a profile picture, a name, a title, contact information, and buttons for 'SEND OFFLINE MESSAGE' and 'SCHEDULE MEETING'. The windows are: 'Admissions Information Window' (Title: (310) 502-3296, Email: mrsado@usc.edu, Office: VP Office), 'EOPS Information Window' (EOPS, Title: (310) 233-4264, Email: eopcharlorcollege@gmail.com), and 'Financial Aid Information Window' (Financial Aid, Title: (310) 233-4320, Email: lahoff@usc.edu). A green arrow points to the 'Student Support Directory' title.

## Step 6: Student Support Directory – Find your program or counselor.

You can search for you a counselor or scroll down to find your program  
For example: ISP (students with F-1 Visas will contact ISP services)


The screenshot shows the 'International Student Services' section of the directory. It features two counselor profiles: 'Sheridan McArthur, International Student Counselor' with availability 'Monday & Thursday 9:00 am - 4:30 pm', and 'Jessica Cruz'. A search bar at the top right is labeled 'Quick Directory Search'. A green arrow points to the search bar, and a white box with the text 'Search for Counselor' is overlaid on the right side. Below the counselor profiles, there is a section for 'NonCredit' services.

## Step 7: Live Chat



International Student Services  
International Student Services

Online  
ISP Live Chat

  
Sheridan McArthur  
International Student Counselor  
Availability: Monday & Thursday 9:00 am - 4:30 pm

SEND OFFLINE MESSAGE  
SCHEDULE MEETING

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 counselor please select schedule meeting.

## Step 8: Cranium Cafe Appointment

Select a meeting date that is open and works for your schedule.



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

Select who you would like to make an appointment with.

Select if you would like a video or telephone meeting.

Select a date that is available and fits your schedule.

## Step 9: Time Slots

**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...

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

Close

## Step 10: Finalize your Appointment

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

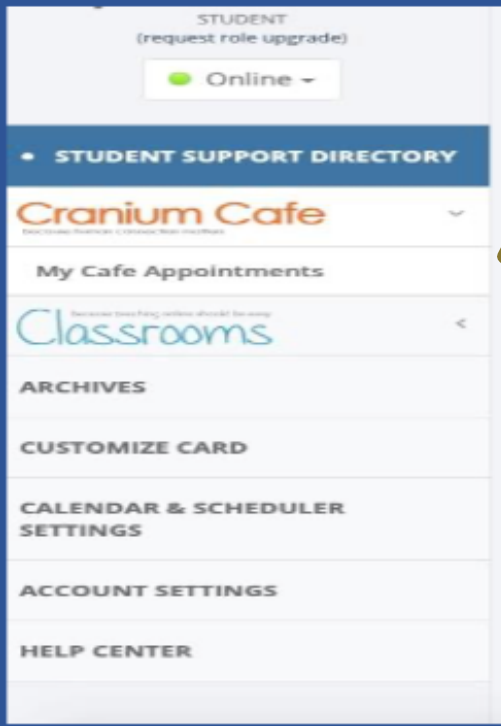
Please review if the information is correct and submit a meeting topic.

\*We recommended inputting your phone number to receive reminders.

Once completed, select schedule appointment.

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

## Step 11: My Café Appointments



STUDENT  
(request role upgrade)

Online ▾

STUDENT SUPPORT DIRECTORY

**Cranium Cafe** ▾

My Café Appointments

Classrooms <

ARCHIVES

CUSTOMIZE CARD

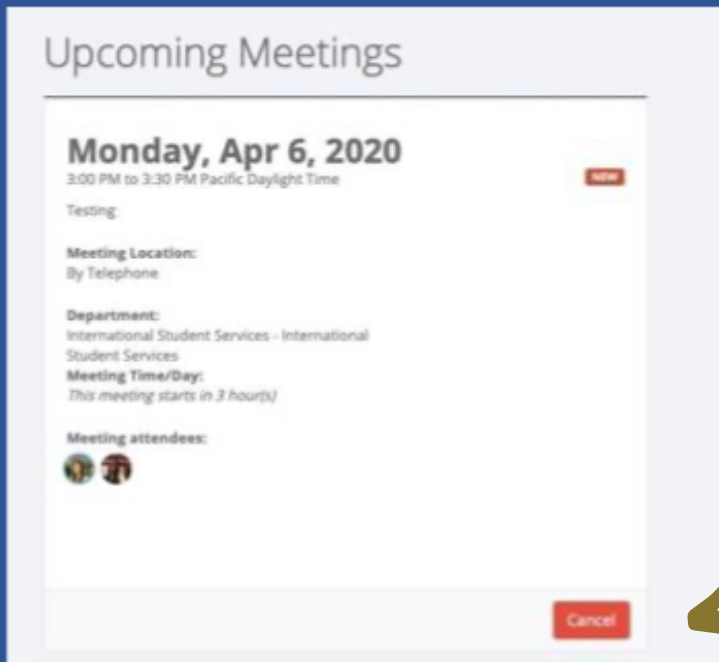
CALENDAR & SCHEDULER SETTINGS

ACCOUNT SETTINGS

HELP CENTER

To view upcoming appointments please select "My Café Appointments."

## Step 12: Upcoming Meetings



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 hour(s)

Meeting attendees:  


Cancel

To cancel appointment please select view "My Café Appointments" and this page should appear. To continue you must select the red cancel icon.