Guide: Acuity Scheduling

This guide will help you sign-up and use Acuity scheduling. This is forms part of your **software step** and will need to be referred to moving forward.

FAQ

What is Acuity Scheduling?

This is the **online calendar** where you can set your availability and keep track of free consultations and tutor sessions.

*Who should I contact if I have any problems?*

Tutor@missionmedicine.co.uk

What will the tutee see?

See an example of the free consultation booking page

Link https://missionmedicine.as.me/free-consultation-UCAT

Overall process

Once you have your **mission medicine e-mail** you can start learning about Acuity. Having a good grasp of this is critical – it will keep you organised and prevent any need to cancel tuition.
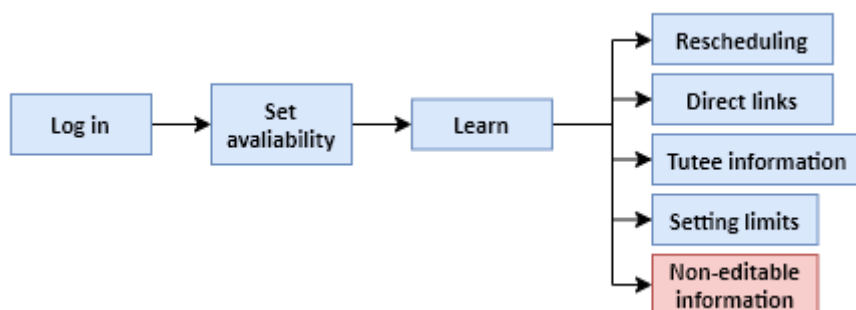
Logging in

Step one: go to the acuity homepage

Link: https://acuityscheduling.com/

Step two: enter your **username** *(Mission Medicine e-mail)* and **password** *(in your software step e-mail)*

Step three: create a **new** password and **bookmark** your calendar

Set your availability

Step one: work through the acuity guide for setting availability

Link: https://help.acuityscheduling.com/hc/en-us/articles/360023170491-Set-Your-Availability

Step two: learn how to **sync** your personal calendar *(we recommend using a google calendar)* by reading the acuity guide for this *(below)*

Link: https://help.acuityscheduling.com/hc/en-us/articles/222389727-Syncing-Acuity-to-Other-Calendar-Software

Set a day every week to double-check this so that you are never caught out!

Learn: how does *re-scheduling* work?

Scenario 1: *you* need to re-schedule

Simple – contact the tutee, apologise, give a range of times and a **direct link** to your scheduler *(explained below)*.

Please CC tutor@missionmedicine.co.uk

Scenario 2: the *tutee* needs to re-schedule

The tutee can re-schedule via the online scheduler. You should let them know to **e-mail** you so that you can both agree on an available time.

Problem solver: unable to agree on a time and date

E-mail tutor@missionmedicine.co.uk with the subject '**Reschedule failure'** and provide the details and we will discuss with the tutee how best to resolve the issue.

Learn: direct links

A direct link is used to guide a tutee to **your scheduler** or to the **online store**.

There is a brief explanation of when these might be needed below.

Your scheduler *(if a tutee wants to book with you in particular but not usually required – lesson re-booking is automated)*

Step one: press *'availability'* under business settings *(bottom left of screen)*

Step two: press on *'direct scheduling link'*

Step three: check the end of the link is correct *(first name and first letter of last name)*

Step four: copy the link and send with a **brief explanation**

'Please use this link and follow the instructions to book tutor sessions with me. If you have any issues please get in touch!'

Sending a link to the Mission Medicine store

When your tutee has **finished a tuition package** send them this link to book further tuition if they have asked for this.

Link: https://app.acuityscheduling.com/catalog.php?owner=21608997

Please copy and paste

Sending a link to other tuition packages

Use the links below for **one hour** or **five hours** of tuition.

One hour	https://app.acuityscheduling.com/catalog.php?owner=21608997&action=addCart&clear=1&id=1001453	**£60**
Five hours	**https://app.acuityscheduling.com/catalog.php?owner=21608997&action=addCart&clear=1&id=975824**	**£300**

Please copy and paste

Learn: tutee information

When a tutee books a free consultation with you they provide the following information:

1. What **year** they hope to start medical school
2. Whether they are applying for **undergraduate** or **graduate** medicine
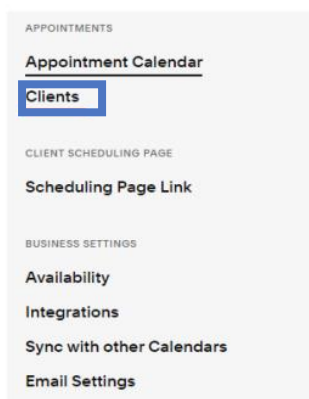3. What **medical schools** they are applying too

Why is this important?

This allows you to start **learning** about your tutee and get a headstart on the free consultation.

Example – in the 'ambition' section of the free consultation you can discuss medical school choices and why these have been chosen

How do I access this information?

Step one: press *'Clients'* on the dashboard

Step two: click on the tutee you are interested in *(ordered alphabetically)*

Step three: once you have selected the correct tutee you can view their contact details, details of the form that was initially completed and how many hours of tuition were purchased *(and that remain!)*.

Learn: setting limits

Once you are happy with your weekly hours you can stop taking on any more free consultations and therefore tutees.

Step one: go to *'Business settings'* and select *'Availability'*

Step two: in your calendar press *'Edit group'*

Step three: deselect **all** free consultation types *(please do not leave one selected unless specifically asked too)*

Step four: you can also change the **max number** of hours or appointment types per week by pressing *'Edit availability/Limits'*

Learn: non-editable areas

Please do not edit the following areas as this will create inconsistency and cause quite a headache!

In the '*availability*' section

Please never alter the **hours** and **days** needed in advance to book a session and how close to a session a tutee can cancel or re-schedule.

The 'integrations' panel

These underpin the automation of our processes so please do not alter any of them!

Any questions or feedback please get in touch at
tutor@missionmedicine.co.uk