

# Using Elevate to Book Appointments with the Student Success Centre

## What is Elevate?

The Student Success Centre (SSC) uses the Elevate platform to allow students to book appointments. You would use Elevate to book an appointment to meet with a writing tutor, academic development specialist, or exploratory advising. As a student, you can use Elevate to book with other services on campus such as Career Services, Leadership and Student Engagement and some advising offices.

## Instructions for Booking Appointments

### Step 1: Go to Student Success Centre website

To access the Elevate booking portal from the [Student Success Centre webpage](#) choose the **Book an appointment** button on the main page. You can also login to Elevate directly at [elevate.ucalgary.ca](https://elevate.ucalgary.ca).

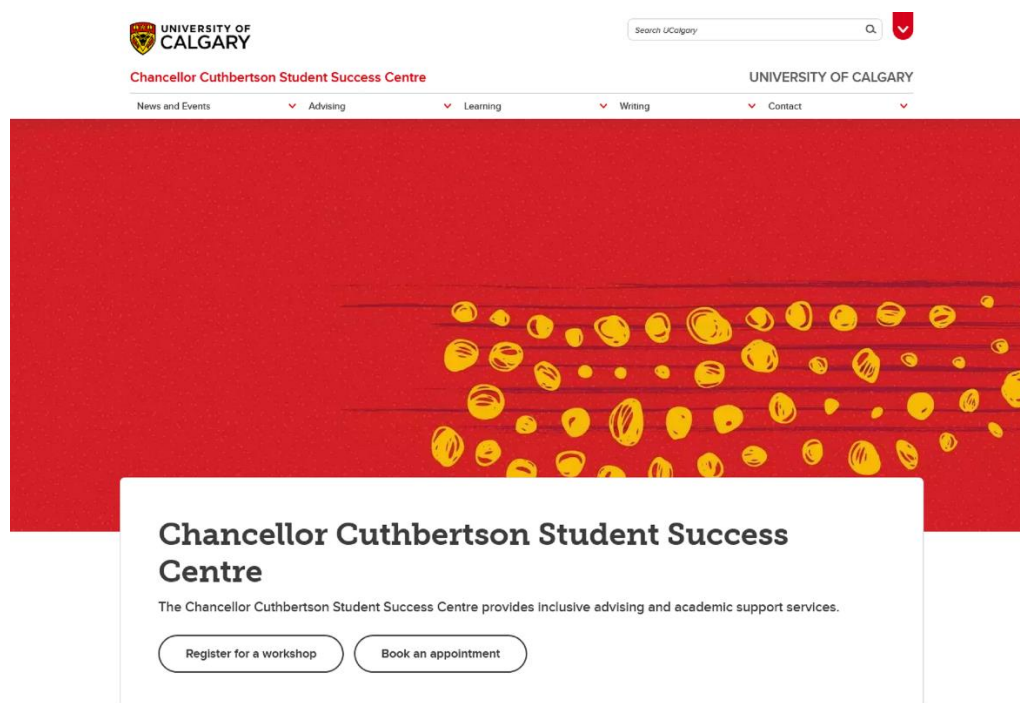


Figure 1 Student Success Centre homepage.

## Step 2: Log into Elevate

Under the **Login** tab, choose **Student Login** and sign in using your University of Calgary Student email address.

