

Table of Contents

INTRODUCTION/OVERVIEW	2
HOW TO LOG IN.....	3
SCHEDULING A COUNSELING APPOINTMENT	5
CANCELLING A COUNSELING APPOINTMENT	18
RESCHEDULING A COUNSELING APPOINTMENT	23

INTRODUCTION/OVERVIEW

This document is a User's Guide for the Online Scheduling software tool that provides you, the Veteran, with the steps necessary to operate the online scheduling tool located on the <http://www.VetSuccess.gov> webpage. This tool should help reduce the time spent on the phone with Vocational Rehabilitation Counselors (VRCs) to establish counseling appointment times. With this tool you can view available appointment times for a VRC and make an appointment request. This User's Guide will also show you the steps necessary to cancel or reschedule counseling appointment sessions. Caveat, the Counselor/Veteran names and emails are fictitious accounts and used in this training material for reference only.

HOW TO LOG IN

This section contains a series of screen captures showing you the 2 steps necessary to log in and access the Symplicity Online Scheduling tool.

Homepage and Logging In

The screenshot shows the homepage of VetSuccess.gov in a web browser. The browser's address bar contains the URL <http://www.vetsuccess.gov/>, which is circled in red. A red-bordered box contains the text: **STEP 1: Enter <http://www.vetsuccess.gov/> in your browser**. The homepage features a navigation bar with the VetSuccess logo, the text "WELCOME TO VETSUCCESS.GOV", and buttons for "BROWSE VETSUCCESS JOBS" and "JOB TOOLS & TIPS". Below the navigation bar are three main sections: "VETSUCCESS NEWS" with two news items, "YOUR JOB SEARCH STARTS HERE!" with a video player, and "MEMBER LOGIN" with a login form. The login form includes radio buttons for "an Employer" and "a Veteran", fields for "Username" and "Password", and a "SUBMIT" button. A red circle highlights the "a Veteran" radio button and the input fields. A second red-bordered box contains the text: **STEP 2: Left mouse click on the Veteran radio button, and type your username and password**. Below the login form are sections for "VetSuccess Tips", "JOB APPLICATION TIPS", and "INTERVIEW TIPS". The browser's taskbar at the bottom shows the "Done" button, the "Internet" icon, and a 100% zoom level.

SCHEDULING A COUNSELING APPOINTMENT

This section contains a series of screen captures showing you the 12 steps necessary to request a counseling appointment.

Scheduling a Counseling Appointment

The screenshot shows a Windows Internet Explorer browser window displaying the VA CSM website. The address bar shows the URL <https://va-csm.symphlicity.com/students/index.php?s=home>. The website header includes the logo for VETSUCCESS.GOV and a navigation menu with tabs: home, profile, resumes, Resources, jobs, employers, events, and calendar. The 'calendar' tab is circled in red. A red box highlights the text: **STEP 3: Left mouse click the "calendar" tab**. Below the navigation menu, the user is logged in as 'Louis Neal'. The main content area features a 'SHOW ME' section with checkboxes for 'Announcements' and 'Notifications', an RSS feed subscription link, and a feedback message. A central widget titled 'NRD widget National Resource Directory (NRD)' provides information about the directory. On the right, a 'GETTING STARTED' section lists tasks like 'Account Created', 'Personal Profile', 'Academic Profile', 'Privacy Settings', and 'Resume'. Below that, a 'SHORTCUTS' section includes links for 'Jobs I Qualify For', 'My Activity Summary', 'Request a Counseling Appointment', and 'Resume Builder'. The browser status bar at the bottom shows 'Done' and 'Trusted sites'.

Scheduling a Counseling Appointment

The screenshot shows a web browser window with the URL https://va-csm.symplicity.com/students/index.php?s=calendar&ss=ical_today&mode=list. The page has a navigation menu with items: home, profile, resumes, Resources, jobs, employers, events, and calendar. Below the menu is a breadcrumb trail: Home > Calendar > Agenda. A search bar and a 'Log Out' button are also visible. The main content area has a sub-menu with 'Agenda', 'Day View', 'Week View', 'Month View', 'Year View', 'Personal Events', and 'Counseling Appointment'. The 'Counseling Appointment' tab is circled in red. Below the sub-menu are two dropdown menus: 'Show: Everything' and 'View: Normal'. A red box with white text contains the instruction: 'STEP 4: Left mouse click the 'Counseling Appointment' tab to schedule an appointment with your counselor'. The main content area features a table with columns 'Time' and 'Description'. To the right of the table are two calendar views for March 2012 and April 2012. The browser's status bar at the bottom shows 'Trusted sites' and '100%' zoom.

