How to Schedule an Appointment With Your Financial Aid Advisor

Starting with the 2016–2017 financial aid award year, every student who files for assistance will be assigned a personal Financial Aid Advisor. You can now conveniently schedule an appointment to speak to your advisor by utilizing the BC WebCentral Portal. The Financial Aid Scheduling Tool (FAST) offers 15-minute appointments for advisement. Same day appointments are available!

**STEP 1:** Log into your BC WebCentral Portal at: https://portal.brooklyn.cuny.edu. If you are a new user, click on the “Create an Account” link and follow the prompts to create a BC WebCentral Portal account.

**STEP 2:** Navigate to “E-SERVICES” on the left panel and select “SCHEDULE AN APPOINTMENT”.

**STEP 3:** Select the option for “Financial Aid Specialists (FAST)”.

**STEP 4:** Select the type of financial aid service you are interested in receiving.
**STEP 5**: Supply your preferred email address and phone number in the appropriate boxes. Please also provide a brief description in the comment section. Look for the name of your advisor and select the time slot that is most convenient for you. Then click “Submit”.

**Note**: If your advisor is not listed under available time slots, it may be because your advisor does not have any available appointments for that day. You can periodically recheck the FAST tool to see if any time slots open up OR you may choose to meet with another advisor.

**STEP 6**: After clicking submit, a pop-up window will present you with the option to set up a telephone counseling session. Select OK if you would like a PHONE APPOINTMENT. Select CANCEL if you would like an IN-PERSON APPOINTMENT.

**STEP 7**: Review your confirmation page for the date, time and location of your appointment. If this is a telephone appointment, you will receive a phone call from the advisor approximately at the time of your appointment at the number you have provided.

For in-person advisement, please arrive on time and bring any documentation that needs to be reviewed or submitted. If you are unable to attend your appointment, please cancel your appointment online so another student can use that time slot. You can always reschedule a new appointment at another time or date.