

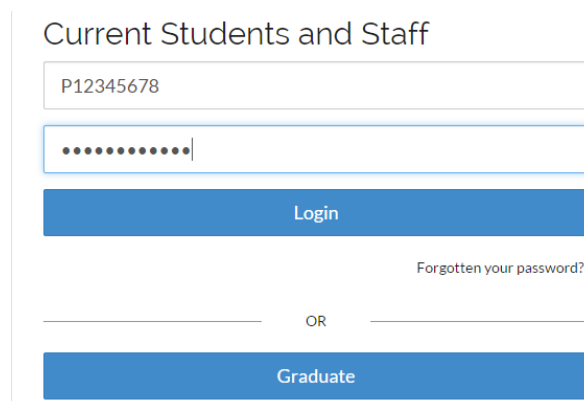
## How to Book Appointments through MyGateway

Our 1:1 appointments provide a quick and effective response to your queries. Our trained and professional advisors offer appointments in the following areas:

- Student finance and welfare
- Employability and careers
- Disability issues
- Counselling, mental health and wellbeing

### Step-by-Step guide to booking an appointment through MyGateway

**Step 1.** Log into MyGateway by going to <https://mygateway.dmu.ac.uk/students/login> and logging in as a current student or if you are a graduate clicking on the graduate option.



Current Students and Staff

Login

[Forgotten your password?](#)

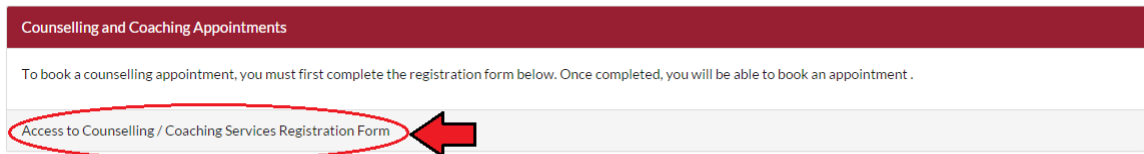
OR

Graduate

**Step 2.** To apply for face-to-face counselling, you will first need to complete our application form. To complete our application form, go to:

- MyGateway Home: scroll down and read the counselling and coaching information box
- Complete the registration form

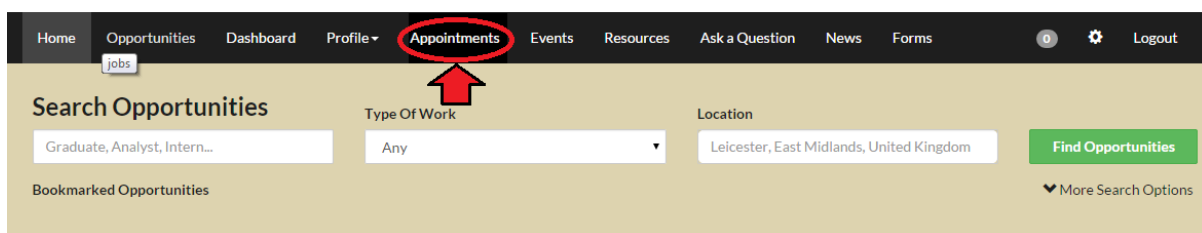
## Counselling and Coaching Appointment Booking



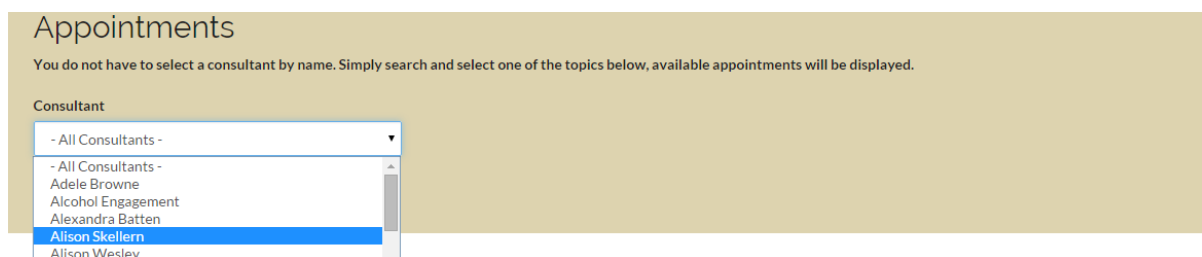
- Select the application form for the service you need from the menu
- Complete and submit your form.

If you wish to book a different kind of appointment, skip to **Step 3**.

