

SFC Web Check-In Tool



There's 0 web check_in case(s) Estimated assistance is: 0 min(s).

Martin Luther King, Jr. Day

UC Merced Closed,
January 21, 2019
No classes/Admin office closed



Refresh Estimated Assistance Time

Step 1



Requesting Assistance Regarding?

I'm requesting assistance from the Students First Center. I understand text message(s) and email(s) received from the Students First Center is for assistance with my question for this check-in request. I also understand that if I need to be referred to a separate office or person, there may be additional emails or wait time.

I have a question for/about... Tap selection *

Admissions and Outreach	Office of the Registrar
Financial Aid and Scholarships	Student Business Services
- All Other Departments -	- Show All Questions -

Admissions and Outreach - Tap selection *

Admissions	Checklist <small>Apply - Applied - Admitted Students</small>	How to SIR
------------	--	---------------

Provide additional details about your question...

Tap to select | change Check-In method *

☒ With Student ID ☐ Without Student ID

Check-In With/Out Student ID


Student ID *

Mobile Details

<input type="text"/> Cell Phone Number *	<div>Please select... Cell Phone Provider *</div>
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☒ Yes ☐ No
Text Msg Opt-In

Tap to acknowledge possible wait time... *

☐ I understand there may be additional wait time after coming to the Students First Center

Cancel

Send to SFC

Step 2

Students who select to check in using their student ID # will see this screen

Requesting Assistance Regarding?

I'm requesting assistance from the Students First Center. I understand text message(s) and email(s) received from the Students First Center is for assistance with my question for this check-in request. I also understand that if I need to be referred to a separate office or person, there may be additional emails or wait time.

I have a question for/about... Tap selection *

Admissions and Outreach	Office of the Registrar
Financial Aid and Scholarships	Student Business Services
- All Other Departments -	- Show All Questions -

Admissions and Outreach - Tap selection *

Admissions	Checklist <small>new</small> Applied + Admitted Students	How to SIR
------------	---	---------------

Provide additional details about your question...

Tap to select | change Check-in method *

☒ With Student ID
 ☐ Without Student ID

Check-in With/Out Student ID



First Name *
 Last Name *

Email Address *

Mobile Details

Cell Phone Number *
 Cell Phone Provider *

☒ Yes
 ☐ No

Text Msg Opt-In *

Tap to acknowledge possible wait time... *

☒ I understand there may be additional wait time after coming to the Students First Center

Cancel

Send to SFC

Step 2

**Students who select to check in
without using their student ID # will
see this screen**

Step 2

Students can also check-in with Single Sign On. This is done from anywhere on campus and is not offered in the SFC Lobby iPad.

[\[Log out\]](#)

UNIVERSITY OF CALIFORNIA
MERCED

STUDENTS
FIRST CENTER

SFC Check-In Tool

[Single Sign-On Verification Page](#)

Student ID#	First Name	Last Name
100079907	Test	Student

Email
dnoji@ucmerced.edu

Confirm | Verify

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Requesting Assistance Regarding?

I'm requesting assistance from the Students First Center. I understand text message(s) and email(s) received from the Students First Center is for assistance with my question for this check-in request. I also understand that if I need to be referred to a separate office or person, there may be additional emails or wait time.

I have a question for/about... Tap selection *

Admissions and Outreach	Office of the Registrars
Financial Aid and Scholarships	Student Business Services
- All Other Departments -	- Show All Questions -

Provide additional details about your question...

SSO Info Verified



100079907
Student ID#

dnoji@ucmerced.edu
Email Address

Mobile Details

<input type="text"/>	Please select...
Cell Phone Number *	Cell Phone Provider *

☐ Yes ☐ No
Text Msg Opt-In

Tap to acknowledge possible wait time... *

☐ I understand there may be additional wait time after coming to the Students First Center

Cancel

Send to SFC

Step 2

Second part of Single Sign On Check In. This is done from anywhere on campus and is not offered in the SFC Lobby iPad.

Your Web Check-In Request Was Sent To The SFC!

For live continous status updates of your case... check your email and click the provided link...



Estimated Return to SFC for Assistance

Case # 00123456

You are # 2 to be helped.

Estimated Wait: 12 min(s).

Minutes may change in or if refresh page for updates

Remember: There may be additional wait time after returning to the Students First Center.

Refresh

When you Opt-In to receive text or email messages regarding your case check-in request, you'll receive notifications from the SFC regarding the ongoing status and estimated time for assistance with your case.

Cases currently ahead of you: 0

Close

Confirmation shown to student
after successful check-in.



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REQUEST RECEIVED

Your check-in to the Students First Center has been confirmed.
You will receive a text or email when it is time for you to meet with
a representative.

Case Number: {!Case.CaseNumber}

The first new American research university
in the 21st century, with a mission of research, teaching and service.

