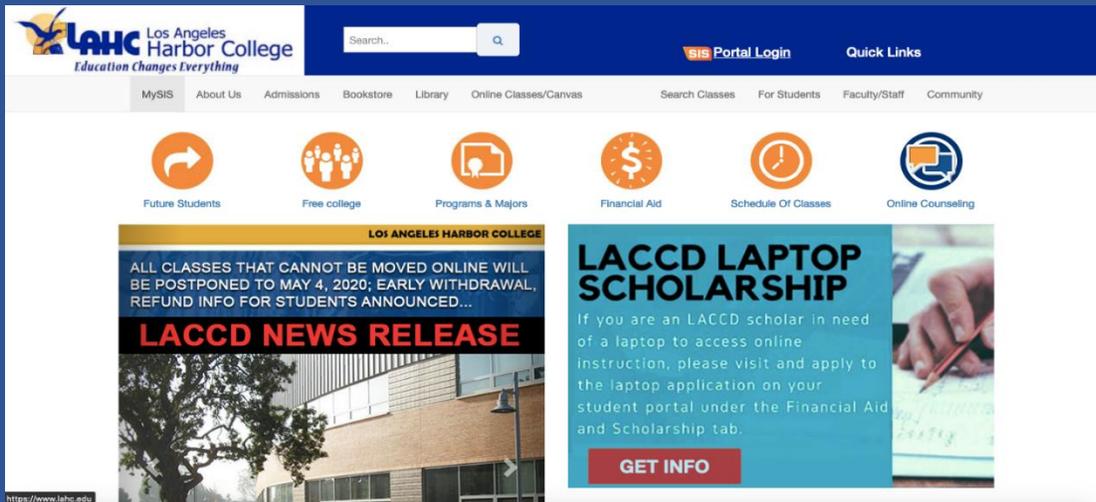


# Cranium Cafe

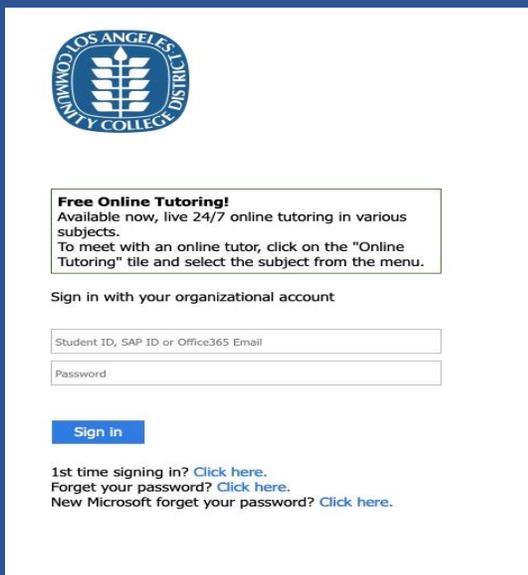
The instructions below are a step by step process to schedule an appointment and utilize the live chat feature with a counselor *via Cranium Cafe and through SIS Portal*  
Note: When using Cranium Cafe, students must use Firefox/Google Chrome\*