STEP 4: Left mouse click the 'Counseling Appointment' tab to schedule an appointment with your counselor

Scheduling a Counseling Appointment

The screenshot shows a web browser window with the URL https://va-csm.symplcity.com/students/index.php?ss=app_main&s=calendar. The page header includes the logos for "WELCOME TO VETSUCCESS.GOV" and "eBenefits My Gateway to Benefit Information". A navigation menu contains links for "home", "profile", "resumes", "Resources", "jobs", "employers", "events", and "calendar". Below the menu, the breadcrumb trail reads "Home > Calendar > Counseling Appointment". A search bar and "Log Out" button are visible. The main content area has tabs for "Agenda", "Day View", "Week View", "Month View", "Year View", "Personal Events", and "Counseling Appointment". The "New Appointment" button is circled in red. A red box highlights the text: "STEP 5: Left mouse click the 'New Appointment' button". The footer includes "Career Services Management System" and a link to the "Symplcity Privacy Policy".

Scheduling a Counseling Appointment

calendar | VA CSM - Windows Internet Explorer

https://va-csm.symplicity.com/students/index.php?mode=form&_do_edit=1&id=8s=calendar&ss=app_main

File Edit View Favorites Tools Help

calendar | VA CSM

calendar software by symplicity™

Agenda Day View Week View Month View Year View Personal Events **Counseling Appointment**

1. SET YOUR SCHEDULING CRITERIA → 2. CLICK A DATE AND TIME → 3. SUBMIT YOUR REQUEST

Counseling Type
Please choose a Counseling Type
Application

Counselor(s)
 George Thomas

Select: All None

Appointment Length
[Dropdown]

Earliest Appointment
[Dropdown] [Dropdown] [Dropdown] Clear

Latest Appointment
[Dropdown] [Dropdown] [Dropdown] Clear

April 2012

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
						21
						28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

* indicates a required field

Counselor*

Date*

Time*

Type

Additional Notes

Cancel Submit Request

Done

Unknown Zone (Mixed) 100%

Scheduling a Counseling Appointment

The screenshot shows the 'calendar' interface in a Windows Internet Explorer browser. The page title is 'calendar | VA CSM - Windows Internet Explorer'. The URL is 'https://va-csm.symplicity.com/students/index.php?mode=form&_do_edit=1&id=&s=calendar&ss=app_main'. The browser menu includes File, Edit, View, Favorites, Tools, and Help. The page content includes a navigation bar with 'Agenda', 'Day View', 'Week View', 'Month View', 'Year View', 'Personal Events', and 'Counseling Appointment'. The main content area is divided into three steps: 1. SET YOUR SCHEDULING CRITERIA, 2. CLICK A DATE AND TIME, and 3. SUBMIT YOUR REQUEST. Under step 1, there are fields for 'Counseling Type' (Application), 'Counselor(s)' (George Thomas), and 'Appointment Length' (10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120). A red circle highlights the 'Appointment Length' dropdown menu. A red box contains the text: 'STEP 8: Select an Appointment Length from the drop down box to view available appointment lengths'. Under step 2, there is a calendar for April 2012. Under step 3, there are fields for 'Counselor*', 'Date*', 'Time*', 'Type', and 'Additional Notes'. A 'Submit Request' button is visible at the bottom right.

Scheduling a Counseling Appointment

calendar | VA CSM - Windows Internet Explorer

https://va-csm.symlicity.com/students/index.php?mode=form&_do_edit=1&id=&s=calendar&ss=app_main

calendar | VA CSM

calendar software by symlicity™

Agenda Day View Week View Month View Year View Personal Events **Counseling Appointment**

1. SET YOUR SCHEDULING CRITERIA → 2. CLICK A DATE AND TIME → 3. SUBMIT YOUR REQUEST

Counseling Type
Please choose a Counseling Type
Application

Counselor(s)
 George Thomas
Select: [All](#) [None](#)

Appointment Length
60

Earliest Appointment
09 00 am Clear

Latest Appointment
12 00 pm Clear

April 2012

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

* indicates a required field

Counselor*

Date*

Time*

Type

Additional Notes

STEP 9 (optional): Use the drop down boxes to enter an Earliest and Latest Appointment time to view available appointment times within a specific timeframe

