How to Schedule and Cancel an Appointment with your Advisor via Lobo Achieve

**USE CHROME AS YOUR BROWSER OR YOU WILL ENCOUNTER ISSUES**

1) Log into [http://my.unm.edu/home](http://my.unm.edu/home) by clicking on the Login button at the top right corner

2) Click on the LoboAchieve link on the right hand side under Transaction and Real-time Query Systems

   - [Internet Native Banner](http://my.unm.edu/home)
   - LoboWeb
   - LoboAchieve

3) Your main page should have your advisor listed under **Your Advising Offices** based off of your listed major.

4) If you click on the “info” link with the small “i”, a pop up window will show you contact information. Please note that the location, phone number, and email listed is for the **A&S Advisement Center front desk**.
5) Click on the large green **Schedule** button to view their availability, or the green **Schedule Appointment** button from the info window.

6) At the top left of the screen, you can choose whether you are looking specifically for Walk-In hours, Group Appointments such as Department Orientations, Scheduled Appointments, or you can choose to only view Available time slots.

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<table>
<thead>
<tr>
<th>APPOINTMENT TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Scheduled</td>
</tr>
<tr>
<td>☑ Walk-In</td>
</tr>
<tr>
<td>☑ Group</td>
</tr>
<tr>
<td>☐ Only Show Available</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AVAILABLE ADVISORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>KM Katharine Merrill</td>
</tr>
</tbody>
</table>
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7) You can also choose to view the schedule as a List or Calendar View.

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 LIST   CALENDAR
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8) At the center top, there will be dates listed, use the right and left arrows to go to the next or last week, or you can click on the drop down carrot to view a monthly calendar.

9) If an appointment is taken, it will be shadowed out and it will say **Unavailable** to the right.
10) Available appointments will have a darker text.

11) **Walk-In hours** are indicated by the small person next to the advisor’s name. Please note that if you have any Academic Holds on your account, they cannot be resolved walk-in hours and require a scheduled appointment. Walk-ins are on a first-come-first-served basis.

12) When you have made your selection, click on the time slot that you want your appointment to be. A window will pop up notating the location of the advisor at that time (some advisors have multiple offices) and important information that you **should read before** confirming the appointment. This information will give clues as to whether an advisor allows phone appointments, special instructions on how to find their office, or required directions such as scheduling a full consecutive hour appointment for Probation Holds.
13) Indicate a brief reason for your appointment in the text box and then click on schedule.

**PLEASE DESCRIBE WHY YOU ARE MAKING THIS APPOINTMENT:**

I need to review graduation requirements and declare my minor.

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14) A small green bar will show up on the bottom right corner of your screen to verify that you have scheduled your appointment.

15) You will also receive an email confirming your appointment. Double check that this email does not get sent to your Junk folder. Do not delete this email either until you have attended your appointment.

LoboAchieve Appointment Confirmation.

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16) If you go back to your Lobo Achieve home page, it will also show your scheduled appointment under **Upcoming Appointments**.
17) You can also click on the upcoming appointment to verify the location. If you know you will be unable to attend the appointment, please click **Cancel Appointment**.

![Image of appointment details]

18) Another window pops up asking you to enter a reason for cancelling. Type that in there and then click on Cancel Appointment again.

![Image of reason for cancelling]

19) You will be sent another email from the website confirming that you’ve cancelled your appointment.

### Changing your Major or scheduling with a different Advisor

If you are planning on changing your major, you will need to make an appointment with the advisor of the **new major**.

1) At the top of your Lobo Achieve, click on Advising Offices

![Image of Lobo Achieve with Advising Offices option]

2) On this next webpage, you can either scroll down the page until you see the **College** that your new major is linked to, or you can use the search bar at the top.

![Image of search bar in Lobo Achieve]

Search Advising Offices
3) If you are searching for a major that is still within the college of Arts and Sciences, the entire college will pop up.

4) The screen shot above is small, however I searched for Biology and all of the advisors for all A&S majors appear. Under their names it will list what majors they advisor for, and if they advise for a specific group of people: Psychology advisors are split up to advise by students’ last names.

5) Please make a note of the name of the advisor (or advisors as some majors have more than one advisor) you will need to make the appointment with based on their major, and then click on the green Schedule Appointment button.

6) This now brings you to a page where all advisors are listed again to the left. Unclick all of the boxes so that only the advisor you want to make the appointment with is checked.
7) Above the list of advisors, make sure that you are looking for Available appointments, or that you have the Walk-In box checked if you would like to see when they are open for walk-ins (which are not scheduled and are on a first-come-first-serve basis). If there are no more available time slots open for that week, use the arrows at the top of the page to view the next week’s schedule.

8) Once you find an open appointment time that fits your schedule, continue on following the instructions at the beginning of this system on how to schedule the appointment and verify that it is confirmed.

9) Remember that if there are multiple advisors for the major that do not have designated advisors by students’ last names (such as Biology), you can click on all of those advisors’ names to the right to view everyone’s availability. See next page for screen shots.
If you ever need assistance scheduling an appointment with an A&S advisor, please do not hesitate to call the A&S Advisement Center front desk at 505-277-4621 (3 at the main menu) Monday – Friday 8am-5pm. Make sure that you have your Banner ID # ready.