If you “start” a student from the queue and then go to the lobby and the student is not there, enter it as follows:

1. Add “Not Seen” to the Appointment Type
2. Change or add comments to “Not in lobby at “time””
3. Add Appointment Mode of “Not Seen”
4. You can leave the time as is --- if you have spent time looking at the student’s record.
5. Click on Stop to finish the session.

Adding “Not Seen” to both Appointment Type and Appointment Mode may seem redundant, but it will help us in our statistical reporting.