Unknown Zone (Mixed) 100%

Scheduling a Counseling Appointment

calendar | VA CSM - Windows Internet Explorer

https://va-csm.symplicity.com/students/index.php?mode=form&_do_edit=1&id=&s=calendar&ss=app_main

File Edit View Favorites Tools Help

calendar | VA CSM

calendar software by symplicity™

Agenda Day View Week View Month View Year View Personal Events **Counseling Appointment**

1. SET YOUR SCHEDULING CRITERIA → 2. CLICK A DATE AND TIME → 3. SUBMIT YOUR REQUEST

Counseling Type
Please choose a Counseling Type
Application

Counselor(s)
 George Thomas

Select: All None

Appointment Length
60

Earliest Appointment
[] [] [] Clear

Latest Appointment
[] [] [] Clear

April 2012

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

* indicates a required field

Counselor*

Date*

Time*

Type

Additional Notes

Cancel Submit Request

Done

Unknown Zone (Mixed) 100%

Scheduling a Counseling Appointment

The screenshot shows a web browser window with the URL https://va-csm.symplicity.com/students/index.php?mode=form&_do_edit=1&id=&s=calendar&ss=app_main. The page title is "calendar | VA CSM". The interface includes navigation tabs for "Agenda", "Day View", "Week View", "Month View", "Year View", "Personal Events", and "Counseling Appointment".

On the left, under "1. SET YOUR SCHEDULING CRITERIA", the "Counseling Type" is set to "Application". Under "Counselor(s)", "George Thomas" is selected. The "Appointment Length" is set to 60 minutes. There are also fields for "Earliest Appointment" and "Latest Appointment".

A calendar popup for "4/19/2012" is displayed, showing a list of time slots for "George Thomas":

- 10:30 am - 11:30 am
- 11:00 am - 12:00 pm
- 11:30 am - 12:30 pm
- 12:00 pm - 1:00 pm
- 12:30 pm - 1:30 pm
- 1:00 pm - 2:00 pm
- 1:30 pm - 2:30 pm
- 2:00 pm - 3:00 pm
- 2:30 pm - 3:30 pm
- 3:00 pm - 4:00 pm
- 3:30 pm - 4:30 pm
- 4:00 pm - 5:00 pm
- 4:30 pm - 5:30 pm

A red circle highlights this list of time slots. A red box contains the text: "STEP 11: Left click on the desired time for the appointment".

On the right, there is a "SUBMIT YOUR REQUEST" section with a "Submit Request" button.

Scheduling a Counseling Appointment

The screenshot shows the 'calendar' application in a Windows Internet Explorer browser. The page title is 'calendar | VA CSM'. The URL is 'https://va-csm.symplicity.com/students/index.php?mode=form&_do_edit=1&id=&s=calendar&ss=app_main'. The browser's address bar shows 'calendar | VA CSM'. The page content includes a navigation menu with 'Agenda', 'Day View', 'Week View', 'Month View', 'Year View', 'Personal Events', and 'Counseling Appointment'. The 'Counseling Appointment' section is active, showing a three-step process: '1. SET YOUR SCHEDULING CRITERIA', '2. CLICK A DATE AND TIME', and '3. SUBMIT YOUR REQUEST'. The 'Counseling Type' is set to 'Application'. The 'Counselor(s)' field is empty. The 'Appointment Length' is set to '60'. The 'Earliest Appointment' and 'Latest Appointment' fields are empty. A calendar for April 2012 is displayed, with the date '4/19/2012' selected. The 'Date*', 'Time*', and 'Type' fields are filled with '4/19/2012', '11:00 am - 12:00 pm', and 'Application' respectively. The 'Additional Notes' field is empty. The 'Submit Request' button is highlighted with a red circle. A red box highlights the text: 'STEP 12: Review the appointment request for accuracy, and enter any additional notes in the text box'. Another red box highlights the text: 'STEP 13: Left click the "Submit Request" button'. The browser's status bar shows 'Unknown Zone (Mixed)' and '100%' zoom.

STEP 12: Review the appointment request for accuracy, and enter any additional notes in the text box

STEP 13: Left click the "Submit Request" button

Scheduling a Counseling Appointment

The screenshot shows a web browser window displaying the VETSUCCESS.GOV website. The page is titled "calendar" and shows a "Counseling Appointment" for May 01, 2012, at 10:00 am with George Thomas as the counselor. The status of the appointment is "Pending", which is circled in red. A red box highlights the text: "STEP 14a: After submitting the appointment request, the 'Status' column on the Counseling Appointment page will read 'Pending'".