## Step 1: How to access through SIS Portal

Please select SIS Portal Login

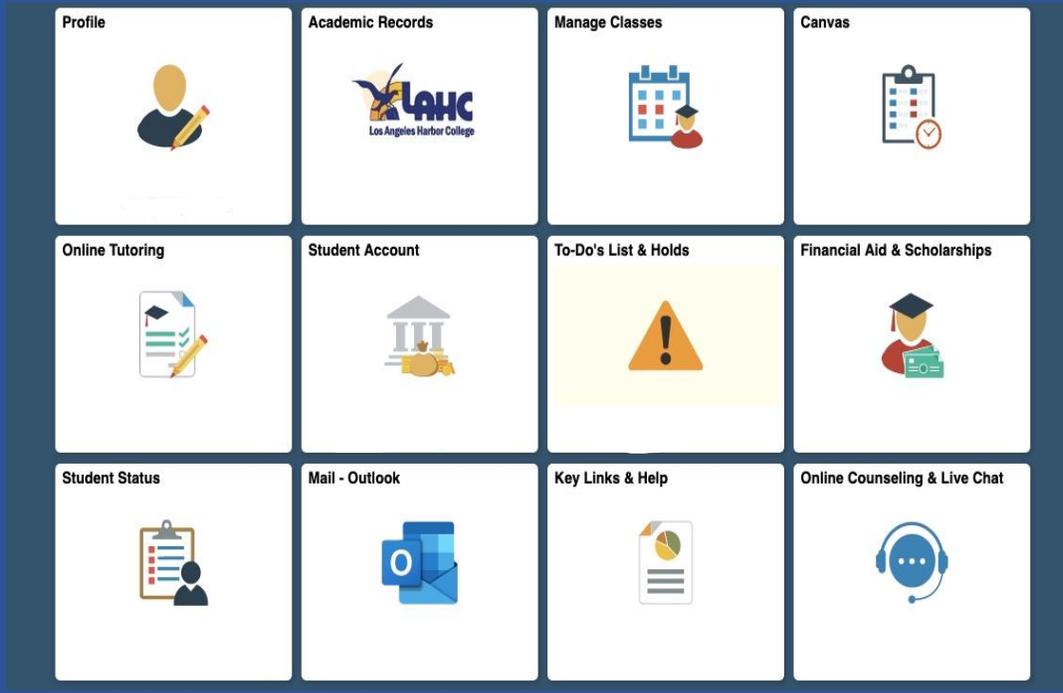


## Step 2: SIS Portal Login



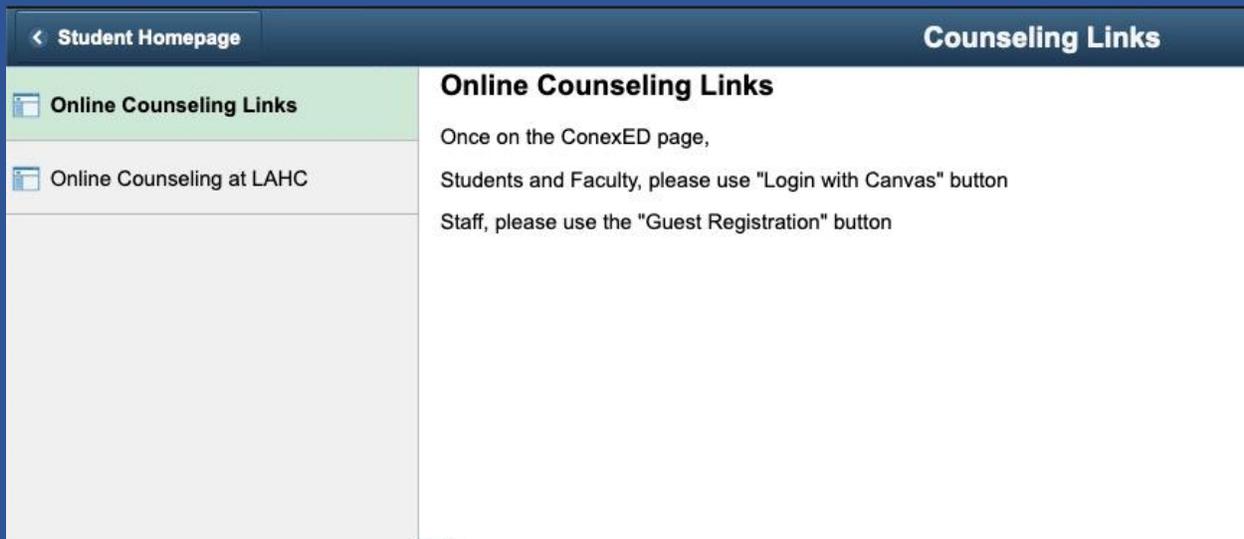
Login with your student ID# & Password

### Step 3: SIS Portal Student Homepage



Select Online Counseling & Live Chat

### Step 4: Online Counseling & Live Chat Next Steps



Select Online Counseling at LAHC. You will then be directed to an informed consent statement; see below.