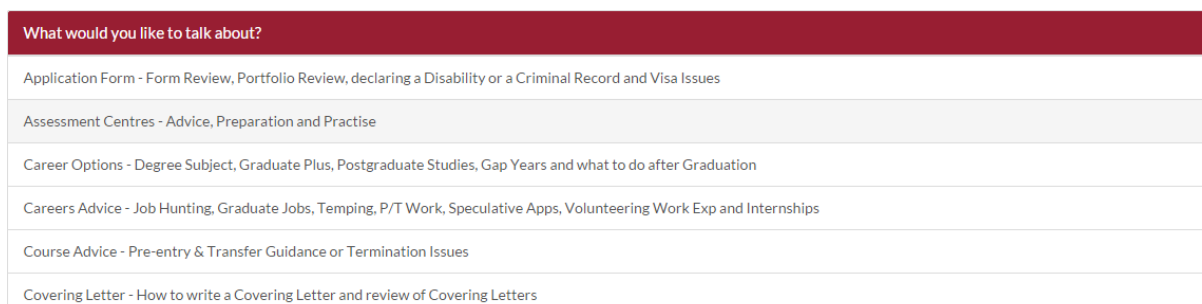
**Step 3.** Click on the Appointments tab from the menu.



**Step 4.** If you know which Advisor you want an appointment with, you can choose from the list of consultants. If you do not want an appointment with a specific Advisor, leave this field as - **All Consultants** –



**Step 5.** Choose from the list of options from the “What would you like to talk about?” menu.




**Step 6.** Choose which day you would like an appointment on from the calendar. You can see on each day how many appointments there are available.

Mon	Tue	Wed	Thu	Fri
1 Dec	2 Dec	3 Dec	4 Dec	5 Dec 1 available 7 booked
8 Dec 4 available 4 booked	9 Dec 4 available 4 booked	10 Dec 3 available 3 booked	11 Dec 5 available 3 booked	12 Dec 3 available 2 booked
15 Dec 7 available 1 booked	16 Dec 7 available 1 booked	17 Dec 7 available 1 booked	18 Dec 8 available <span>available</span>	19 Dec 6 available
22 Dec 4 available	23 Dec 1 available	24 Dec	25 Dec	26 Dec
29 Dec	30 Dec	31 Dec	1 Jan	2 Jan

**Step 7.** You will then be able to choose from the available appointments on that day for a time that suits you. Please be aware that if you are trying to book a careers appointment the:

- **Careers & Employability (Central), Faculty Specific Clinic, Money and welfare, Disability issues, and Mental Health** appointments are all available to book up to 2 weeks in advance.
- **Careers & Employability (Central) - Release on the day** appointments will only become available to book at 9am on the day of the appointment.

To book an appointment, click on **“View Appointment”** next to the relevant time.

	15 Dec 7 available 1 booked	16 Dec 7 available 1 booked	17 Dec 7 available 1 booked	18 Dec 8 available	19 Dec 6 available	
<b>11:00 AM</b>	<ul style="list-style-type: none"> <li>⌚ 30 minutes</li> <li>* Careers &amp; Employability (Central)</li> <li>📍 Gateway House - Student Gateway - Reception</li> <li>👤 Sandeep Malhi</li> </ul>					<a href="#">View appointment &gt;</a>
<b>11:30 AM</b>	<ul style="list-style-type: none"> <li>⌚ 30 minutes</li> <li>* Careers &amp; Employability (Central) - Release on the day</li> <li>📍 Gateway House - Student Gateway - Reception</li> <li>👤 Sandeep Malhi</li> </ul>					<a href="#">View appointment &gt;</a>

**Step 8.** You will then be able to see more details about the appointment like the date and time of the appointment; who the appointment is with; where the appointment is taking place and what types of appointments are available (e.g. **Face to Face** or **Telephone** appointments). Click on **“Book Appointment”** to finalise your booking.

## Careers & Employability (Central)

18 December 2014

11:00AM - 11:30AM

Sandeep Malhi

Gateway House - Student Gateway - Reception

Face to Face Phone Appointment Available

◀ Careers Advice - Job Hunting, Graduate Jobs, Temping, P/T Work, Speculative Apps, Volunteering Work Exp and Internships / December 2014 / Thursday 18 / 11:00AM

