Sometimes, you will begin an advising session with a student and realize that he/she should really be meeting with a different advisor. There is not an “action” in AgileGrad to “Return to Queue”. HOWEVER, there is a process....

TO RETURN SOMEONE TO THE QUEUE -- TO SEE A DIFFERENT ADVISOR

STEP 1 (of 2) – Close out your session with the student
Complete and close your meeting with the student.
1. Fill in the appropriate Appointment Type.
2. Enter notes.
3. Fill in the appropriate Appointment Mode.
4. Click Stop

![Appointment screenshot](image-url)
STEP 2 (of 2) – Add the Student to the Queue and move him/her to the top of the queue

After closing out the session with the student, go to the Advising Queue, add the student into the queue AND move him/her to the top of the queue.

Use the big “up arrow” next to the Priority Number to bump the student to the top of the Queue.
Have the student return to the lobby and wait to be called by the assigned person.