Options	Counseling Date▲▼	Counseling Time▲▼	Counselor(s) -	Attached Document	Status
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 01, 2012	10:00 am	George Thomas		Pending

STEP 14a: After submitting the appointment request, the "Status" column on the Counseling Appointment page will read "Pending"

Scheduling a Counseling Appointment

The screenshot shows a web browser window displaying the VET SUCCESS.GOV website. The page is titled "calendar" and shows a "Counseling Appointment" view. A table lists two appointments, both for May 01, 2012, with George Thomas as the counselor. The first appointment is at 11:00 am and has a status of "Approved". The second appointment is at 10:00 am and has a status of "Cancelled". The "Status" column is circled in red. A red-bordered box contains the text: "STEP 14b: The status will change to 'Approved' or 'Cancelled' based on the Counselor's decision".

Options	Counseling Date▲▼	Counseling Time▲▼	Counselor(s) -	Attached Document	Status
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 01, 2012	11:00 am	George Thomas		Approved
	May 01, 2012	10:00 am	George Thomas		Cancelled

STEP 14b: The status will change to "Approved" or "Cancelled" based on the Counselor's decision

CANCELLING A COUNSELING APPOINTMENT

This section contains a series of screen captures showing you the 3 steps necessary to cancel a counseling appointment.

Cancelling a Counseling Appointment

The screenshot shows the VA CSM calendar interface. The browser address bar displays the URL: https://va-csm.symlicity.com/students/index.php?ss=app_main&s=calendar. The page header includes the VETSUCCESS.GOV logo and the eBenefits logo. The navigation menu includes: home, profile, resumes, Resources, jobs, employers, events, and calendar. The breadcrumb trail is: Home > Calendar > Counseling Appointment. A search bar and a Log Out button are also visible. The main content area shows a table of counseling appointments with columns: Options, Counseling Date, Counseling Time, Counselor(s), Attached Document, and Status. The second row of the table has a red circle around the 'Cancel' button. A red box highlights the text: **STEP 15: To cancel an existing appointment, left click on the "Cancel" button**. The footer includes the text: Career Services Management System and a link to the Symlicity Privacy Policy.

Options	Counseling Date	Counseling Time	Counselor(s)	Attached Document	Status
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 02, 2012	9:30 am	George Thomas		Approved
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 01, 2012	11:00 am	George Thomas		Approved
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>			George Thomas		Cancelled
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>			George Thomas		Approved

Cancelling a Counseling Appointment

calendar | VA CSM - Windows Internet Explorer

https://va-csm.symlicity.com/students/index.php?ss=app_main&s=calendar

File Edit View Favorites Tools Help

calendar | VA CSM

WELCOME TO VETSUCCESS.GOV

eBenefits My Gateway to Benefit Information

home profile resumes Resources jobs employers events calendar

Home > Calendar > Counseling Appointment

search Help Log Out

calendar software by symlicity™

Agenda Day View Week View Month View Year View Personal Events Counseling Appointment

Items 1-4 of 4

Options	Counselor	Attached Document	Status
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 02, 2012	mas	Approved
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 01, 2012		
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 01, 2012		
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	Apr 30, 2012	George Thomas	Approved

New Appointment

Items 1-4 of 4

Career Services Management System [Symlicity Privacy Policy](#)

Trusted sites 100%

Message from webpage

Are you sure you want to delete this entry? This cannot be undone.

Step 16: Left click "OK" in the dialog box

Cancelling a Counseling Appointment

The screenshot shows a web browser window displaying the VA CSM calendar. The page title is "calendar | VA CSM". The URL is "https://va-csm.symplicity.com/students/index.php?ss=app_main&s=calendar". The page features the "WELCOME TO VETSUCCESS.GOV" logo and the "eBenefits My Gateway to Benefit Information" logo. A navigation menu includes "home", "profile", "resumes", "Resources", "jobs", "employers", "events", and "calendar". The current page is "calendar", and the breadcrumb trail is "Home > Calendar > Counseling Appointment". A search bar and "Log Out" button are visible. The main content area shows a table of counseling appointments with columns for "Options", "Counseling Date", "Counselor(s)", "Attached Document", and "Status". A "Message from webpage" dialog box is open, asking "Are you absolutely sure?" with "OK" and "Cancel" buttons. The "OK" button is circled in red. A red box highlights the text "Step 17: Left click 'OK' in the second dialog box".

