



Elevate Cancellation Instructions

What is Elevate?

The Student Success Centre (SSC) uses the Elevate platform to allow students to book appointments. You would use Elevate to book an appointment to meet with a writing tutor, academic development specialist, or exploratory advising. As a student, you can use Elevate to book with other services on campus such as Career Services, Leadership and Student Engagement and some advising offices.

Instructions

Step 1: Log into Elevate

Go to elevate.ucalgary.ca. Under the **Login** tab, choose **Student Login** and sign in using your University of Calgary Student ID Number (UCID).

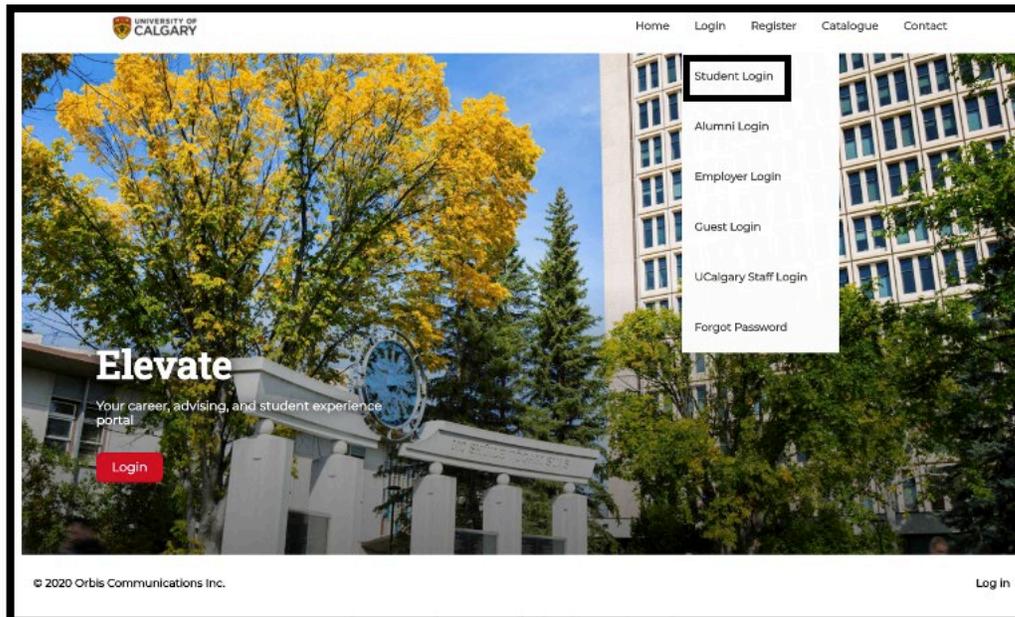


Figure 1 Elevate webpage with the login drop-down window.

Step 2: Select the service area you would like to cancel

On the Dashboard screen, select the **Appointments** or **Event Registration** tab depending on the service you would like to cancel.

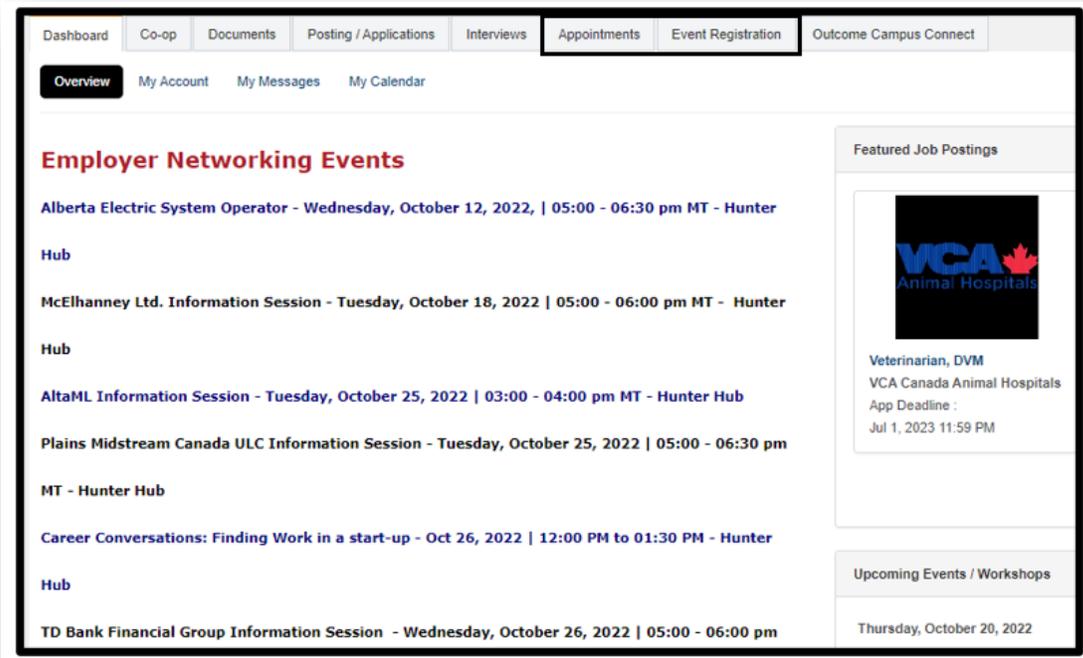


Figure 2 Elevate Dashboard.

