

Cranium Café

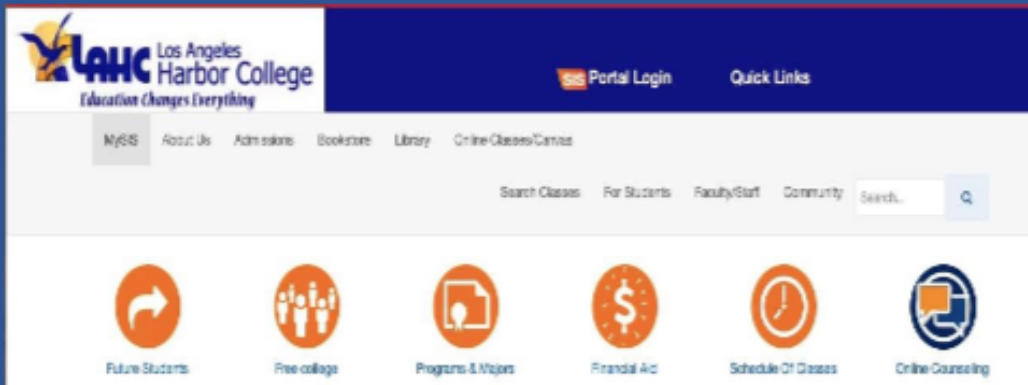


The instructions below are a step by step process to schedule an appointment and utilize the live chat feature with a counselor.

*Please use these directions if you do not have an account

*Also when accessing through LAHC Homepage

Step 1: Online Counseling (LAHC.EDU)



Please select Online Counseling

Step 2: Guest Registration



Select Guest Registration



Step 3: Guest Login

Guest Login

Username or Email

password

Password

password

Stay signed in

[Forgot password?](#)

Login

No account, [Register Here](#)

By registering or signing in you are indicating that you have read and agree to our [Terms of Service](#).

[Cranium Cafe's Terms of Service](#)

If you have a previous account with Cranium Café please continue and sign in.

If this is your first time using this application, please select register.

Step 4: Create an Account

create an account!

your full name

your email

create a password

confirm password

Register

cancel

By registering or signing in you are indicating that you have read and agree to our [Terms of Service](#).

Fill in your information and register your account.

Step 5: Student Support Directory

Once registered you will be directed to the home page which is Student Support Directory.

Student Support Directory

Student Services Welcome Center

Welcome Center Lobby

Admissions Information Window
Title
(310) 502-3296
lmsado@usc.edu
Office: VP Office

EOPS Information Window
EOPS
(310) 233-4264
eopsharborcollege@gmail.com

Financial Aid Information Window
Financial Aid
(310) 233-4320
lscfff@usc.edu

Step 6: Student Support Directory – Find your program or counselor.

You can search for you a counselor or scroll down to find your program
For example: ISP (students with F-1 Visas will contact ISP services)

International Student Services

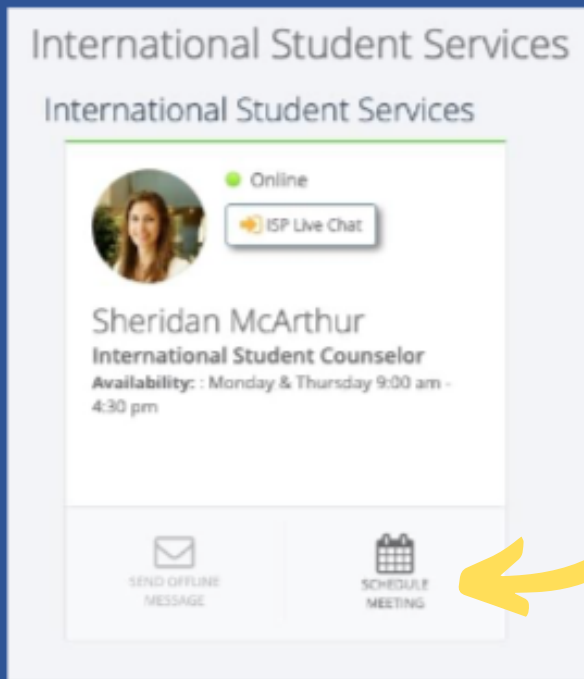
International Student Services

Sheridan McArthur
International Student Counselor
Availability: Monday & Thursday 9:00 am - 4:30 pm


Jessica Cruz

Search for Counselor


Step 7: Live Chat




International Student Services
International Student Services

 Online
ISP Live Chat

Sheridan McArthur
International Student Counselor
Availability: - Monday & Thursday 9:00 am - 4:30 pm

 SEND OFFLINE MESSAGE

 SCHEDULE MEETING

To chat with your counselor or program, click on "ISP Live Chat". Note: To use the live chat feature, the person must be online which is indicated by the green light and text above the chat button."

To schedule an appointment with counselor please select schedule meeting.

Step 8: Cranium Cafe Appointment

Select a meeting date that is open and works for your schedule.



SELECT A MEETING DATE

<< Last Week Sunday Apr 5 **Monday Apr 6** Tuesday Apr 7 Wednesday Apr 8 Thursday Apr 9 Friday Apr 10 Saturday Apr 11 Next Week >>

FILTER BY MODERATOR

All Moderators Jessica Cruz Sheridan McArthur

SELECT A MEETING LOCATION

Video Meeting Telephone Meeting

SELECT A MEETING DATE

Monday, 04/06/2020 Thursday, 04/09/2020

Select who you would like to make an appointment with.

Select if you would like a video or telephone meeting.

Select a date that is available and fits your schedule.