## Step 5: Informed Consent Statement

### Informed Consent Statement

To all current and prospective [Campus] students, you must carefully read the entire "Terms & Conditions" and "Privacy Protection" statements below BEFORE using the Los Angeles Community College District (LACCD) appointment scheduling and online services at Los Angeles Harbor College.

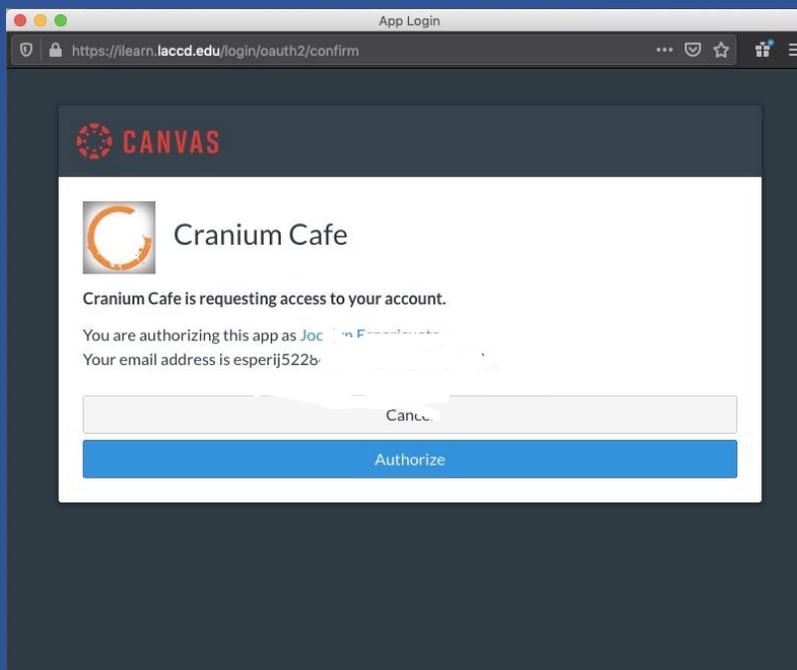
Please click the agree button below in order to move forward with requesting in-person and online services.

**TERMS & CONDITIONS:**

- I agree to represent myself authentically in all aspects when participating in an in-person or online counseling session and/or student services or webinar.
- I authorize the counselor and/or support staff to provide me with information related to my academic records online through the use of educational websites and other resources.
- I grant permission for Los Angeles Harbor College online counselors and/or support staff to record my live online meeting sessions and/or webinar for the sole purpose of assisting me in my educational pursuits.
- I hereby grant permission for Los Angeles Harbor College online counselors and/or support staff to discuss information related to my academic records during a live online meeting session and/or webinar, which I understand to be encrypted and secure.

Select (Agree) if you agree with consent statement. If you disagree you will not be able to register for an account.

