

Create Virtual Office Hours - Engage with Students



To Login:

1. Go to the [TSU T-Claw Navigate Website](#)
 - a. We recommend using Chrome or Firefox browsers to access T-Claw Navigate.
2. Click "[Login to T-Claw Navigate Staff](#)"
 - a. If you have trouble or get an error, clear your browsing history and cache
 - b. Or open an Incognito Window and try again.
3. Enter your personal Texas Southern University credentials and you will be redirected to Single

Creating Your Availability

Advising is a critical component of student success. As we continue to offer virtual advising appointments, we wish to provide you with as much information as possible. It is an expectation that you review the information and use the recommended template language.

Availability allows staff to show the days, times, locations, and services they offer when they meet with students.

There is significant flexibility when you create availabilities. Staff can choose the length of the availability's duration, which can range from a specific set of dates to forever. Availability can be set for appointments, drop-in visits, and/or appointment campaigns. Staff can create course-specific availability such as course-based tutoring. For group appointments, staff can set the maximum number of students for a single appointment slot. To have the ability to schedule appointments with students in T-Claw Navigate and have students schedule appointments with you, you must have at least one availability set up. The following instructions are meant for a staff user creating availabilities:

1. Go to **Staff Home > My Availability**. You should see a table of existing Availabilities, if any, and your **Personal Availability Link (NEW)**.

Staff Home

Students Appointments **My Availability** Appointment Queues Appointment Requests

Available Times

Actions ▼							
<input type="checkbox"/>	DAYS OF WEEK	TIMES	DATES	LOCATION	PURPOSE	CARE UNIT	PERSONAL LINK
<input type="checkbox"/>	Wed, Fri	8:00am - 5:00pm	Forever	Tutor Center (North Campus)	AM101, General Help For: Appointments	Tutoring	Yes Edit
<input type="checkbox"/>	Tue, Wed, Thu	8:00am - 5:00pm	Forever	Academic Success Center	Registration For: Appointments/Campaigns	Advising	No Edit
<input type="checkbox"/>	Tue, Thu	8:00am - 5:00pm	Forever	Academic Success Center	Financial Help, Hold Resolution, Mandatory Advising, Registration, Study Abroad For: Appointments	Advising	Yes Edit
<input type="checkbox"/>	Mon, Tue, Wed, Thu, Fri	8:00am - 5:15pm	Forever	Academic Success Center	Academic Challenges For: Appointments/Drop-Ins	Advising	No Edit

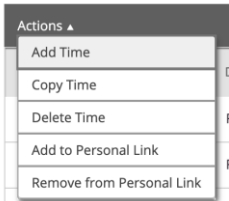
* All times listed are in Eastern Time (US & Canada)

Personal Availability Link

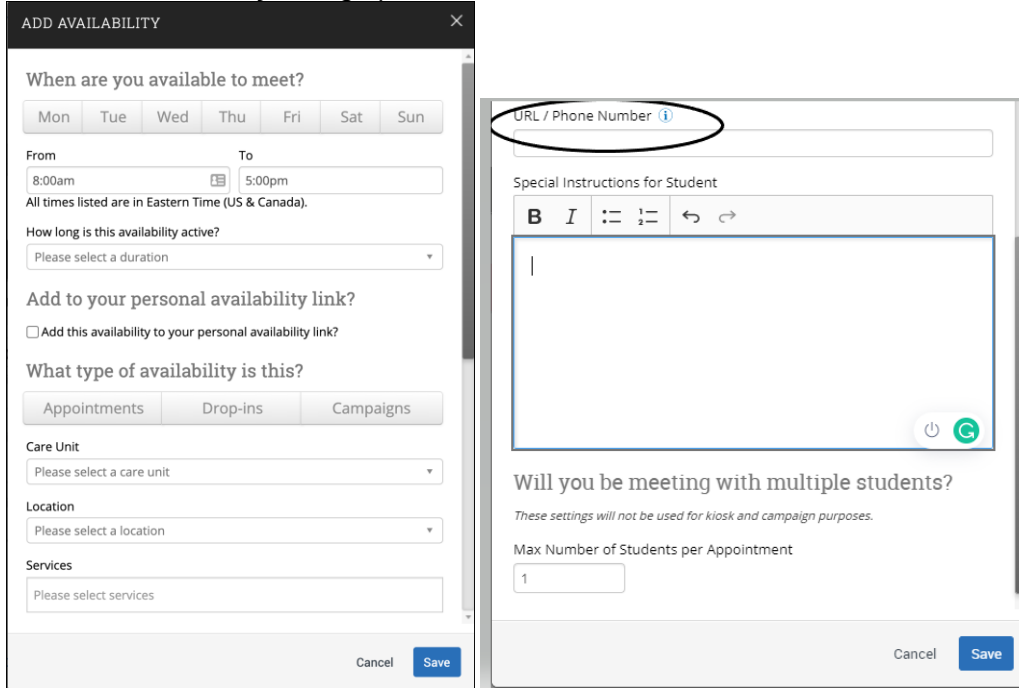
Link: <https://csulb-qa-yellow-mt.gradesfirst.com/pal/13xVhPwT6B> [Copy](#)

