UBC Student Learning Hub Q·RESERVE STUDENT LEARNING HUB QReserve Guide



Scan QR Code to load QReserve Login Page

Contact <u>learning.hub@ubc.ca</u> if you need further help joining QReserve or booking an appointment.



THE UNIVERSITY OF BRITISH COLUMBIA Student Learning Hub Okanagan Campus

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Joining QReserve

- 1. Go to https://access.greserve.com/ubcostudentlearninghub
- 2. Login with your Campus-Wide Login (CWL):

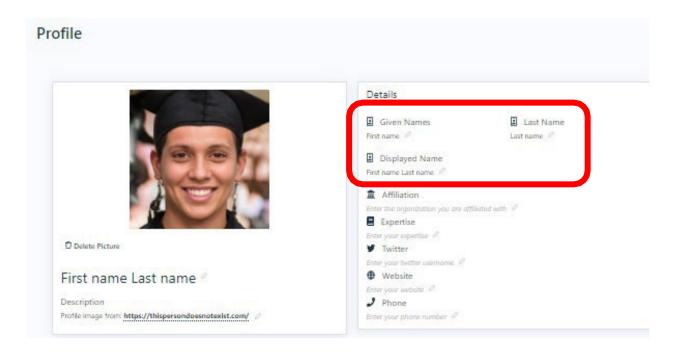
BE	THE UNIVERSITY OF BRITISH	COLUMBIA
		thentication
		QReserve Single Sign On
(Login Name	Recover your CWL login or Reset your CWL password via Email
	Password	If you have a non-UBC email address associated with your CWL account you can either:
	Login	<u>Recover your CWL Login Name</u> <u>Reset your CWL Password</u>
		Protect Your CWL account! ✓ Watch out for sites or emails that <u>pretend to be legitimate</u> and ask for your CWL login name and password. ✓ Please <u>report any suspicious requests</u> for your CWL login name and password. ✓ Learn more about how to protect your devices.



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- 3. You may be prompted to confirm your email address. If so, you will receive a registration confirmation email from QReserve to the address you've supplied. Confirm your account by clicking the link in the email. If you are using Gmail, you may need to check your "Promotions" folder.
- 4. When you return to QReserve and login, you will be taken to your User Profile. Please fill out your "Given Name," "Last Name," and "Displayed Name" (which should be your first and last name) and press save each time. Next time you login, you'll be taken to your user Dashboard instead of the profile.



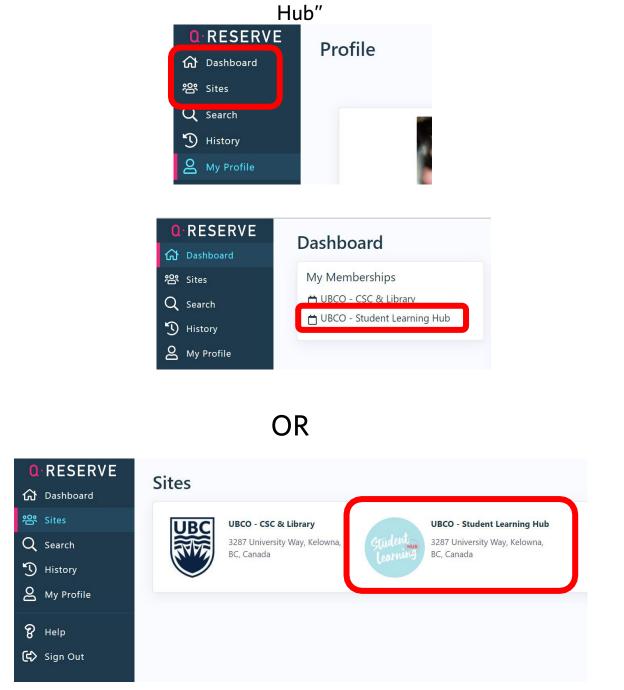


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Student Learning Hub Okanagan Campus

Viewing Schedules

1. Click on "Dashboard" or "Sites" then "UBCO - Student Learning

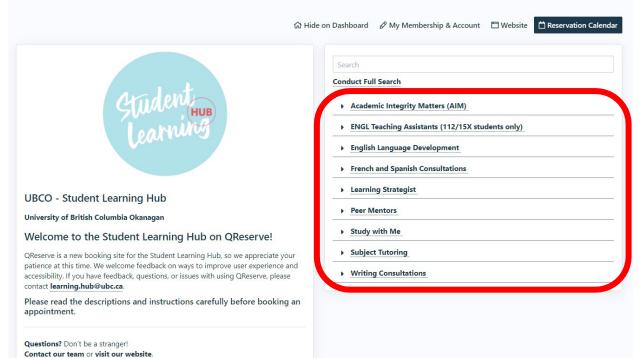




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2. Once on the Site, you'll see a list of service schedules available.





3. Click on the small arrows beside a service's names to see a drop down list of Resources (i.e. tutors) available for that service.