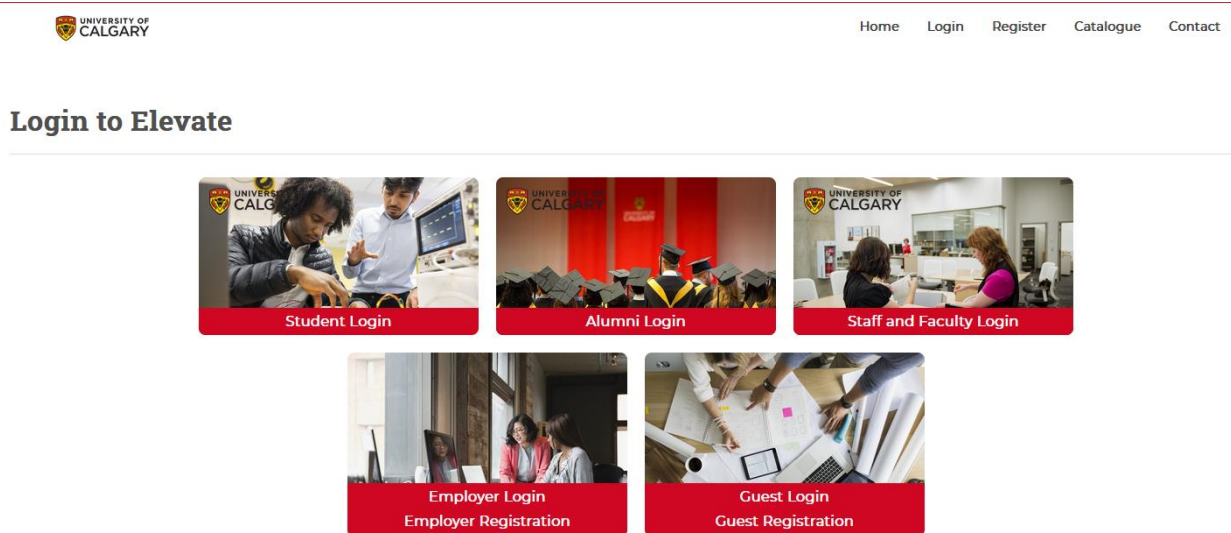


Figure 2 Elevate webpage with the login drop-down menu.

**Note:** If you don't have a UCalgary IT account, you can activate it [here](#).

## Step 3: Select Student Success Centre

Choose **Student Success Centre** from the Dashboard menu on the left side. This will open a sub-menu with the different services.



Figure 3 Elevate Dashboard menu with Student Success Centre.

#### Step 4: Choose a service

Select which service you would like from the Student Success Centre sub-menu under the Dashboard.

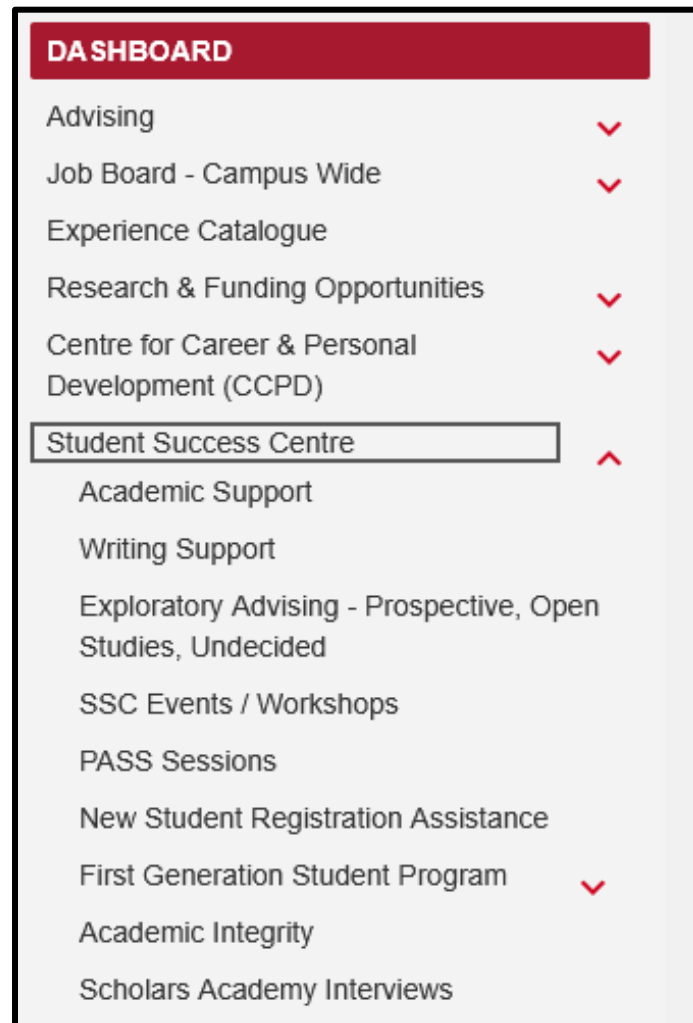
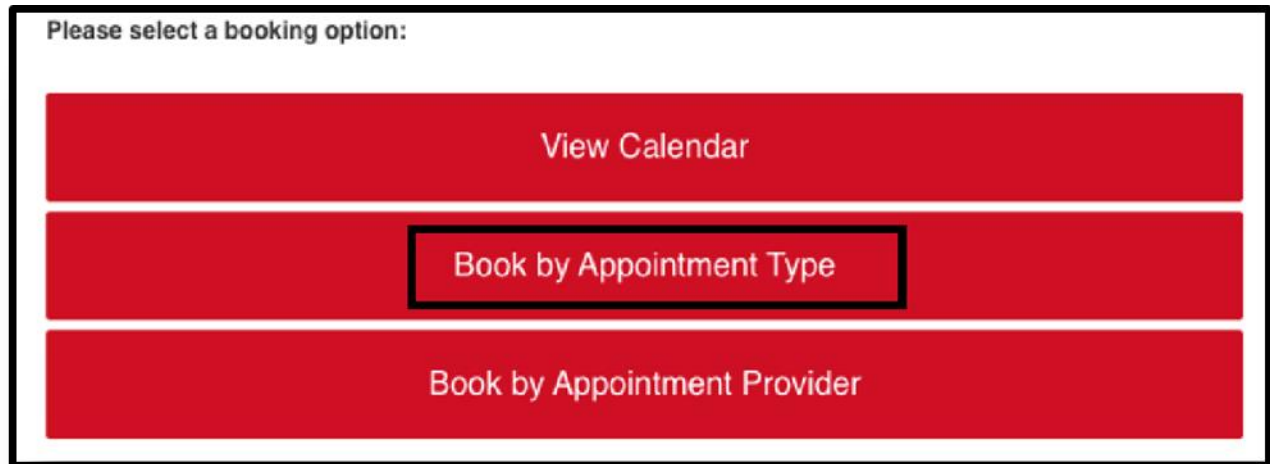