2. Open the **Actions** menu and select **Add Time**.

Available Times



3. The **Add Availability** dialog opens.



4. Choose days of the week for the availability.
5. Select the start and end time for the availability in the *From* and *To* fields.
6. Set the length of the availability with the *How Long Is this Availability Active?* field.
7. If you want this availability added to your personal availability link, select *Add This Availability to Your Personal Availability Link?* You can put the personal availability link in an email or text or on a website. Students are taken to a scheduling workflow that has the staff member's chosen availabilities pre-filled.
8. Select your Availability types. You can choose more than one at a time. For example, an availability can be for both Drop-In and Appointments.
9. Select *Care Unit*. This determines which location and services can be added to the availability.
10. Select a *Location*.
11. Select *Services*. You must choose at least one service Page 2 of 4 but can pick more.

Important. You must select a **Care Unit**, **Location**, and at least one **Service** for any availability.

12. If any service you select is tied to a course, a *Course* field appears. Select the courses you are available for.
13. Enter a URL in the *URL / Phone Number* field. A clickable version of this link appears for students who create an appointment during the availability on the **Appointment Confirmation** page.



14. **Optional.** Enter special instructions for this availability.
15. Determine how many students can be in one appointment. If you do not select a *Max Number of Students per Appointment*, the maximum number stays 1.
16. Click **Save** to create the availability.

Note. The special instructions will be included in the initial notification to the student regarding this scheduled appointment. We recommend including the **proposed virtual appointment language** and how to check-in for the appointment upon arrival.

Special Instructions for Student

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For Pre-Scheduled Appointments-At the time of your appointment please login T-Claw Navigate on your homepage choose "check-in" for our appointment. I will receive the notification and begin our meeting.

For Drop-In Appointments- Once you have added yourself to the queue for a drop-in appointment I will be notified. Be on the lookout for text or email including the time we'll use to meet.

Looking forward to meeting with you. 🤖 📧

Will you be meeting with multiple students?
These settings will not be used for kiosk and campaign purposes.

Max Number of Students per Appointment

Cancel **Save**

For Pre-Scheduled Appointments-At the time of your appointment please login T-Claw Navigate on your homepage choose "check-in" for our appointment. I will receive the notification and begin our meeting. If you experience an issue please call me at (enter phone#)

For Drop-In Appointments- Once you have added yourself to the queue for a drop-in appointment I will be notified. Be on the lookout for text or email including the time we'll use to meet.

Looking forward to meeting with you.

Repeat this process any time you want to add another availability. You can have as many availabilities as you want.

Managing Existing Availabilities

When you create availabilities, you can usually edit, copy, or delete availabilities.

To edit an existing availability, click the **Edit** link next to the entry you want to change. Editing an availability is very similar to adding an availability, so refer to the instructions above for information.

To copy an existing availability, select the time you would like to copy, open the **Actions** menu and click **Copy Time**. The availabilities are copied and a **Modify Availability** dialog opens, allowing you to make edits or to save your newly created availability.

To delete an availability, simply select the time, open the **Actions** menu and click **Delete Time**.



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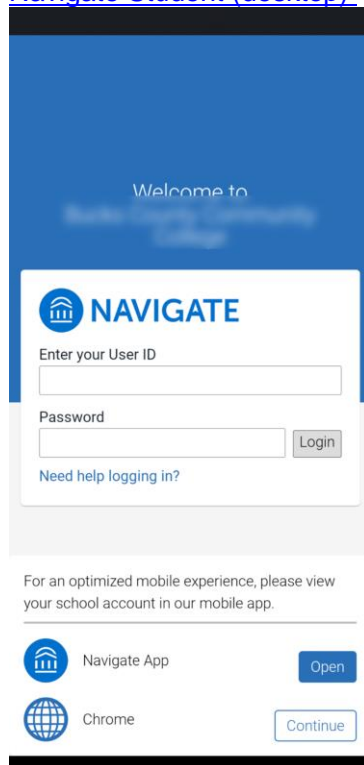
Using Personal Availability Links (PAL)

Personal Availability Links (PAL) are a useful tool for scheduling. Each PAL is unique to a staff member in T-Claw Navigate. **The link does not change over time.**

Personal Availability Link

Link: <https://school.campus.eab.com/pal/I3xVhPwT6B> Copy

When you include a PAL in a URL field, website, email, or SMS and students click the link, they are taken to the **New Appointment** page in student scheduling. The link redirects the student to the scheduling page in the student’s browser and asks if they want to continue in the browser [T-Claw Navigate Student \(desktop\)](#) or student opens in T-Claw Navigate Student App..



The staff user and their Care Units and Support Services are pre-selected. Students then see the available times staff have to meet. The student will only see the Care Unit, Services, and Locations and times the staff user has selected to be part of their PAL. All configurations, limitations, and permissions for the availabilities remain in effect.

Important. If the user has more than one service available, the student needs to select one from the Support Services menu first.

To apply an availability to your Personal Availability Link, you need to check the **Add this availability to your personal availability link** box when creating or editing an availability or select existing availabilities and choose **Add to Personal Link** from the **Actions** menu.