Making Counseling Appointments At SHAC

During this academic year there are many new systems across campus, including at SHAC, to help campus respond to the COVID-19 pandemic. Here is some information about making counseling appointments at SHAC.

Counseling appointments will be primarily scheduled online through the MySHAC portal.

To schedule an online appointment

1) Go to the MySHAC portal (go.carleton.edu/myshac)
2) Click on Appointments in the menu
   a) Select Counseling, the appointment type (initial consult, follow up 25 minute, and follow up 60), and choose the provider name (if you are open to any provider select “All”)  
   b) You will then see counselor names and first available appointment date.  
   c) Select the blue date box to see available appointment times for that counselor for that date.

Many same-day appointments will also be available so if you don’t find what you need online, please contact SHAC at 507-222-4080 to ask about same-day options.

All counseling appointments will be held via telehealth. You will connect with your counselor via Google Meet.

Connecting to telehealth via Google Meet:

- Have a computer with a built-in camera or an external webcam.
- Make sure you are in a private location where others can't hear or see your conversation.
- Make sure you are on a secured wireless network or connect your computer via ethernet.
- If you wish to use a mobile device or tablet for the meeting, you will first need to download Google Meet app (available for iOS and Android).
You will need to log in with your Carleton email.
At the time of the appointment, you will receive an email invitation that will allow you click on a link that will allow you to join the meeting.

**Mobile check-in on the MySHAC portal is available for all appointments.** Look to the Upcoming Appointment section to see if you have forms to complete and then check-in! Before your telehealth appointment, please complete all necessary forms, check in via MySHAC, and then watch your email for the Google Meet link to be sent to you. We will use only your Carleton email to connect with you for telehealth.

**Opt-in for receiving text messaging from SHAC.** You can now receive appointment reminders, secure messages, and other notifications by text message instead of only receiving them by secure message. You opt in under your account in the MySHAC portal. While there you can also update contact info, preferred name, gender identity, and pronouns.

1. Click on your name on the MySHAC portal homescreen
2. Select “Edit Your Profile”
3. To **opt-in to text messages** check the box to opt-in to receive SMS text message reminders.