Step 3: Locate the Appointment or Event you would like to cancel

Review your bookings to locate which event or booking you would like to cancel. Next, select **View** to open the booking details window.

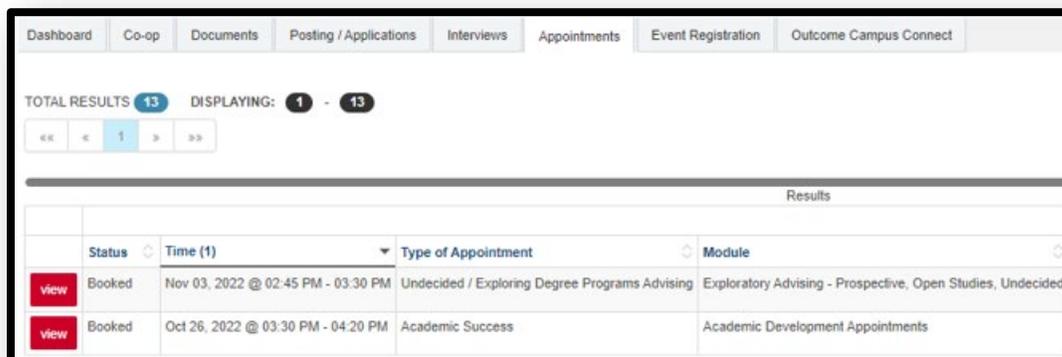


Figure 3 Elevate Dashboard with the Appointment tab displaying appointments.

Step 4: Cancel the Appointment or Event Registration

Select the **Cancel** button on the top left side of the booking details window.

BOOKING DETAILS	
Provider:	Mariann Howell
Status:	BOOKED
Date:	October 26, 2022
Time:	03:30 PM to 04:20 PM
Type:	Academic Success
Mode:	Online or in-person
Location:	Zoom or 3rd Floor TFDL

MY DETAILS

Figure 4 Booking details window in Elevate.

Step 5: Provide a reason for the cancellation

Provide a reason for cancelling the appointment, if possible. Some examples include “Illness” or “Scheduling conflict”. You may also indicate here if you are planning to reschedule the appointment. Then select the **Commit Cancellation** button on the bottom right side of the window.

Mariann Howell

Cancel Appointment

Compose Reason For Cancellation:

Close Commit Cancellation

Sengli
Victoria

Figure 5 Cancel Appointment window.

Step 6: Confirm cancellation

Confirm that you would like to cancel the booking by selecting the **OK** button on the bottom right side of the window.

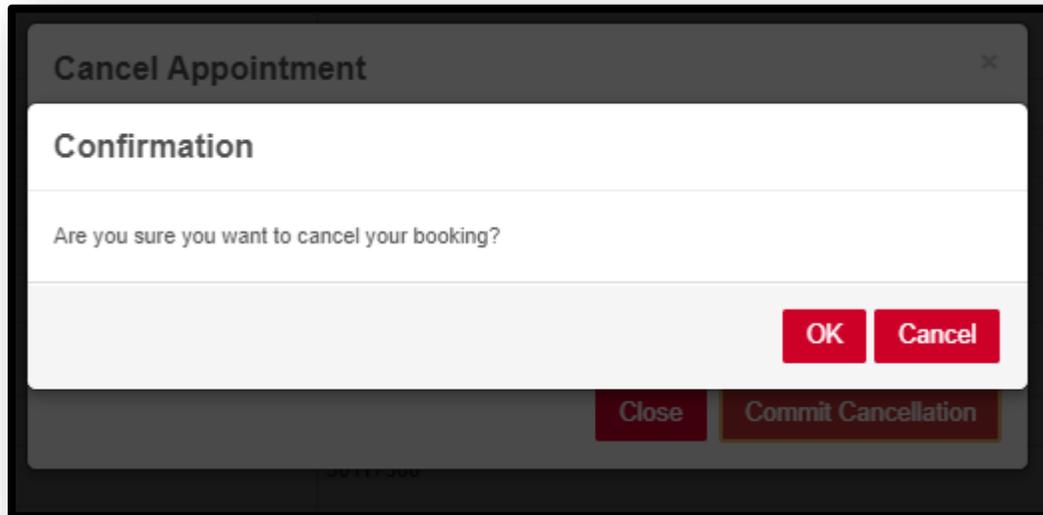


Figure 6 Confirmation window.

Need Assistance?

If you are having trouble cancelling your booking, and know the provider you have booked with, you can reach out to the provider directly through email. You can also call 403-220-5881 during business hours to cancel your appointment.

For questions about Student Success Centre services or support with cancelling an appointment, email success@ucalgary.ca or visit the Student Success Centre on the 3rd floor of Taylor Family Digital Library (TFDL).