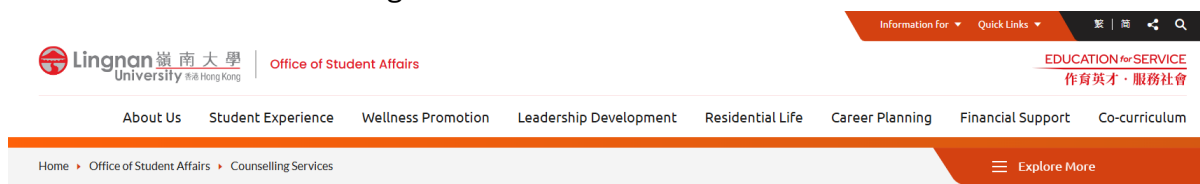


User Guide of Counselling Booking System for students

1. Click “Online Booking”



Counselling Services

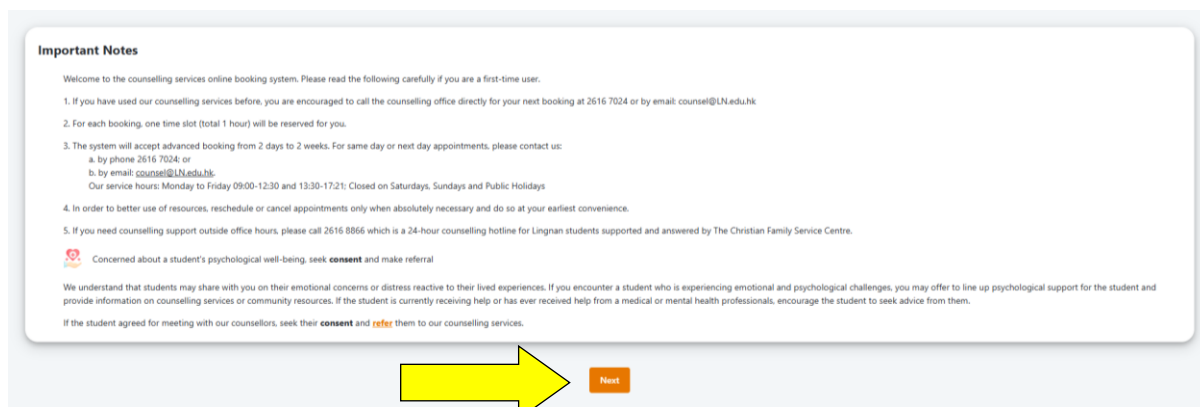
Aim of Counselling Services

Counselling services aim to enhance students personal development for rewarding university experience, promote skills and attitudes for a smooth transition and adaptation to university life; and assist students to embrace challenges and achieve academic success.

Free services are available through our professional Counselling Services staff for psychological counselling and assessment; orientation sessions for non-local undergraduate and post-graduate students, services for students with special needs; and support for academic and hostel staff.



2. Please read through the “Important Notes” and then press “Next”



3. Please choose your preferred timeslot. The system accepts advanced booking from 2 days to 2 weeks.

	Mon 8/25	Tue 8/26	Wed 8/27	Thu 8/28	Fri 8/29
9am					
10am				9:30 - 10:30 Available [2 seat(s) left]	9:30 - 10:30 Available [1 seat(s) left]
11am	10:45 - 11:45 Available [1 seat(s) left]			10:45 - 11:45 Available [1 seat(s) left]	10:45 - 11:45 Available [1 seat(s) left]
12pm					
1pm					
2pm	1:45 - 2:45 Available [1 seat(s) left]			1:45 - 2:45 Available [2 seat(s) left]	1:45 - 2:45 Available [1 seat(s) left]
3pm	3:00 - 4:00 Available [1 seat(s) left]			3:00 - 4:00 Available [2 seat(s) left]	3:00 - 4:00 Available [1 seat(s) left]
4pm	4:15 - 5:15 Available [1 seat(s) left]			4:15 - 5:15 Available [2 seat(s) left]	4:15 - 5:15 Available [1 seat(s) left]

4. For new user, choose “New Booking”.
- For existing user, choose “Follow Up Booking”.

The screenshot shows a booking calendar for the week of August 25-29, 2025. The calendar is organized by day (Mon 8/25 to Fri 8/29) and time slots (9am to 3pm). Available slots are highlighted in green. A modal window is open, showing the selected appointment date (2025-08-28) and time slot (13:45-14:45). The modal includes buttons for 'New Booking' and 'Follow Up Booking'.