University of California, Merced

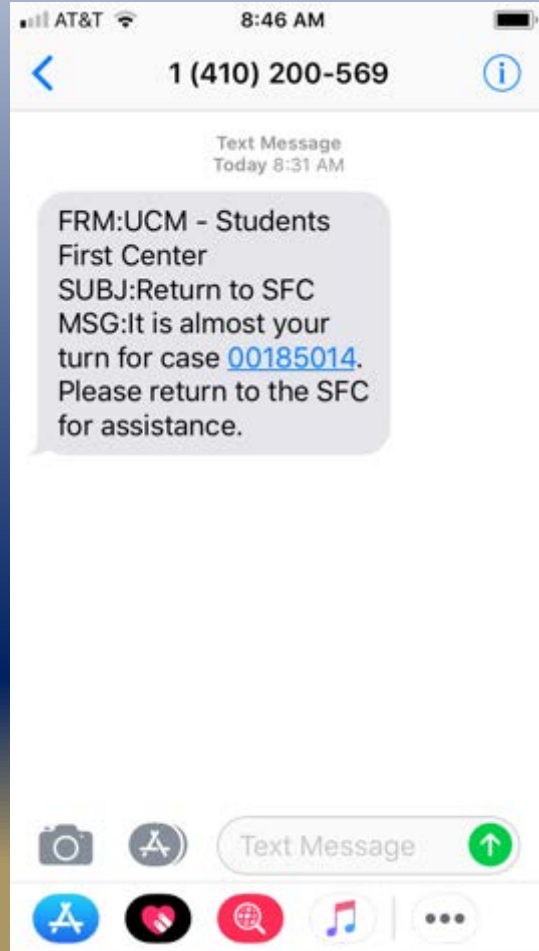
5200 N. Lake Road
Merced, CA 95343
209-228-4400

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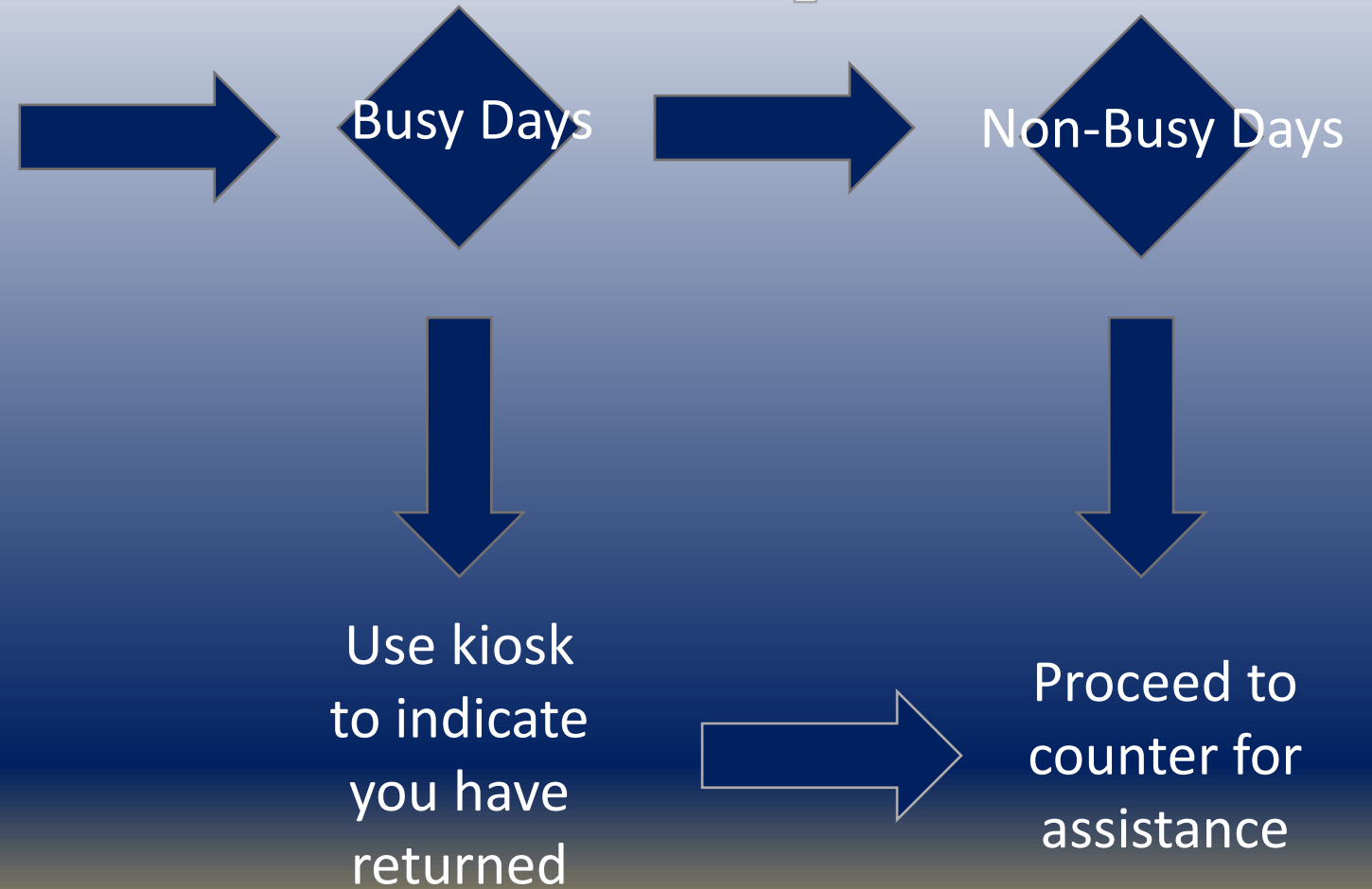
Step 3

**Auto-response sent to the
student when the case is
created in Salesforce.**

First text sent to student



Step 4



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There's 0 web check_in case(s) Estimated assistance is: 0 min(s).