Book Appointment

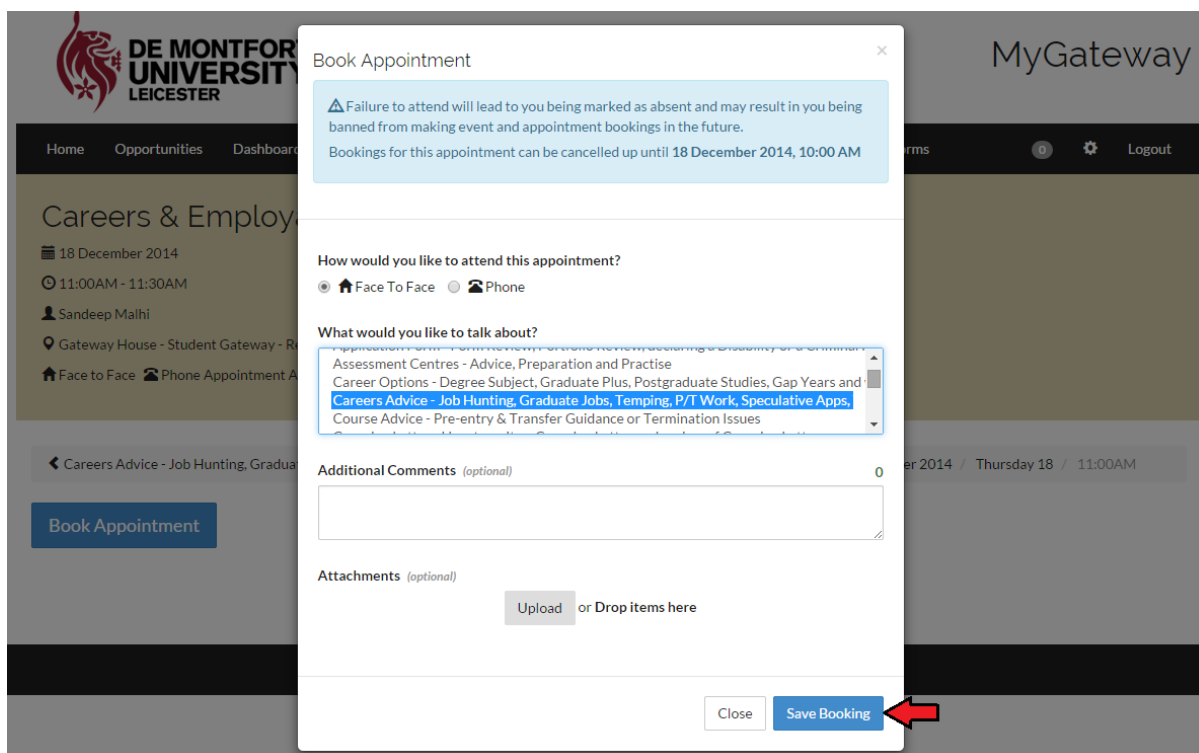


**Step 9.** You will then see the **Book Appointment** window pop up which will contain a failure to attend warning and inform you that you will be able to cancel the appointment up to an hour before the appointment.

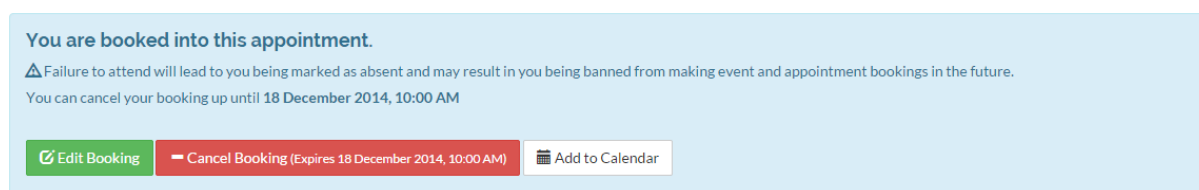
You will then be able to finalise the booking by choosing:

1. **How would you like to attend this appointment?** Either **Face to Face** or by **Phone**.
2. You will also have the option to change what you would like to talk about or choose multiple options by holding Ctrl and choosing more than one.
3. Adding any **Additional Comments (optional)** that you think the Careers advisor should know or may help them (up to 500 Characters).
4. Adding any **Attachments (optional)** such as CVs, Cover Letter, Personal statement and Application form, so that the Careers advisor can have a look at them before the appointment and prepare any feedback.

Once you have filled in all the relevant information, click the **“Save Booking”** button.



**Step 10.** You will be informed that you are booked into the appointment and you will also receive a confirmation email. You will also be informed that Failure to attend or Failure to give adequate notice will lead to you being marked as absent and may affect your ability to access our services if this happens on three or more occasions.



**Step 11.** Please attend the appointment **on time**, having done any preparation needed for that appointment and remember to bring any relevant paperwork. If you do arrive late for your appointment, please be aware that you will only have the remainder of the allocated appointment time left with the advisor which may not be sufficient to deal with your enquiry and you may be advised to book another appointment.