Figure 4 Student Success Centre sub-menu showing the variety of services.

## Step 5: Select a booking option

Choose a booking option such as **Book by Appointment Type**.

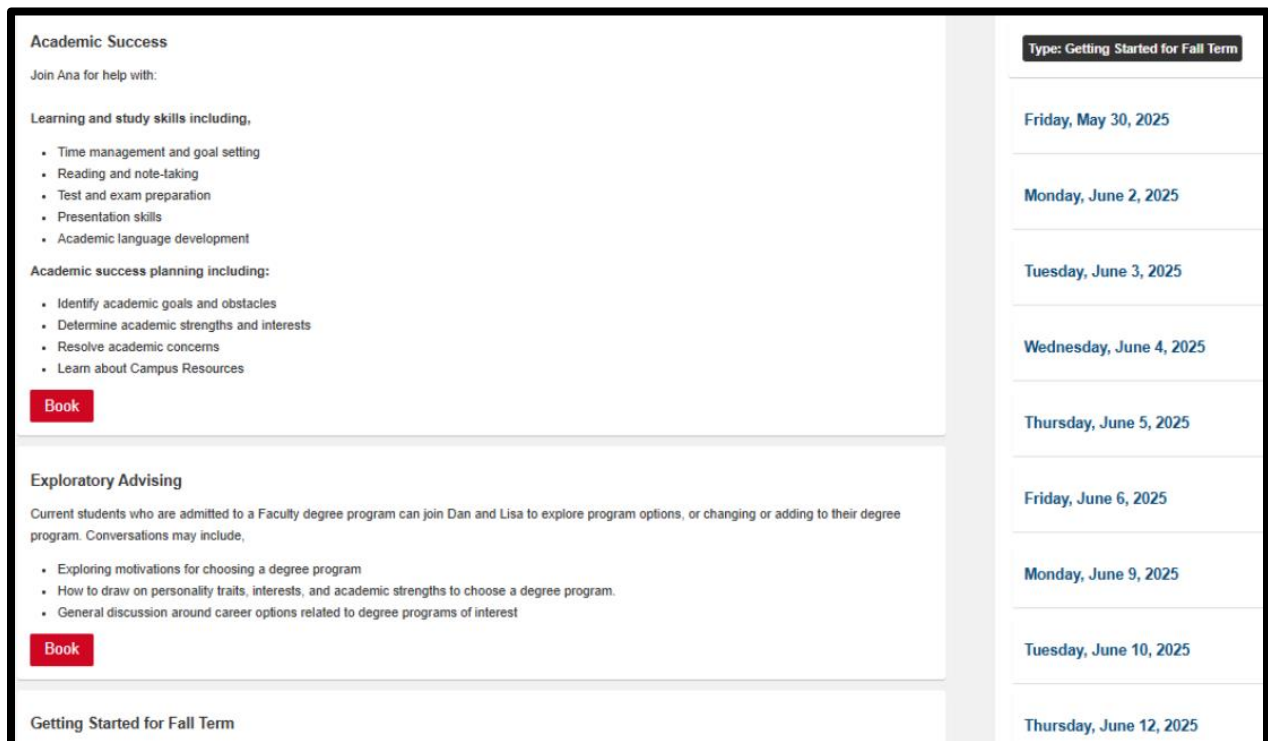


A screenshot of a web interface showing three red buttons stacked vertically. The top button is labeled 'View Calendar'. The middle button is labeled 'Book by Appointment Type' and is highlighted with a black rectangular border. The bottom button is labeled 'Book by Appointment Provider'. Above the buttons, the text 'Please select a booking option:' is displayed.