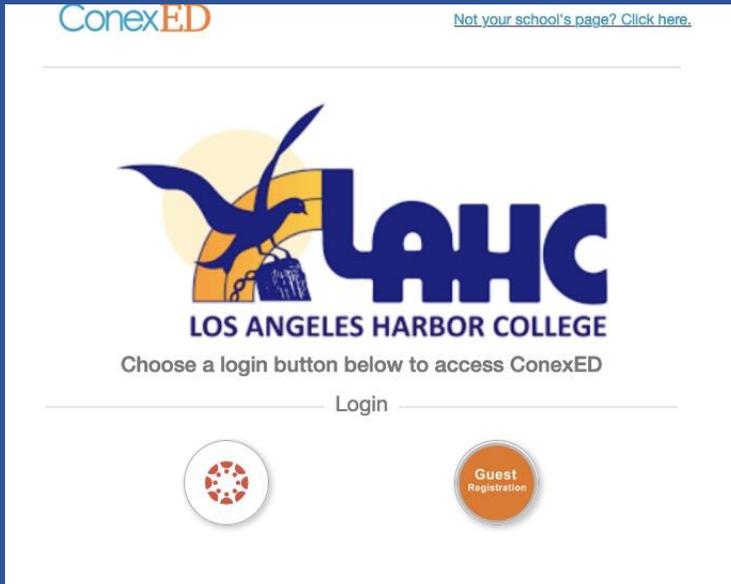
## Step 6: Account Registration



The screenshot shows a web browser window with the address bar displaying "https://ilearn.laccd.edu/login/oauth2/confirm". The main content area features the Canvas logo at the top. Below it, a white dialog box is centered, containing the following text: "Cranium Cafe" with a logo, "Cranium Cafe is requesting access to your account.", "You are authorizing this app as Jocelyn Fernandez", and "Your email address is esperij522b...". At the bottom of the dialog are two buttons: "Cancel" and "Authorize".

Select authorize to continue.

## Step 7: Log in to your account with Canvas



Select Login with Canvas

## Step 8: Student Support Directory

Once you have logged in, you will be directed to the home page which is the Student Support Directory.

## Step 9: Student Support Directory – Find your program or counselor.

Search for Counselor

**Student Directory Homepage**  
If you have any questions regarding your major, educational plan, prerequisite clearance, etc., scroll down to “General Counseling” to make an appointment or live chat with a counselor who is online. Alternatively, if you know the name of the counselor you’d like to meet with, you can type it in the “quick search” bar.

## Step 10: Live Chat Feature

To chat with your counselor or program, click on “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. You may also send an offline message!

To schedule an appointment with a counselor please select schedule meeting.

## Step 11: Scheduling an Appointment

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

The screenshot shows a web interface for selecting a meeting date. At the top, it says "SELECT A MEETING DATE". Below this is a calendar navigation bar with buttons for "<< Last Week", "Sunday Jun 14", "Monday Jun 15", "Tuesday Jun 16", "Wednesday Jun 17", "Thursday Jun 18", "Friday Jun 19", "Saturday Jun 20", and "Next Week >>". Below the calendar is a "FILTER BY MODERATOR" section with a list of moderators, each with a checkbox: "All Moderators" (checked), "Adrienne Brown", "Dan Ruiz", "Elcira Jacobo", "Elizabeth Colocho", "Gary Gonzales", "Jamie Sanchez", "Janette Jimenez", "Joy Fisher", "Norma Torres", and "Susan Steele". There are also callout boxes: one pointing to the calendar with the text "Select a meeting date that is open and works for your schedule.", one pointing to the moderator list with "Select who you would like to make an appointment with", one pointing to a checkbox with "Select if you would like a video or telephone meeting", and one pointing to the bottom of the interface with "Select a date that is available and fits your schedule".

## Step 12: Scheduling an appointment

Select a date that is available and fits your schedule

The screenshot shows a web interface for recommended time slots. It says "RECOMMENDED TIME SLOTS" and "Monday, 04/06/2020". Below this are four time slot buttons: "→ 12:00 PM to 12:30 PM", "→ 12:45 PM to 1:15 PM", "→ 3:00 PM to 3:30 PM", and "→ 4:00 PM to 4:30 PM". At the bottom left is a "Show More..." button and at the bottom right is a "Close" button.

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

## Step 13: Meeting Information

Staff Member:

**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

Please review if the information is correct and submit a meeting topic(e.g. educational plan, transfer questions, registration assistance).

\*We recommended inputting your phone number to receive reminders

Once completed, select schedule appointment.

