UNIVERSITY OF CALGARY
Student Success Centre

Using Elevate to Book an Appointment with New Student Registration Assistance

What is Elevate?

New Student Registration Assistance (NSRA) within the Student Success Centre (SSC) uses the Elevate portal to allow students to book appointments. As a student, you can also use Elevate to book appointments for other services within the SSC, or other offices on campus. The campus offices that use Elevate are listed in the Dashboard menu.

Before accessing Elevate for the first time, setup your UCalgary IT account with Multifactor Authentication (MFA). You will need the MFA code each time you login to Elevate.

Booking Instructions

Step 1: Go to the New Student Registration Assistance website

To access the Elevate booking portal from the NSRA website, choose the **Book an appointment** button. You can also login to Elevate directly at elevate.ucalgary.ca.
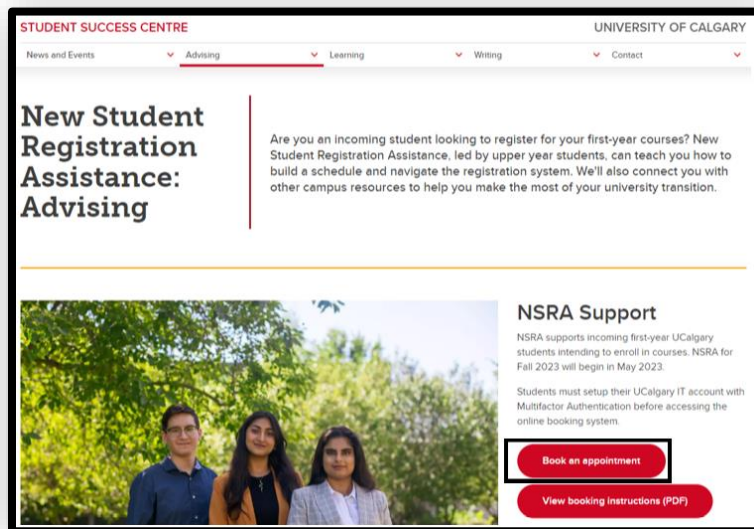

Figure 1 New Student Registration webpage.

Step 2: Login to Elevate

Under the **Login tab**, choose **Student Login** and sign in using your CAS login (eID) and password. Then enter the Multifactor Authentication (MFA) code and select **Verify**.
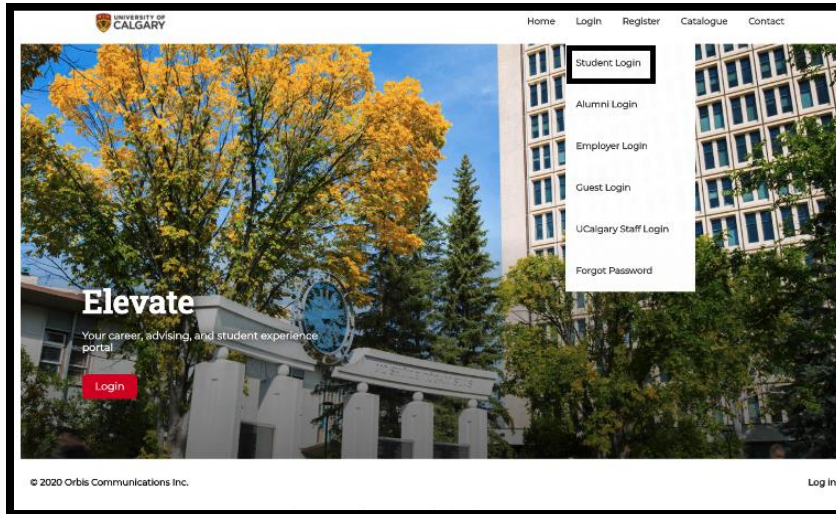

Figure 2 Elevate webpage with the login drop-down menu.