5. Input the required information

The screenshot shows a form for inputting personal information and details. The form is divided into sections: Personal Information, Details, and Confidentiality & Data Protection. A text box is highlighted with a message: "These fields are automatically filled up by the system".

Personal Information

Student ID
Name
Course of Study
Hall & Room
Home Address
Mobile
Alt. Mobile (Optional)
Email
Alt. Email (Optional)

Details

*Please describe the emotional and psychological challenges that you have been experiencing. You can also describe the difficulties that you are encountering such as concerns about academic, self-identity, family, or relationship.
#If you are concerned about your safety or others' safety, see the [Emergency and Community Resources](#) for appropriate support while you are waiting for your appointment with Counselling Services.

*How long have you experienced these difficulties?
Less than 1 month

Are you receiving counselling service from other service provider?
☐ No ☐ Yes

Are you taking medication prescribed by your Doctor or Psychiatrist?
☐ No ☐ Yes

Confidentiality & Data Protection:

To make an appointment, please reach us at 2616 7024, email: counsel@LN.edu.hk or in person at OSA. All information collected will be kept confidential, and be destroyed three years after the student graduates from/leave the University. Any information shared during the counselling session will be kept strictly confidential. No information would be released to anyone including academic departments, administrative departments or students' family members without your consent. However, the rule of confidentiality will NOT apply when: (a) you or other people may be in jeopardy; (b) academic status retention; and/or (c) legal responsibilities are involved.

☐ *I have read and agree to the confidentiality policy

[Back](#) [Next](#)

6. On the confirmation page, you can review your input. Then press “Confirm” and you will receive a confirmation email.

The image shows a confirmation page for a new booking. At the top, there is a navigation bar with links: Home, New Booking, Submitted Record, and Help. The main content area is divided into sections: Hall & Room, Home Address, Mobile, Alt. Mobile (Optional), Email, and Alt. Email (Optional). Below these is a 'Details' section with three questions: 'Difficulties' (I feel very stressed because of too many homework), 'How long have you experienced these difficulties?' (Less than 1 month), 'Are you receiving counselling service from other service provider?' (No), and 'Are you taking medication prescribed by your Doctor or Psychiatrist?' (No). At the bottom right, there are two buttons: 'Back' and 'Confirm'.

Manage your booking

1. You will see the following message pop-up if you have existing booking that you have not attended. Press “View Submitted Record” or “Submitted Record”.

The image shows the 'New Booking' page. At the top, there is a navigation bar with links: Home, New Booking, Submitted Record, and Help. The main content area is titled 'New Booking' and features a calendar grid. A pop-up message titled 'Confirmed Booking Is Found' is displayed in the center. The message states: 'You've already booked a session for the counselling service. Please attend the previously confirmed session before making another booking. If you wish to reschedule, please cancel the confirmed booking and then make a new booking. Click on the submitted record button to check or cancel the previously confirmed booking.' Below the message is a button labeled 'View Submitted Record'. A yellow arrow points from the 'Submitted Record' link in the navigation bar to the 'View Submitted Record' button. Another yellow arrow points from the 'View Submitted Record' button to the 'Submitted Record' link in the navigation bar. The calendar grid shows dates from Mon 8/18 to Fri 8/22, with time slots from 9am to 2pm. The user's role is listed as 'Student'.