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

## Step 14: My Cafe Appointments

STUDENT  
(request role upgrade)

Online ▾

STUDENT SUPPORT DIRECTORY

**Cranium Cafe** ▾  
Education Services Contact/Referral Services

**My Cafe Appointments**

**Classrooms** <  
Education Services Contact/Referral Services

ARCHIVES

CUSTOMIZE CARD

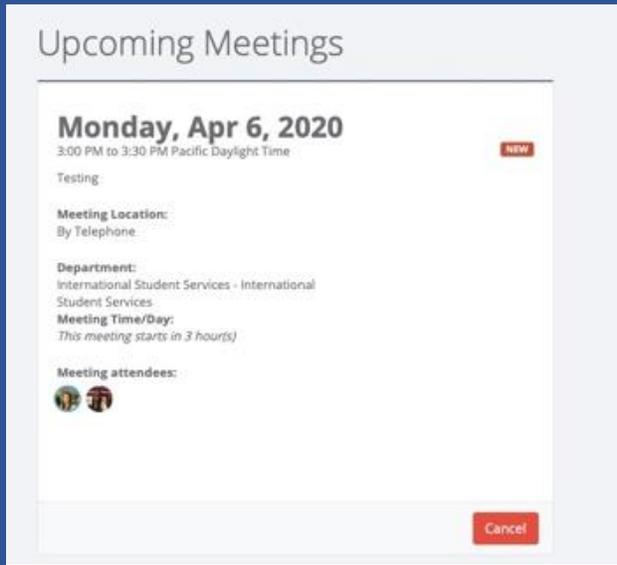
CALENDAR & SCHEDULER SETTINGS

ACCOUNT SETTINGS

HELP CENTER

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

## Step 15: Canceling an appointment

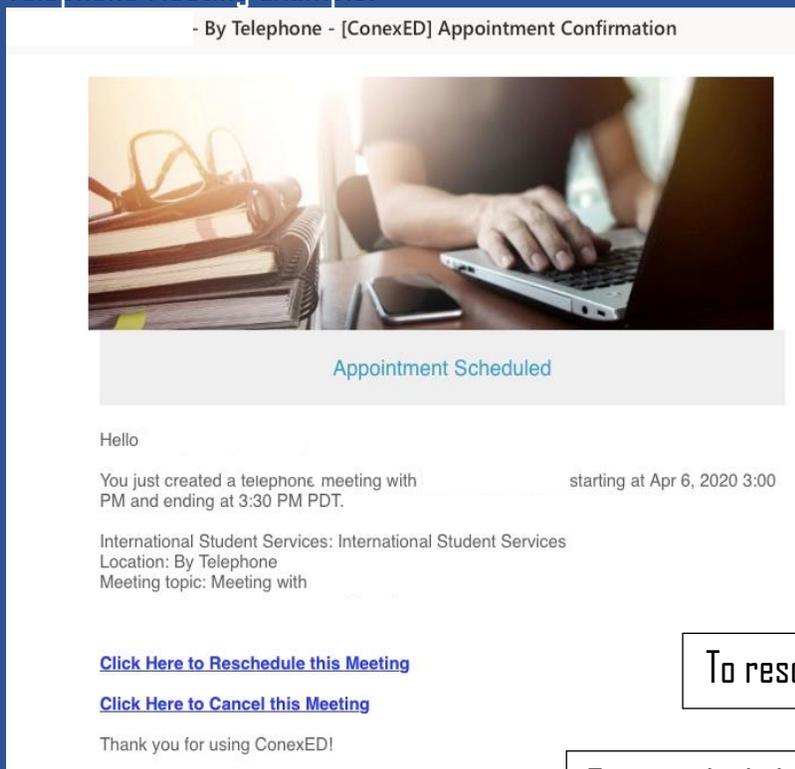


To cancel appointment please select "My Café Appointments" and this page should appear of your upcoming meetings. Select the red "cancel" icon.

## Step 16: Appointment confirmation

A confirmation email will be sent to your school email with next step instructions.

### Telephone Meeting Example:



Please review the scheduled date and time for the appointment.

To reschedule, click on this link

To cancel, click on this link

## Video Meeting Example:

- Video Meeting - [ConexED] Appointment Confirmation



Appointment Scheduled

Hello

You just created a cafe meeting with Sheridan McArthur starting at Apr 6, 2020 4:00 PM and ending at 4:30 PM PDT.

