

# OTS Client Services Appointments

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/OTSWalkinAppts](http://www.towson.edu/OTSWalkinAppts).

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

Note: This appointment system is only for Dowell Hall. If you require in-office service, put in a Service Request through [Tech Help](#) 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.

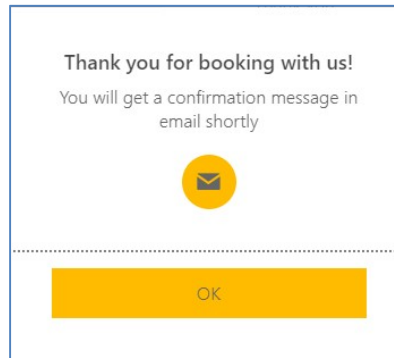
Note: Be aware that there is a maximum of 3 concurrent appointments for any one timeslot to promote social distancing, and that masks are required at all times during the appointment.

4. Enter your name, Towson University email address, phone number and any notes necessary. If there is a **Provide additional information** field asking for information, fill it out too.

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

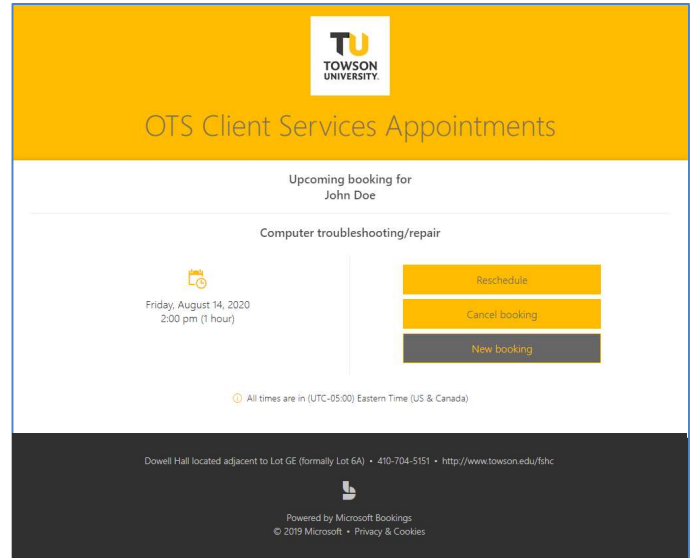
The screenshot displays the 'OTS Client Services Appointments' interface. At the top, the Towson University logo is visible. The main heading is 'OTS Client Services Appointments'. Below this, a section titled 'Computer troubleshooting/repair' lists several services: 'Install software application' (1 hour), 'Pickup/drop-off phone or mifi device' (15 minutes), 'Pickup/drop-off up loaner equipment' (30 minutes), and 'Pickup up a newly purchased device' (30 minutes). The 'Computer troubleshooting/repair' service is highlighted in yellow. Below the services list is a calendar for August 2020, showing the date August 14, 2020, at 2:00 pm selected. The time slots for August 14 are 11:00 am, 12:30 pm, 2:00 pm, 11:30 am, 1:00 pm, and 1:30 pm. The 2:00 pm slot is highlighted in yellow. Below the calendar is a section titled 'Add your details' with fields for Name (John Doe), Email (jdoe@towson.edu), and Phone (4105551212). There is also a 'Notes (optional)' field. Below this is a section titled 'Provide additional information' with a text area containing 'Cannot open Microsoft Word application'. At the bottom of the form is a yellow 'Book' button. The footer of the page includes the address 'Dowell Hall located adjacent to Lot GE (formerly Lot 6A) • 410-704-5151 • http://www.towson.edu/fshc', the logo for Microsoft Bookings, and the text 'Powered by Microsoft Bookings © 2019 Microsoft • Privacy & Cookies'.

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



- 7. 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.



- 8. 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.

- 9. 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.