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Refresh Estimated Assistance Time

Step 5

After receiving the text or notification, the student will return to the iPad and click on the Return Icon.

Received Text or Email Message - I've Returned to the SFC

Enter Your Case # or Student ID *

Case # example: 00123456



Cancel

Continue

The student will enter
the case #, student
ID# or email to
search for case

Returned to SFC - Check-In Status

No Case #

Case No.

Name

Case(s) can **ONLY** be Checked-In after receiving
a "(Return to SFC)" text or email notification.



"Continue" to return to the home screen
or
"Cancel" to check-in a different case.

Cancel

Continue

Returned to SFC - Check-In Status

00207468

Case No.

Rana Test

Name

01/18/2019 09:34:

Created On

New

Status

SFC - Question about my Housing

Case Subject

Check to Verify | Confirm Return

☐ Confirm you're here at the Students First Center

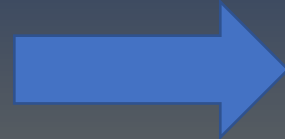
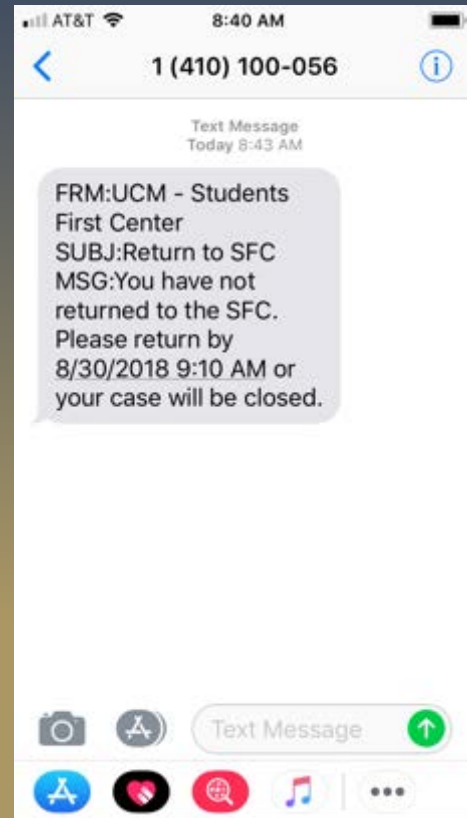
Cancel

Continue

If case is found, then student will confirm by saying 'Yes! I'm Here.' If not, then they can cancel and search again. Cases will only display on this page if they are "New," "First Notification Sent," "Second Notification Sent," or "No Show" and case was last updated within the past 2 days.

Student did
not return

Step 6



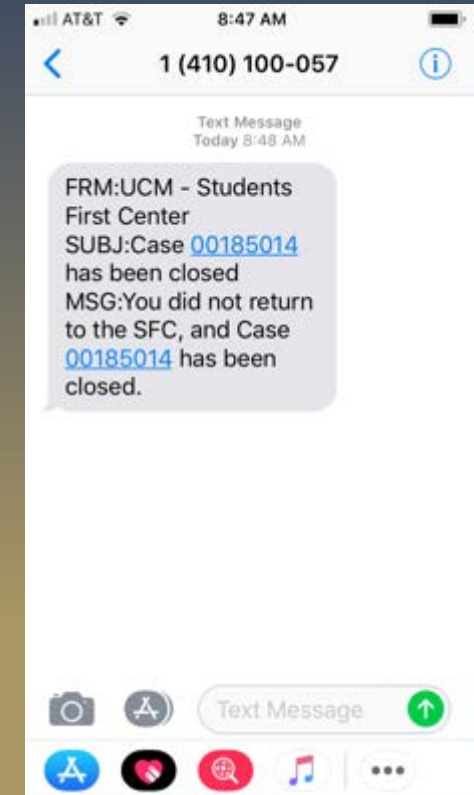
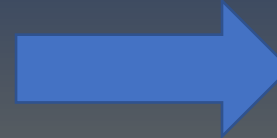
Student
Returned

Yes



Return to
step 5

No



The Web Check-In Tool is currently unavailable,
please revisit this web site during the hours below.



The SFC Case Check-in Return
web site is available during the hours of:

Monday - Thursday 8am - 4pm
Friday - 8am - 2:30pm

Thank you,
UC Merced Students First Center

**Students receive this
message if they try to
create a case using one of
the webforms outside of
normal business hours.**