International Student Services: International Student Services  
Location: Video Meeting  
Meeting topic: Meeting with

When it's time to join the meeting, use this link:  
<https://lahc.craniumcafe.com/sheridanmcarthur/cafe?m=MTE3NzA3Ni0xMjk0NjA5>

[Click Here to Reschedule this Meeting](#)

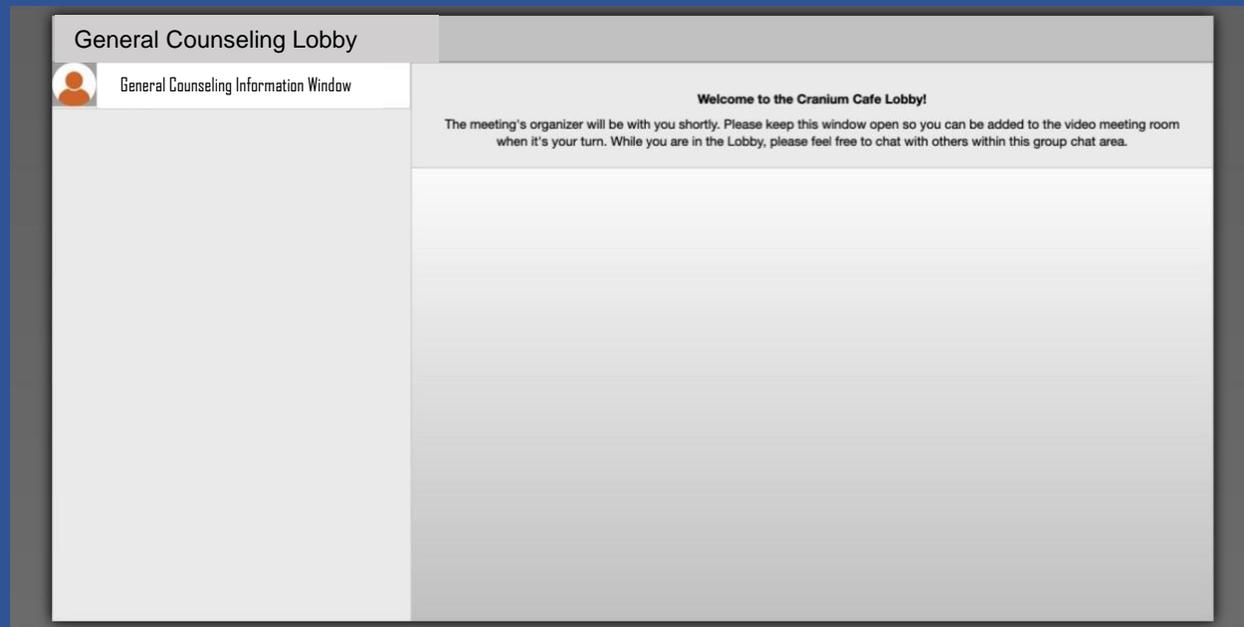
[Click Here to Cancel this Meeting](#)

Thank you for using ConexED!

Please review the scheduled date and time for the appointment.

To find your video meeting information, copy and paste this link in a new tab and you will be directed to the appropriate program's lobby.

**Step 17: The lobby is where you will be directed to until the counselor or staff member you are meeting with admits you into their "café"**



\*Please make sure to have your student ID ready for verification purposes.

## Step 18: Cranium Cafe Video Appointment

Turn on microphone to speak with the staff member and/or the camera icon to share your video.

\*Please click on the (x) to see the closed captions.

Cranium Cafe  
Help & Feedback Chat & Lobby Settings Audio & Webcam Settings Closed Captions Exit Meeting

Share Screen

Document Upload / Share

Meeting Invite Link

Keyboard Shortcuts

Chat

Sheridan McArthur Hello (:

International Student Information Window Hello Sheridan (:

Send a message... Send

View Captions

To share your screen with staff member please click on icon.

Exit Meeting

To chat with the staff member please create a message and hit send.