How to Book a CSAS Learning Support Session

**Microsoft Teams:** Learning Support Sessions will be held via Microsoft Teams. If you have not used Microsoft Teams previously, you can activate your free Carleton student Office license by following the instructions provided by [Information Technology Services (ITS)](mailto:information.technology.services@carleton.ca).

1. Once you have activated the license, you will receive invites to meetings via your Carleton email.
2. Accept the meeting using the green checkmark in the top right corner.
3. Just before your scheduled appointment time click the link provided in the meeting invitation (also found on the calendar feature of outlook) and login to Microsoft Teams with your cmail account.
4. You will be able to choose to join the meeting with just audio or audio and video.
5. Join the meeting using a computer (laptop/desktop) and not a phone.
6. Join the meeting at least 5 minutes before the start of your appointment to ensure that there are no connection issues. If you have not joined the session after 10 minutes of its start time, the session will no longer be available, and you will need to book another session.
7. If you wish to cancel your appointment, please do so by logging into MySuccess (via Carleton Central) > clicking on Centre for Student Academic Support > booked appointments. On the appointment you want to cancel select view appointment > red cancel button > commit cancellation > okay. You will then receive a cancellation confirmation email.
   If you have any questions or concerns email us at csas@carleton.ca.

**Booking a Learning Support Session:** To book a one-on-one Learning Support Session please login to MySuccess (via Carleton Central) and click on the Centre for Student Academic Support, followed by Learning Support Sessions. You will then be able to choose a date and timeslot that works best for you. After you have booked a session you will receive a confirmation email followed by a Microsoft Teams meeting invitation from the Peer Learning Assistant.

Instructions with images can be found on the next page.
1. Login to Carleton Central and select “mySuccess”

2. Select “Centre for Student Academic Support followed” by “Continue”

3. On the left hand (grey) side select “Centre for Student Academic Support” followed by “Learning Support Sessions”

4. Select “Book By Appointment Type”

5. Select “Book”

6. Select the date and time that you would like. You will receive a booking confirmation email shortly after.