Step 9: Time Slots

RECOMMENDED TIME SLOTS
Monday, 04/06/2020

→ 12:00 PM to 12:30 PM
with [Sheridan McArthur](#)

→ 12:45 PM to 1:15 PM
with [Sheridan McArthur](#)

→ 3:00 PM to 3:30 PM
with [Sheridan McArthur](#)

→ 4:00 PM to 4:30 PM
with [Sheridan McArthur](#)

Show More...

The listed time slots are recommended. If those times do not work for your schedule, please select show more for additional availability.

Close

Step 10: Finalize your Appointment

Staff Member: Sheridan McArthur
When: Monday, 04/06/2020 3:00 PM to 3:30 PM
Where: (Telephone Meeting)
Why:

Meeting topic

Include details on why you would like to meet

Telephone number

Enter your phone number in case we need to contact you

Send me SMS Reminders for this Meeting

Attach File

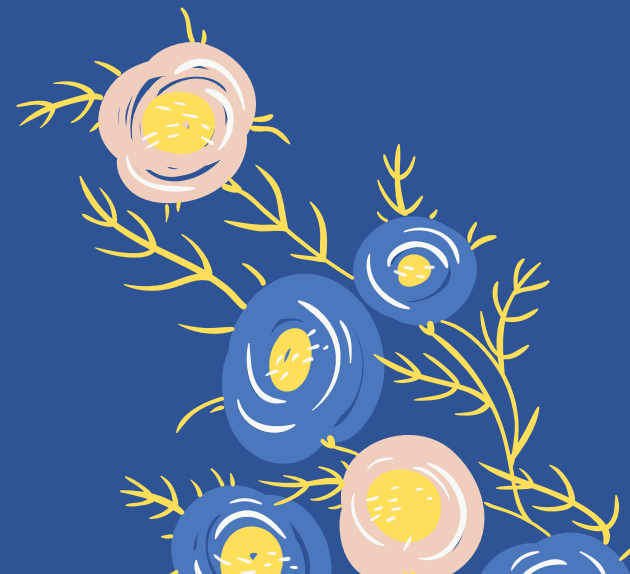
Schedule Appointment Cancel

Please review if the information is correct and submit a meeting topic.

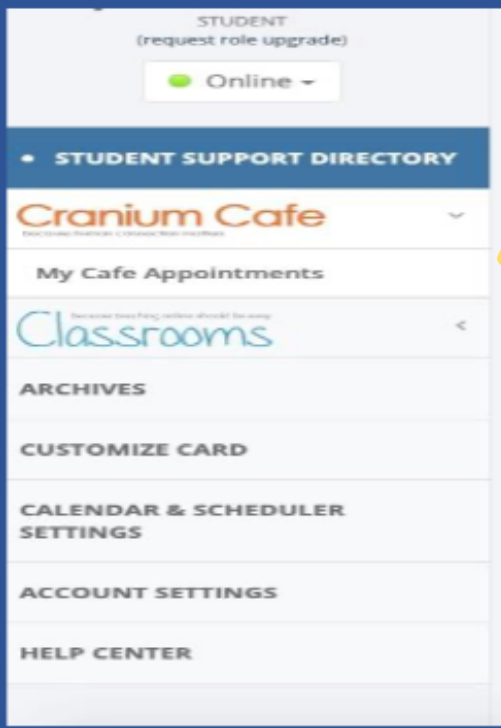
*We recommended inputting your phone number to receive reminders.

Once completed, select schedule appointment.

* If you have transcripts from outside colleges please attach a file of them for the counselor to view.



Step 11: My Café Appointments



STUDENT
(request role upgrade)

Online ▾

STUDENT SUPPORT DIRECTORY

Cranium Cafe ▾

My Café Appointments

Classrooms <

ARCHIVES

CUSTOMIZE CARD

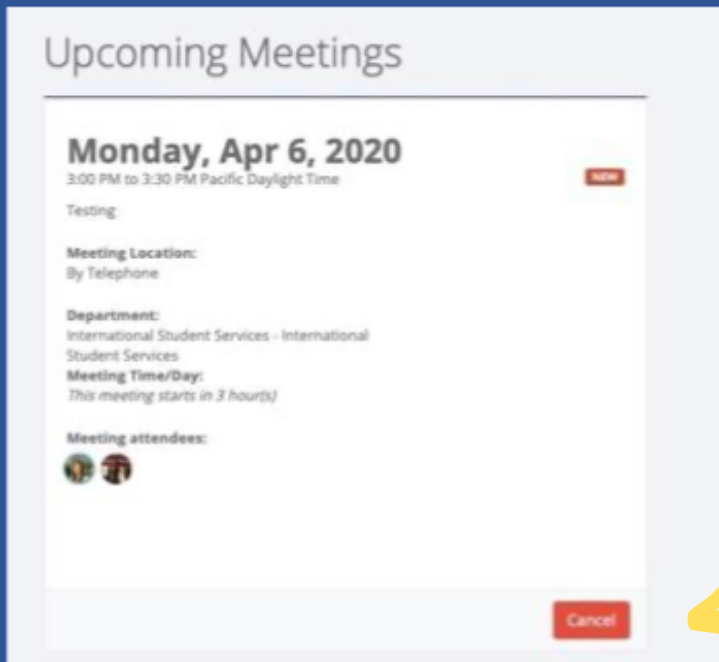
CALENDAR & SCHEDULER SETTINGS

ACCOUNT SETTINGS

HELP CENTER

To view upcoming appointments please select "My Café Appointments."

Step 12: Upcoming Meetings



Upcoming Meetings


Monday, Apr 6, 2020
3:00 PM to 3:30 PM Pacific Daylight Time

Testing

Meeting Location:
By Telephone

Department:
International Student Services - International Student Services

Meeting Time/Day:
This meeting starts in 3 hour(s)

Meeting attendees:


Cancel

To cancel appointment please select view "My Café Appointments" and this page should appear. To continue you must select the red cancel icon.