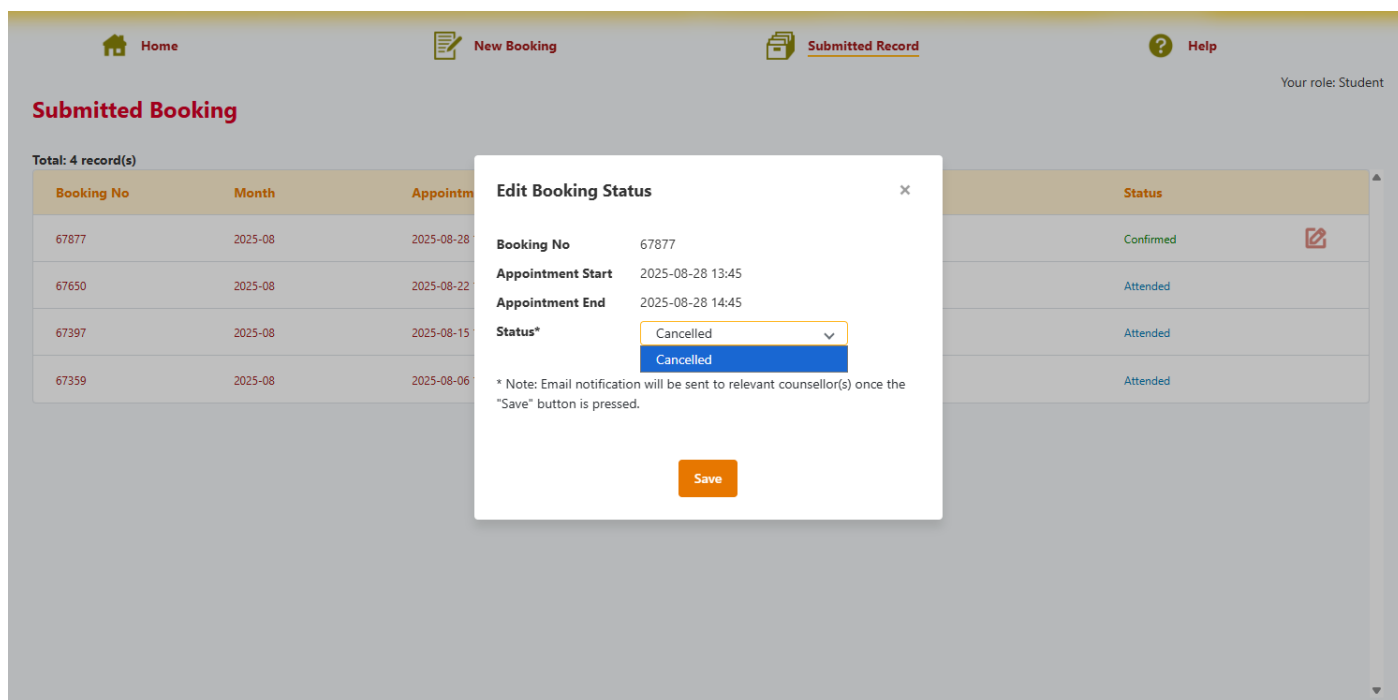
- Choose your existing booking by pressing the button on the right. The button is only available 2 days in advance. If you would like to cancel your booking within 2 days, please send email to counsel@LN.edu.hk.



The screenshot shows the 'Submitted Booking' page. At the top, there is a navigation bar with 'Home', 'New Booking', 'Submitted Record', and 'Help'. Below the navigation bar, the page title 'Submitted Booking' is displayed. A table lists four booking records. The first record (Booking No. 67877) has a status of 'Confirmed' and an edit icon (pencil) in the rightmost column. A yellow arrow points to this edit icon.

Booking No	Month	Appointment Start	Appointment End	Status	
67877	2025-08	2025-08-28 13:45	2025-08-28 14:45	Confirmed	
67650	2025-08	2025-08-22 10:45	2025-08-22 11:45	Attended	
67397	2025-08	2025-08-15 15:00	2025-08-15 16:00	Attended	
67359	2025-08	2025-08-06 15:00	2025-08-06 16:00	Attended	

- Choose "Cancelled" from the pull-down menu. Then press "Save".



The screenshot shows the 'Submitted Booking' page with the 'Edit Booking Status' modal open. The modal contains the following information:

- Booking No**: 67877
- Appointment Start**: 2025-08-28 13:45
- Appointment End**: 2025-08-28 14:45
- Status***: A pull-down menu with 'Cancelled' selected.

A note at the bottom of the modal states: "* Note: Email notification will be sent to relevant counsellor(s) once the 'Save' button is pressed." A 'Save' button is located at the bottom right of the modal.

Booking No	Month	Appointment Start	Appointment End	Status	
67877	2025-08	2025-08-28 13:45	2025-08-28 14:45	Confirmed	
67650	2025-08	2025-08-22 10:45	2025-08-22 11:45	Attended	
67397	2025-08	2025-08-15 15:00	2025-08-15 16:00	Attended	
67359	2025-08	2025-08-06 15:00	2025-08-06 16:00	Attended	