Clicking on one of their names will bring you to the booking page for that specific Resource.

on [Dashboard	🖉 My Member	ship & Account	🗂 Website	📋 Reservation Calendar
	Search Conduct Full	Search			
	ENGL T	nic Integrity Mat eaching Assistar Language Deve	nts (112/15X stud	dents only)	
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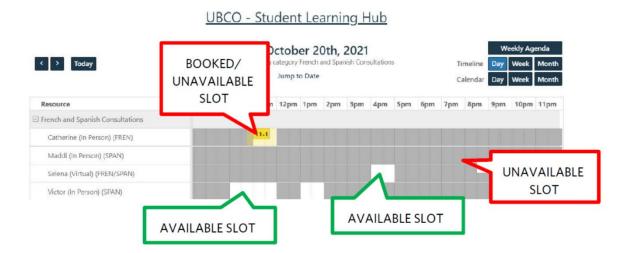


Click on the "Calendar" link to view the daily/ weekly calendar for all resources for that specific service.

Academic I	ntegrity Matters (AIM)	
ENGL Teac	ning Assistants (112/15X students only)	
English Lar	iguage Development	
 French and 	Spanish Consultations 📋 Calendar	
🖹 Reserve	Catherine (In Person) (FREN) In person, French, FREN, On Campus, Face to Face	
🕈 Reserve	Maddi (In Person) (SPAN)	
	In person only, SPAN, Spanish, On Campus, Face to Face	
Reserve	Selena (Virtual) (FREN/SPAN)	
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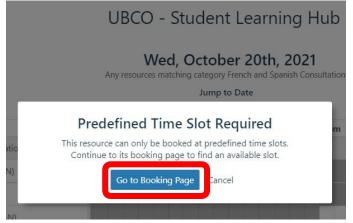
4. If you click on "Calendar" for an individual service, choose the "Day" or "Week" Timeline view. The grey blocks are unavailable. Any colour blocks are booked/unavailable. The white blocks on available for booking.



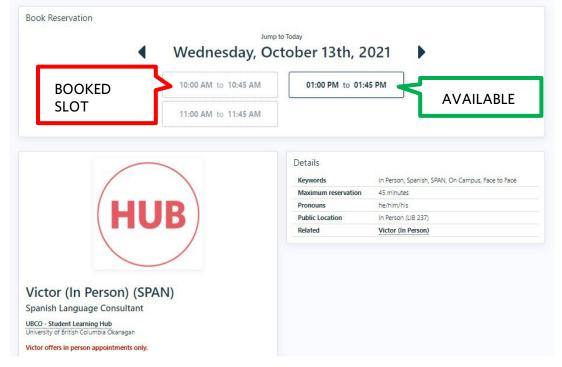


5. If you click on a white block in a calendar, you will be prompted to visit the booking page.

Click the "Go to Booking Page" button to continue booking your appointment.



6. At the top of the Resource's booking page, you'll see a list of appointment slots available for that day. Click the arrows forwards or backwards allow you to see other days. Greyed out slots that are unclickable have already been booked/are unavailable. Slots that are not greyed out and are clickable <u>are available</u>.





Booking an appointment

 Click on an available slot to open the appointment form. On this first page, you can set a reminder for your appointment. Ensure you know what type of meeting the Resource offers (i.e. in-person, online, or hybrid) and that the time and date are correct, then press "Next."

	a - Hybrid (Writing)		
	O Reservation	Appointment Form - Writing (Hybrid) (Alaa - Hybrid (Writing))	Post-Appointment Summary (Alaa - Hybrid (Writing))
Start	2023-06-27	10:00 AM	
End	2023-06-27	10:45 AM	
Duration	45 minutes		
Reserved Fo	br lisplayed name		
Resources			
	Hybrid (Writing)		
	e offers both in-person and	d online appointments. Select your preferred meeting	g format on the booking form.
Additional C	Options ▶		
			Nex
		and online appointments. Select your	



2. Make sure you select your desired appointment format.

On this page, you are asked to fill out the required fields. This may include information about yourself, document(s), and reasons for your appointment.

This information helps your consultant best prepare for your meeting. For some services, you may upload files to share with your consultant (i.e. assignment instructions, essay draft).

Press "Next" once you've filled out the form.

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3. You do not need to enter anything on this screen. This page explains how to access the Post-Appointment Summary form after your appointment (not applicable to all services).

You may now press "Reserve" to confirm your request for an appointment.

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After your appointment, your consultant will lists your next steps.	complete a Post-Appointment Summary (PAS	5) that summarizes what you covered and	
There are several ways to access your PAS ar	nd any files your consultant has uploaded for you	u:	
• You will receive your PAS and a link to	any files by email within 12 hours of your meeti	ing's conclusion	
• Your PAS is accessible by returning to	this form		
• You can view your PAS for this appoin	tment or previous ones by going to History>Res	servations and clicking on the appointment	
Appointment complete (for admin use only) <i>Not available</i> Field is restricted to site administrators.			-
Back		Reserve	

4. Once you press Reserve, you will receive an email with details on your meeting. If you have booked an online appointment (via Zoom), you will receive the Zoom link in this email.



Viewing, editing, & cancelling upcoming appointments

To view your upcoming reservations, go to your Dashboard. You can adjust "Show # Days Ahead" to view appointments you've booked further in the future.

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To view past reservations or access a Post-Appointment Summary, go to History.

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To edit or cancel an upcoming appointment, click on "Details" (if accessing from Dashboard) or click on the appointment (if accessing from Calendar or History). In the appointment window, click on "Edit" to edit appointment details or click "Delete Reservation" to cancel your appointment.



