

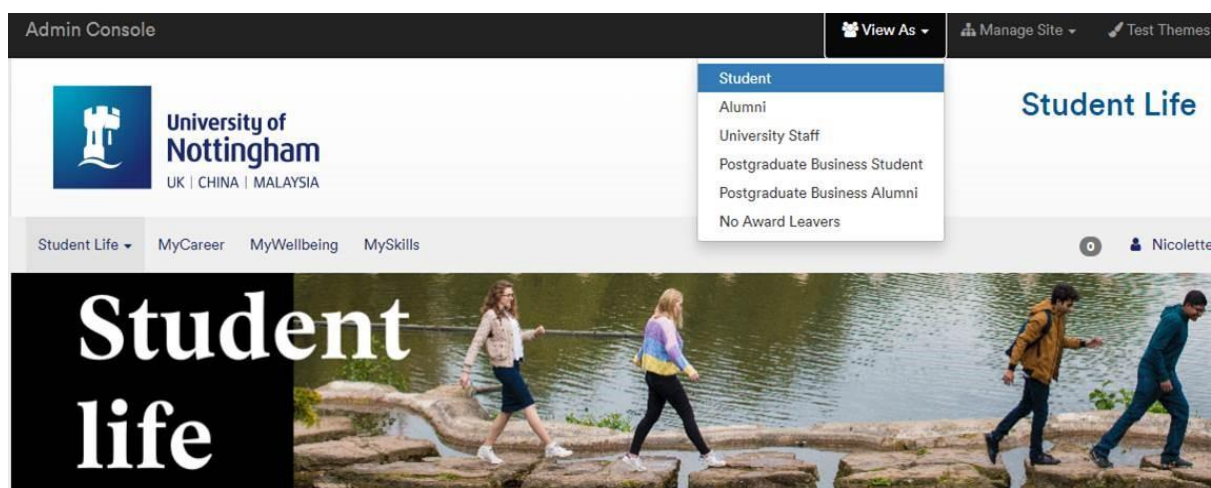
Booking a counselling appointment with the Student Life App

-  **Step 1: Wait for an Email**

Wait for your email from the Counselling Service letting you know when and how you can book your appointment

-  **Step 2: Log into the Student Life App**

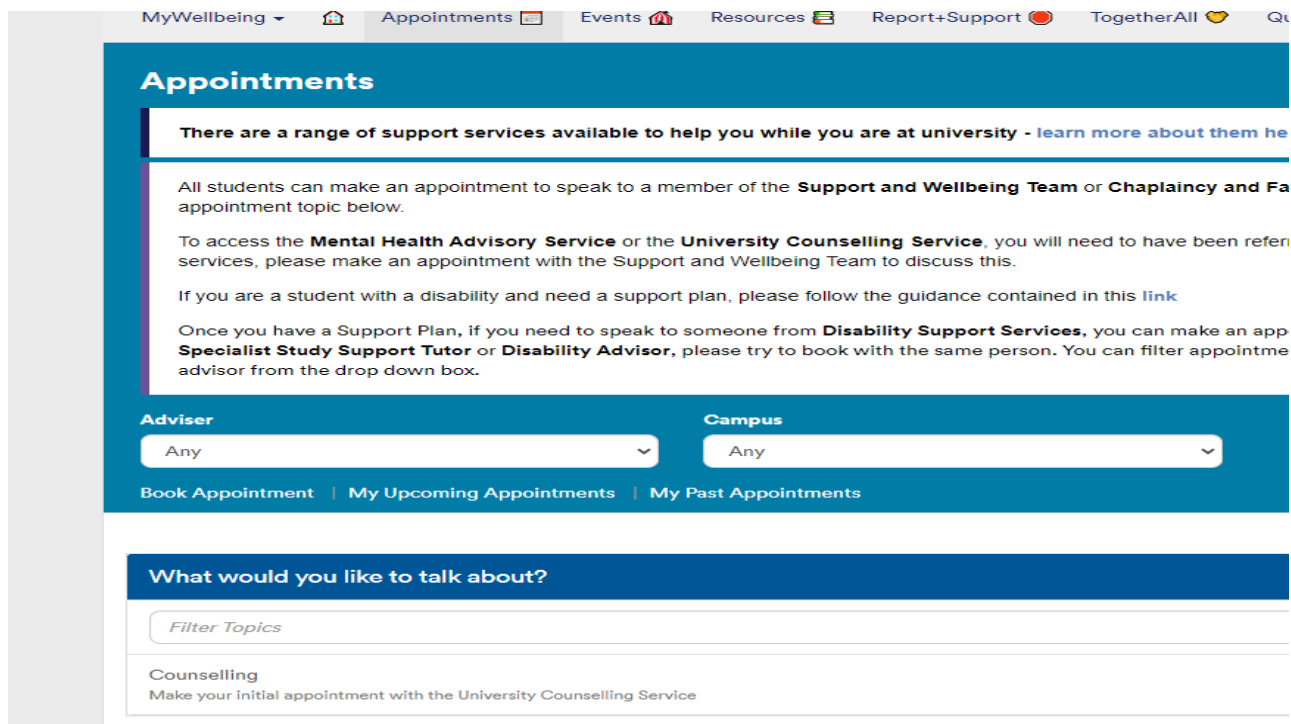
Use your **university username and password** to sign in.



Step 3: Tap the 'MyWellbeing' tile on the app home screen.



Step 4: Browse Appointments and select 'Counselling'



Step 5: Choose a Time and select appointment type

- Appointments are available **up to 3 weeks ahead**
- You can choose to filter by **counsellor** or **location**
- Pick a time that works for you
- Choose appointment type:


- ☒ In person (Uni Park or Sutton Bonington)
- ☒ Online via Teams
- ☒ Phone call

Note: Online only appointments will not have an in-person option.

Need to cancel an appointment?

- **Cancel in the app up to 48 hours before your appointment**
- If you still want to rebook, just follow the same steps as above.
- If cancelling with **less than 48 hours' notice**, cancel in the app and also **contact the Counselling Service** to rebook.

 Email: Counselling.Service@nottingham.ac.uk

 Phone: 0115 951 3695

When Can I book a counselling appointment?

Reminder:

You'll only be able to book **after** receiving your email invitation from the Counselling Service.

How Long is the Wait?

- We aim to offer appointments within **1–3 weeks**
- During peak times (Oct–Jan & Feb–Apr), it may take from **2- 6 weeks**

While you wait, we will endeavour to keep you updated on waiting times and here are some helpful self-help tools and resources on UoN's [Healthy U](#) webpages.

We're Here for You – Take That First Step