Step 3: Select Student Success Centre and New Student Registration Assistance

Choose **Student Success Centre** from the Dashboard menu on the left side of the webpage. This will open a sub-menu with different services. Select **New Student Registration Assistance** from the sub-menu.
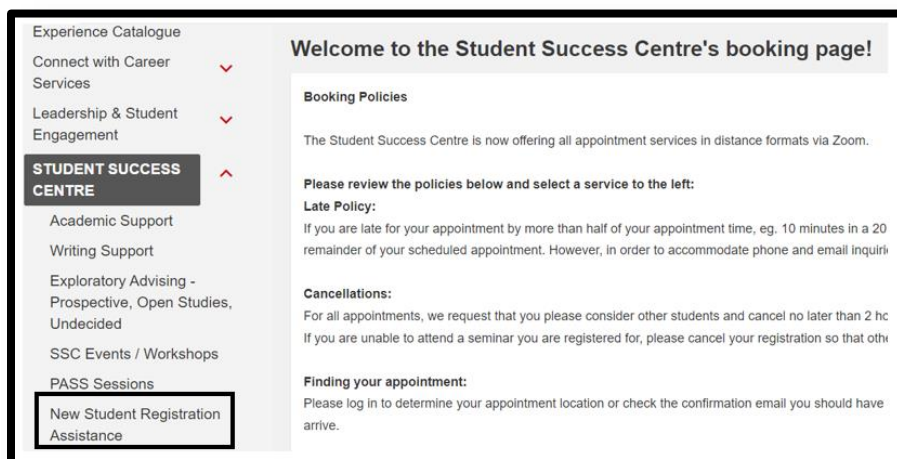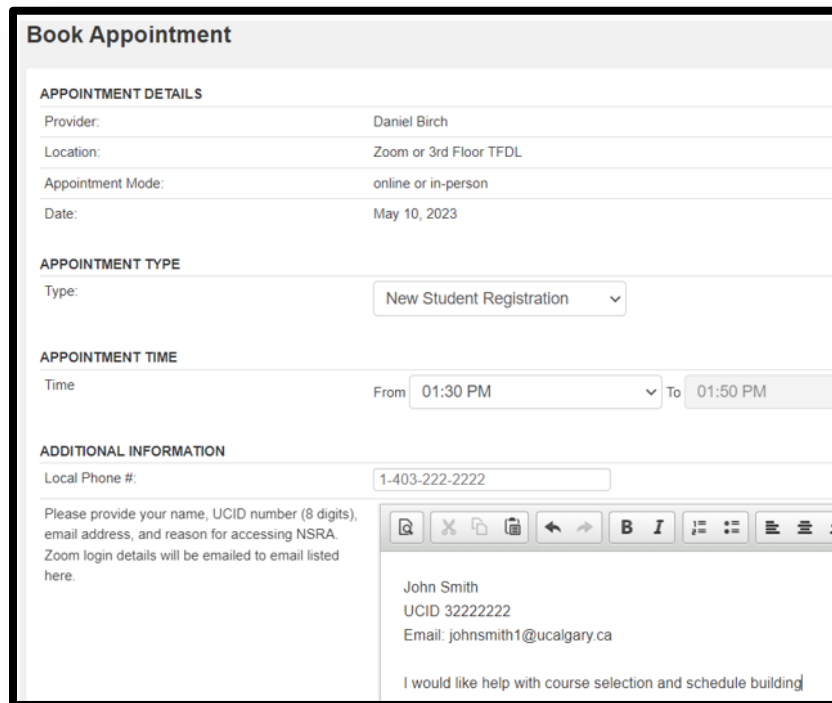

Figure 3 Elevate dashboard menu with New Student Registration Assistance.

Step 4: Learn about New Student Registration Assistance and View Calendar

Read the details on this page to learn more about appointment modes, services, and extra supports. Choose **View Calendar** to see a calendar of available appointment times.

Figure 4 New Student Registration overview with calendar emphasized.

Step 5: Choose an appointment time slot

Choose an **open** appointment time slot that works best with your schedule. The times listed in this calendar are in Calgary Mountain Time (MT). If the calendar does not show any appointment time slots, all available appointments have been booked. New appointment time slots will open, so check back at a later date. If you need assistance, visit the SSC virtual front desk.

Figure 5 Monthly calendar displaying open timeslots.

Step 6: Fill in the appointment information

Complete the form by providing your **phone number, full name, UCID number, email address**, and **reason for booking the appointment**. The screen shot below provides an example of how to fill in the appointment information.
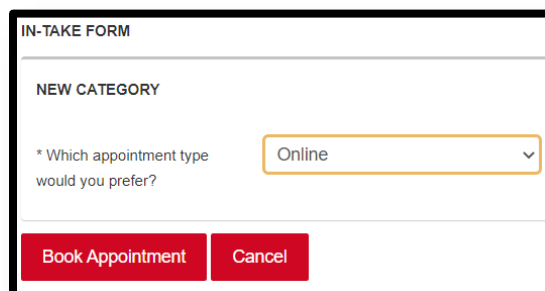

Figure 6 Appointment information with phone number and reason for booking.

Step 7: Complete the In-Take Form to select the appointment mode

Use the drop-down menu to select **Online** if you prefer an online appointment via Zoom. Prior to the appointment time, at the email address you provided in Step 6, you will receive an email from firstreg@ucalgary.ca that will include the Zoom link and login details.

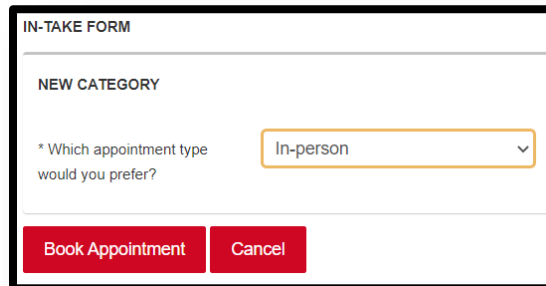Figure 7 Intake form with online appointment type selected.

Use the drop-down menu to select **In-Person** if you prefer to meet on campus in the Student Success Centre. Prior to the appointment time, at the email address you provided in Step 6, you will receive an email from firstreg@ucalgary.ca that will include details for finding the Student Success on campus and checking in at the SSC front desk.

Figure 8 Intake form with In-person appointment type selected.

Once all your details and the appointment mode have been entered, choose **Book Appointment** at the bottom of the screen.

Making Changes to your Appointment

If you need to change your appointment, you will have to **cancel** and then **book** a new appointment. Review instructions on how to cancel your appointment in Elevate.

Need Assistance?

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