Options	Counseling Date	Counselor(s)	Attached Document	Status
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 02, 2012	George Thomas		Approved
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 01, 2012	George Thomas	11:00 am	Approved
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 01, 2012		10:00 am	
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	Apr 30, 2012		8:00 am	

Step 17: Left click "OK" in the second dialog box

Cancelling a Counseling Appointment

The screenshot shows a web browser window displaying the VA CSM website. The page title is "calendar | VA CSM - Windows Internet Explorer". The URL is "https://va-csm.symplicity.com/students/index.php?mode=del&id=6d807bbf889dd70b2262f7c63da55879&s=calendar&ss=app_main". The page features a navigation menu with options like "home", "profile", "resumes", "Resources", "jobs", "employers", "events", and "calendar". The "calendar" option is selected. Below the navigation menu, there is a search bar and a "Log Out" button. The main content area shows a "calendar" view with a "Counseling Appointment" tab selected. A table lists three appointments with columns for "Options", "Counseling Date", "Counseling Time", "Counselor(s)", "Attached Document", and "Status". The second appointment, dated May 01, 2012 at 10:00 am, is marked as "Cancelled". A red box highlights the text: "The cancelled appointment will be removed from the appointment list".

Options	Counseling Date	Counseling Time	Counselor(s)	Attached Document	Status
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 02, 2012	9:30 am	George Thomas		Approved
	May 01, 2012	10:00 am	George Thomas		Cancelled
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	Apr 30, 2012	8:00 am	George Thomas		Approved

The cancelled appointment will be removed from the appointment list

RESCHEDULING A COUNSELING APPOINTMENT

This section contains a series of screen captures showing you the 9 steps necessary to reschedule a counseling appointment.

Rescheduling a Counseling Appointment

calendar | VA CSM - Windows Internet Explorer

https://va-csm.symlicity.com/students/index.php?ss=app_main&mode=list&s=calendar

WELCOME TO VETSUCCESS.GOV

eBenefits My Gateway to Benefit Information

home profile resumes Resources jobs employers events calendar

Home > Calendar > Counseling Appointment

calendar

Agenda Day View Week View Month View Year View Personal Events Counseling Appointment

Items 1-3 of 3

Options	Counseling Date▲▼	Counseling Time▲▼	Counselor(s) -	Attached Document	Status
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 02, 2012	9:30 am	George Thomas		Approved
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	May 01, 2012	10:00 am	George Thomas		Cancelled
<input type="button" value="Cancel"/> <input type="button" value="Reschedule"/>	Apr 30, 2012	9:30 am	George Thomas		Approved

New Appointment

Items 1-3 of 3

Career Services Management

Step 18: To reschedule an existing appointment, left click on the "Reschedule" button

Symlicity Privacy Policy

Done Trusted sites 100%

Rescheduling a Counseling Appointment

The screenshot shows the VA CSM calendar interface in a Windows Internet Explorer browser. The page title is "calendar | VA CSM". The URL is "https://va-csm.symlicity.com/students/index.php?mode=form&_do_edit=1&id=050fb6987b5d9b21dc2626fa4582292a8s=calendar&ss=app_main". The browser menu includes File, Edit, View, Favorites, Tools, and Help. The page navigation includes home, profile, resumes, Resources, jobs, employers, events, and calendar. The breadcrumb trail is Home > Calendar > Counseling Appointment > Counseling Record For Lo... The search bar contains "search". The page is titled "calendar" and includes a "software by symlicity" logo. The navigation tabs include Agenda, Day View, Week View, Month View, Year View, Personal Events, and Counseling Appointment. The main content area is divided into three steps: 1. SET YOUR SCHEDULING CRITERIA, 2. CLICK A DATE AND TIME, and 3. SUBMIT YOUR REQUEST. Step 1 includes a "Counseling Type" dropdown, a "Counselor(s)" text area with a red error message "Please choose a counseling type to continue.", and "Earliest Appointment" and "Latest Appointment" dropdowns. Step 2 shows a calendar for April 2012 with the 28th selected. Step 3 includes a "Counselor*" dropdown with "George Thomas" selected, a "Date*" dropdown with "4/30/2012" selected, a "Time*" dropdown with "8:00 am - 9:00 am" selected, a "Type" dropdown, and an "Additional Notes" text area. A "Submit Request" button is at the bottom right. A red box highlights the instruction: "Follow steps 6 – 13 to reschedule an appointment".

Follow steps 6 – 13 to reschedule an appointment