Figure 5 Booking options for elevate appointments.

## Step 6: Check appointment availability

Select the appointment type you would like to book to see the next available dates.



A screenshot of a web interface showing appointment details and availability. On the left, there are two sections: 'Academic Success' and 'Exploratory Advising'. Each section has a list of topics and a red 'Book' button. On the right, there is a sidebar with a header 'Type: Getting Started for Fall Term' and a list of dates: Friday, May 30, 2025; Monday, June 2, 2025; Tuesday, June 3, 2025; Wednesday, June 4, 2025; Thursday, June 5, 2025; Friday, June 6, 2025; Monday, June 9, 2025; Tuesday, June 10, 2025; and Thursday, June 12, 2025.

Figure 6 Appointment type details with upcoming available appointments.

## Step 7: Choose an appointment time slot

Select **view calendar** to choose an **open** appointment time slot. If the calendar does not show any appointment slots, all available appointments have been booked. If you have an urgent concern, please email [success@ucalgary.ca](mailto:success@ucalgary.ca) for assistance.

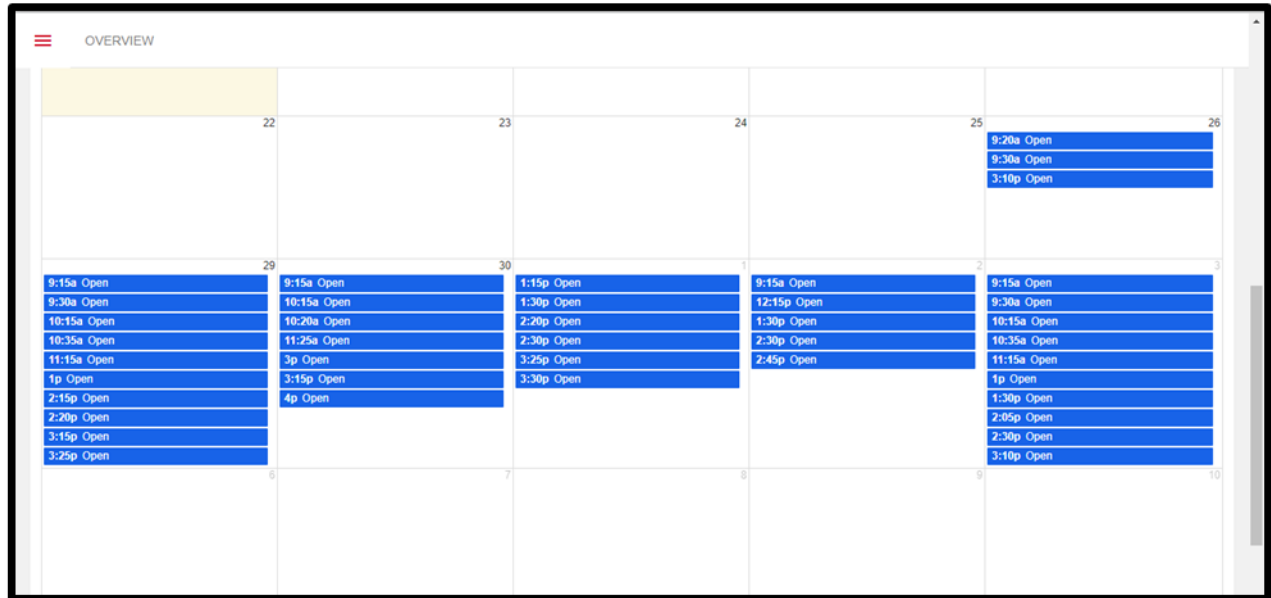


Figure 7 Appointments calendar.

## Step 8: Fill in the appointment information

Enter your **phone number** and **reason for booking** the appointment.

Here is an **example of a reason for booking**:

“I would like to talk through time management strategies that I could use to balance my studying ahead of my final exams.”

Once all your details have been entered, choose **Book Appointment** at the bottom of the screen. You have now booked an appointment.

APPOINTMENT DETAILS	
Provider:	Jared Secord
Location:	Zoom
Appointment Mode:	Online
Date:	February 11, 2022
APPOINTMENT TYPE	
Type:	Graduate School and Award A ▾
ADDITIONAL INFORMATION	
Local Phone #:	<input type="text"/>
I would like to discuss	<div> </div> <div> </div>

Figure 8 Appointment information with phone number and reason for booking.

## Need Assistance?

For questions about Student Success Centre services or support with booking an appointment, email [success@ucalgary.ca](mailto:success@ucalgary.ca) or visit the Student Success Centre on the 3rd floor of TFDL.