

## Spring 2020 Checkout FAQs

### **When can I checkout and retrieve all of my belongings?**

Student Housing has developed an appointment-based system for students to retrieve belongings and checkout of the residence halls and apartments between May 11 and May 31, 2020. Each appointment is for 2 hours between 8:00am and 6:00pm CT.

### **How do I sign up for an appointment?**

To schedule a checkout appointment:

1. Log-in to the Student Housing Portal (where you completed online forms and your application).
2. Choose "Spring 2020 Checkout" from the top red menu bar.
3. The Appointments page will appear and default to the first available day of appointments. Use the calendar drop-down options or the day-to-day scrolling option located under "Please book an appointment for yourself" to search for your preferred day and time. (Note: If your preferred day or time is not listed, that means no appointments are available at that time.)
4. After selecting your appointment, scroll to the bottom and click the "Save & Continue" button to confirm your time. You will receive an email confirmation of your appointment, sent to your **Ole Miss Gmail**. If you do not receive a confirmation email, please log back into the portal to finalize any items.

### **What if I need to change my appointment?**

To change your checkout appointment

1. Log-in to the Student Housing Portal
2. Choose "Spring 2020 Checkout" from the top red menu bar.
3. The Appointments page will appear and you will see your current appointment information under "My Appointments." Click on the "Cancel" button next to your current appointment and click "Ok" to confirm you want to cancel.
4. Select a new appointment time and click "Save & Continue" to confirm your new appointment time. You will once again receive an email confirmation, sent to your **Ole Miss Gmail**.
5. Appointment times can be changed up to one (1) hour before your confirmed time.

### **What if it takes me longer than 2 hours to move all of my belongings out?**

We understand that it may take more than 2 hours for some students to finish packing and remove everything from their assigned space. Please try your best to remain within your appointment window. If you do go over, we ask that you complete the process as expediently as possible to ensure a safe number of people are in each building at one time.

### **Can I book 2 appointments back-to-back to create a longer appointment time?**

No. Students are only permitted to sign up for 1 appointment time.

### **What if I already removed all of my belongings when I was on campus in March?**

Simply email Student Housing at [housing@olemiss.edu](mailto:housing@olemiss.edu) and let us know you have already retrieved all of your belongings and we will add you to the spring early checkout list. No further action will be needed.

**Can I stay in my room on campus overnight?**

Students will not be permitted to stay in their residence hall or apartment overnight. Contact information for local hotels that will be open can be found on the Student Housing website.

**How do I let Student Housing know I'm done checking out and removing my belongings?**

Complete the Express Checkout Form that was taped to your room door. Place it in the drop box located at the front desk of your building (Northgate residents please use the RH1 front desk). Student Housing will use these forms to complete the checkout process. To keep this process socially distant, you do not need to be checked out with a staff member. If there was not an Express Checkout Form on your door, extra copies can be found at the front desk.

**What if I cannot return to campus to checkout and retrieve my belongings?**

If you have a compromised immune system, are sick, or cannot return to campus you can [submit a request for someone else](#) to retrieve personal belongings and checkout on your behalf. A Student Housing staff member will be in contact with you to provide further instruction. For any questions about having someone retrieve personal belongings and checkout on your behalf, please email [housingrl@olemiss.edu](mailto:housingrl@olemiss.edu).

For students who are not planning to return to campus to claim their belongings, or students who wish to contract with a company for packing, shipping, or storage options, information and next steps will be posted on the Student Housing website. The packing/shipping, or storage option will be at the expense of the student, and students will contract with the vendor directly.

**What if I cannot return until after May 31, 2020 to checkout and retrieve my belongings?**

Please email Brittany Martin at [housingrl@olemiss.edu](mailto:housingrl@olemiss.edu) with your request. Be sure to include information regarding your circumstances and a preferred date to return to campus to checkout and retrieve belongings.

**What will I need to checkout and retrieve my belongings?**

You will need your STUDENT ID. Please be sure to have it with you because this is how you will access your building and room. Access will be provided at the start of your appointment time, and not before.

You will need a face covering, such as mask, bandana, or scarf for each person coming to campus.

**Does my roommate need to be present with me for checkout?**

No. Each student should book their own appointment time to checkout and retrieve only their items. It is not necessary for a roommate to be present to complete the checkout process. In fact, we prefer that roommates do not book checkout appointments for the same time to promote social distancing.

**My Student ID won't work on my building or room, what do I do?**

Make sure your appointment day and time are correct. If you are trying to enter the building or room prior to your appointment time, it will not work. If your appointment day and time are correct, please call a Student Housing Residential Learning staff member using the phone number posted at your building.