

# Onsite Appointment for OTS Client Services

How to create an appointment

## General Instructions

The following steps are general instructions for creating an appointment in the OTS Client Services Appointment webpage.

1. Open your internet browser (i.e., Chrome, Firefox, Edge, etc.) and navigate to [www.towson.edu/OTSWalkinApts](http://www.towson.edu/OTSWalkinApts)

2. Select the service that most describes the assistance you need and provide further details in the notes section under, **Add your details** (see step 4).

Note: This appointment system is only for walk-in support only. If you require in-office service, put in a Service Request through [TechHelp](#) or call the Faculty Staff Help Center at 410 704-5151 if you need additional support.

3. Select the date and time that you would like to make the appointment for. Only available dates and times will be displayed.

Note: Be aware that there is a maximum of 2 concurrent appointments for any one timeslot to promote social distancing, and that masks are required, at all times, during the appointment.

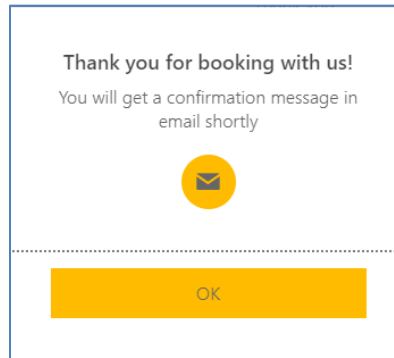
4. Enter your name, Towson University email address, phone number and any relevant details of the service you need. If there is a **Provide additional information** field asking for information, fill it out too.

5. Click **Book** to set your appointment.

The screenshot displays the 'OTS Client Services Appointments' interface. At the top, the Towson University logo is visible. The main heading is 'OTS Client Services Appointments'. Below this, there is a section for 'Computer troubleshooting/repair' with several service options: 'Pickup up a newly purchased device' (30 minutes), 'Pickup/drop-off phone or mifi device' (15 minutes), 'Computer troubleshooting/repair' (1 hour, highlighted in yellow), and 'Install software applications' (1 hour). A calendar for March 2021 is shown, with the 23rd at 1:30 pm selected. Below the calendar, there is a section for 'Add your details' with fields for name (George), email (Jetson), and phone number (4435551212). A text area for special requests contains 'Computer will not power on.' A section for 'Provide additional information' has a text area with 'Computer will not turn on. I tried other outlets but still would not work.' A yellow 'Book' button is at the bottom. The footer includes contact information: 'Cook Library Room 35 • 410-704-5151 • http://www.towson.edu/fshc', 'Powered by Microsoft Bookings', and '© 2021 Microsoft • Privacy & Cookies'.

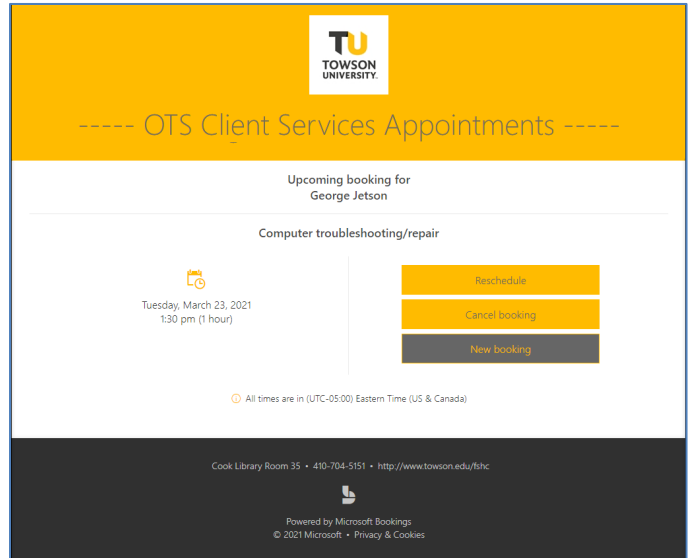
## On-site Appointments for OTS Client Services: How to create an appointment

- Once successful, you will receive a confirmation window. Click **OK**



- An appointment management screen will open. This window gives you the opportunity to **Reschedule** or **Cancel booking**, if needed.

Please do not use the option to create a **New Booking**, unless it is unrelated to the current appointment.



- In a few minutes you will receive a confirmation email with a **Manage booking** button which opens the appointment management page (see above).

There is never a need to reply to this email. If you have questions, call the Help Center at 410 704-5151.

Otherwise, you can reschedule, cancel, or create a new booking at any time prior to your appointment. Please be courteous and cancel your appointment if you cannot make it.

- To create an appointment on your personal calendar, hover over, then click the dropdown arrow on booking.ics in the email. Select Add to Calendar.

