

## Guide to Reserving an Appointment

Writing Services uses a scheduling system called LU Network. Below, you will find instructions for how to set up your LU Network account and reserve appointments for our services.

### Appointment Scheduling Policies

1. LU Network will not allow students to make same-day appointments. Therefore, we encourage you to get in the habit of making all appointments at least 12 hours in advance.
2. Students may only schedule up to one appointment at a time.

### First-Time Appointment

1. **Select "Reserve Appointment"** - On our Writing Services home page, select the "Reserve Appointment" button, which takes you to [the CASAS appointment request page](#).
2. **Register with LU Network** - If you have never made an appointment with LU Network before, you will be directed to complete a profile and register on a page titled "My Account." Complete each field that is marked with the red asterisk before selecting "Save and continue" at the bottom of the page. *If you do not complete this profile, the LU Network system will not allow you to schedule an appointment.*
3. **Return to Appointment Page** - Once finished, return to the [Writing Services home page](#) and select the "Reserve Appointment" button again. You should be brought to the LU Network Calendar screen and see that the "Counseling Appointment" tab is selected.
4. **Reserve your Appointment** - Follow the steps below in "Reserving an Appointment."

### Reserving an Appointment

This assumes that you have selected the "Reserve Appointment" button on [our Writing Services home page](#) and signed in to the resulting page. At the top, you should see that the "Counseling Appointment" tab is selected (middle to middle-right of screen).

1. **Type** – Navigate through the drop-down menu to select the kind of coaching you require. Undergraduate students should select "Undergraduate Writing Center" and graduate students should select "Graduate Writing Center."
2. **Date, Time, and Location**– You may specify the date and time ranges in which you would like to select your appointment, as well as the location you would like to attend. However, Writing Services usually recommends that students leave these options untouched. That way, you will be able to see all available appointments.

3. **Counselor(s) and Days of the Week** – As with the other filters above, you may select which day of the week you would like to attend or which coach you would like to have your appointment with, but Writing Services usually recommends that students leave these options untouched. That way, you will be able to see all available appointments.
4. **Click "Check Availability"** - This will populate a list of appointment slots for you to choose from.
5. **Select an Appointment** - You should see a variety of options on different dates, each one listed with the date, time, coach's name, and location. Click on the coach's name with the date, time, and location that best fits your schedule.
6. **Confirm Appointment** - The "confirm appointment" window should pop up and show the full details of your appointment. Check the information in the window before proceeding. When making your appointment, you will be prompted with the question, "What is the purpose of the appointment?" In this field, enter your paper topic, paper length, and writing format.
7. **Submit Request** - Be sure to select "Submit Request" at the bottom of the "Confirm Appointment" window. Once you have submitted the request, the appointment is secured for you.
8. **Confirmation** – After you make an appointment, you should receive a confirmation email within the hour. If you have made the appointment far enough in advance, you will receive an additional confirmation email 24 hours before your appointment is set to occur.

If you are experiencing technical difficulties with LU Network, please follow these steps:

1. Return to [our Writing Services home page](#) and re-select the "Reserve Appointment" button to start the process over. You may also want to try a different web browser (Firefox or Chrome is preferred).
2. If you are still having technical difficulties, contact us at [undergradwriting@liberty.edu](mailto:undergradwriting@liberty.edu) for undergraduate students or [graduatewriting@liberty.edu](mailto:graduatewriting@liberty.edu) for graduate students.