‘Career Prep Mentor Scheduler’
Scheduling Instructions for ONLINE Students and Alumni

In order to make the most of your Career Preparation Mentoring Services experience, please read and follow all of the instructions and procedures carefully.

1. Log into your BYU-I account. Click the Services tab.

2. In the page that appears, click Career Prep Mentor Scheduler from the Campus Services list.

3. This will take you to the ‘Career Prep Mentor Scheduler’ site. If you have not yet registered with the ‘Career Prep Mentor Scheduler’ system, you must do so before attempting to schedule an appointment.

   Note: This is different than creating a profile in the Career Navigator system.

   Select ‘CLICK HERE’ to register. If you have already registered, skip to instruction #4. To register, answer all of the required questions, as shown on the following page.

   NOTE: We recommend leaving the e-mail format as ‘HTML’. If you change it to ‘Plain Text’, you will not be able to access the necessary links in the ‘Appointment Confirmation’ and ‘Appointment Reminder’ e-mails that will be sent to your BYU-Idaho e-mail address. You would then have to paste in the web address to the No-Show & Cancellation, Appointment Preparation, and Dress & Grooming Standards policies in order to view them.

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Once you have filled in the required information, select the ‘Next’ button, found in the bottom right-hand corner of the web page.

4. You will now be taken to the ‘Appointment Options’ screen. Please select the appropriate OVER THE PHONE (OTP) appointment, (options 8-14) rather than a regular appointment type.

**Note:** Selecting the correct OTP appointment type will notify the mentor that s/he needs to call you at the designated appointment time, rather than wait for you to show up in person. This is important because if you do not show up and the mentor does not know to call you, you will then be charged for being a no-show.

If you have selected the wrong appointment type, be sure to cancel your appointment(s) under the “My Appointments” tab in the Career Prep Mentor Scheduler and set up a new appointment with the correct appointment type(s). (See step #20 for details on how to cancel and re-schedule).

5. Once you have selected your appointment type, you can select the mentor and location you would like. If you do not have a preference, select ‘Any Mentor’.

**Note:** If one mentor’s schedule is full, other mentors may still have availability. You can find other openings by selecting another mentor or ‘Any Mentor’.
6. If you want the scheduling software to simply find the next available appointment with your selected mentor, select the ‘Next’ button. If you want to specify a date, however, select the ‘Show availability starting on . . .’ button option (as shown below) and then enter the desired date.

7. Another way to select an exact date is to use the calendar icon.

8. Once you have submitted your date request by selecting ‘Next’, you will be brought to the mentor availability schedule. Select the desired appointment start time by clicking on the correct day and time. **MAKE SURE THAT YOU SELECT THE CORRECT YEAR, DAY, AND TIME SLOT.**
9. If this is for a class, select your major, year in school, teacher, and department code. If this is not for a class, select your major, year in school, and then indicate the reason for your appointment twice.

10. Read through the entire No-Show & Cancellation, Appointment Preparation, BYU-Idaho Dress & Grooming Standards policies, and the special instructions for over-the-phone appointments at the bottom of the page. Check the box to the left of each policy to verify that you have read them, understand them, and will comply with them. The success of your appointment depends upon your adherence to these policies.
11. The No-Show and Cancellation Policy:

- Students who are more than 5 minutes late, unprepared for their appointments*, who leave early, who are sent home because they are not in adherence with BYU-Idaho Dress & Grooming Standards**, or who miss their appointment(s) will be charged a $12 “No-Show” fee to their I-Card for each 30-minute session missed.

- Cancellations or appointment rescheduling must be done one business day (i.e., week day) in advance, in order to avoid a “no-show” fee.

  **For example:** An appointment scheduled for Monday at 10:00 a.m. must be cancelled or rescheduled by the prior Friday by 10:00 a.m. Cancelling or rescheduling later than 10:00 a.m. on the prior Friday will result in a "No-Show" fee.

- In addition, school holidays are considered weekends and are not business days. Students who have appointments scheduled for the day following a school holiday must cancel it on the business day prior to the holiday.

  **For example:** If a student has an appointment scheduled for Tuesday February 17 at 10:00 a.m., the day right after a school holiday (President’s Day), it must be cancelled by Friday February 13 at 10:00 a.m. in order to avoid a "No-Show" fee. Cancelling or rescheduling later than 10:00 a.m. on the prior Friday will result in a "No-Show" fee.

- Cancellations can be made online up to 3 business days (i.e. weekdays) prior to the appointment. To cancel less than 3 business days prior to the appointment, call (208) 496-2750.

*See Appointment Preparation Policy
**See BYU-Idaho Dress & Grooming Standards Policy
12. Appointment Preparation Policy:

As a student or Alumni participating in an over-the-phone (OTP) appointment(s), you are required to fill out and submit the ‘Know Your Audience’ (KYA) guide for OTP appointments. A Word version of this document can be obtained online at [http://www.byui.edu/CareerServices/documents/student/resources/careerprep/KYA_Guide.docx](http://www.byui.edu/CareerServices/documents/student/resources/careerprep/KYA_Guide.docx).

If the link does not work, you can find the document on our website at: [http://www.byui.edu/CareerServices/Student_Resources.htm](http://www.byui.edu/CareerServices/Student_Resources.htm) under the ‘Career Prep’ tab.

You must fill out this guide and e-mail it, along with your résumé* and/or cover letter*, to cpmentors@byui.edu by 5 p.m. on the day before your scheduled appointment will occur. The subject of the e-mail should read: ‘[Your first and last name]’s online mentoring appointment with [mentor’s name] on [date of appointment].’

Ex: ‘Larry Cucumber’s online mentoring appointment with Paul Newman on 9/10/09’

This will ensure that the mentor has the information s/he needs to call you and complete the appointment with you over the phone.

The following chart summarizes the documents/tasks that are required vs. preferred for each appointment type:

<table>
<thead>
<tr>
<th>Résumé Review</th>
<th>Cover Letter Review</th>
<th>Practice Interview*</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Completed KYA guide (required)</td>
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</tr>
<tr>
<td>▪ Draft of résumé (required)</td>
<td>▪ Draft of cover letter (required)</td>
<td>▪ Dress professionally, as one would for a real job interview (required)</td>
</tr>
<tr>
<td>▪ Any résumé guidelines given to you by your professor</td>
<td>▪ Any cover letter guidelines given to you by your professor</td>
<td>▪ 2-3 questions to ask the interviewer about the position being sought, as one would for a real job interview (required)</td>
</tr>
<tr>
<td>▪ Any paperwork that your professor would like to have filled out at the appointment (if relevant)**</td>
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</table>

**Note 1:** Only schedule an appointment if you can be on time to it. If you will be cutting it close or will be late, choose a different appointment time.

**Note 2:** Only schedule a same-day appointment if you will have adequate time to prepare the needed materials for the appointment. (See the appointment preparation requirements below for details).

**Note 3:** If you need help compiling your résumé, cover letter, or preparing for your practice interview, go to [http://www.byui.edu/CareerServices/Student_Resources.htm](http://www.byui.edu/CareerServices/Student_Resources.htm) for helpful guidelines, samples, and online seminars.

13. The Dress and Grooming Standards Policy:

- Even though this appointment will be conducted over-the-phone, you are still required to dress in accordance with BYU-Idaho dress & grooming standards.
- The dress and grooming of BYU-Idaho students should always be modest, neat, and clean consistent with representing The Church of Jesus Christ of Latter-day Saints and becoming a disciple of Jesus Christ.

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13. Verify that ALL of the details of your appointment (date, time, mentor & location, appointment type(s), etc.) are correct. If there is anything about the appointment that needs to be changed, select the ‘Appointment Options’ button. **DO NOT USE THE BACK BUTTON.** To secure the appointment, select the ‘Make Appointment’ button at the bottom of the page.

14. You will then see green text verifying that the appointment has been confirmed.

15. You will also receive a confirmation e-mail in your BYU-Idaho e-mail account, verifying your appointment information. This e-mail will also contain links to the No-Show & Cancellation, Appointment Preparation, BYU-Idaho Dress & Grooming Standards policies, and a reminder of the special instructions you need to follow for your OTP appointment.

16. A reminder e-mail will also be sent one day prior to the appointment.

17. To sign out or schedule another appointment, select the ‘Finish’ button.
The Day of the Appointment

18. Your mentor will call you on the day and time of your appointment, at the phone number you provided in the KYA guide for OTP appointments. Have a copy of your completed KYA guide and your résumé and/or cover letter (depending on the type of appointment(s) that you selected) ready. Also have any other information ready that your professor may want you to use.

19. After the appointment has been completed, the mentor will e-mail you, and copy it to your professor (if needed), to indicate that your appointment was successfully completed.

20. Cancellations/Re-scheduling 3 or more days in advance

You can cancel your appointment online up to 3 days before their appointment. If you would like to cancel less than 3 days in advance, you must call the Internships and Career Services office at (208)496-2176. However, you must cancel your appointment at least one business day in advance to avoid a no-show fee.

In order to reschedule your appointment, you must cancel your first appointment and then go through the scheduling process again to obtain a new appointment.

If you would like to cancel the appointment(s) you have scheduled, sign into the Career Prep Mentor Scheduler and then click the My Appointments tab near the top of the screen.

From the list that appears, find the appointment you would like to cancel, then click Cancel.
Confirm that you would like to cancel the appointment.

<table>
<thead>
<tr>
<th>Make Appointments</th>
<th>My Appointments</th>
<th>My Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments</td>
<td>Sign Out</td>
<td></td>
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</tbody>
</table>

**Sara Lord**

**Appointments for Sara Lord**

If you try to cancel an appointment less than 3 business days in advance, your request will not be processed online. Please call (800) 496-2170 to have a secretary cancel your appointment. Note: Cancellations made less than 1 business day in advance are subject to a $12 fee per 30-minute appointment.

The appointment will no longer appear on the screen.