

How to Schedule and Participate in Remote Tutoring through WOnline

This document contains information on how to

- [Create an account with WOnline](#)
- [Schedule an appointment for yourself](#)
- [Participate in a remote tutoring appointment](#) at the scheduled time.

If you have questions, please email us at writingcenter@marquette.edu. We will respond as quickly as we can, but please know that replies may be delayed because we are operating with a reduced staff.

WOnline Accounts: Creating a New Account and Logging into an Existing Account

In order to create and participate in remote tutoring appointments, you must log in through the WOnline site at <https://marquette.mywconline.com>.

If you remember your email and password, log in there. If you need to create an account or don't remember your password, find directions below.

Creating a New Account

- Go to [Marquette.mywconline.com](https://marquette.mywconline.com).
- Click on "Register for an account" and follow the directions there.

marquette.mywconline.com

Marquette University

First visit? [Register for an account.](#)
Returning? [Log in below.](#)

Email Address

Password

AVAILABLE SCHEDULES

Ott Moving Online by M 3/23/20

Check box to stay logged in:

LOG IN

REGISTER

As part of Marquette's shift to remote instruction, the Ott Memorial Writing Center will be offering remote tutoring.

- **March 16-22: All appointments are cancelled** and the Ott is closed for tutoring as we consolidate and restaff our schedule.
- **Starting March 23: The Ott will open for remote tutoring** via the WOnline scheduling / tutoring interface.

We will soon provide detailed instructions on how to schedule appointments and participate in remote tutorials.

Welcome to the online scheduling system for Marquette University's Norman H. Ott Memorial Writing Center. We're located on the second floor of Raynor Library, right across from the larger computer lab.

We work with any writer on any piece of writing at any stage in the writing process. To make an appointment, drop in, call us at 288-5542, or log in to your own personal account. (If this is your first time scheduling an appointment this year, click on the "click here" link on the left.)

You can schedule both 30- and 60-minute appointments. If you're working on a particularly long or difficult piece of writing, we encourage you to schedule yourself for a 60-minute slot. (If possible, please do so by using the drop-down menu to create a single 60-minute appointment rather than two separate 30-minute appointments.)

Having trouble logging in?
[Reset your password.](#)

Receiving unwanted text messages?
[Remove your mobile number.](#)

Accessing an Existing Account If You Don't Remember the Password

- Go to the Marquette.mywconline.com.
- Remember that the system does not treat @marquette.edu and @mu.edu. If you think you remember your password, try both versions of your address.
- If you need to reset your password, click on “Reset your password” and follow the directions there.

marquette.mywconline.com

Marquette University

First visit? Register for an account.
Returning? Log in below.

Email Address

Password

AVAILABLE SCHEDULES

- Ott Moving Online by M 3/23/20

Check box to **stay logged in:**

LOG IN

Having trouble logging in?
Reset your password.

Receiving unwanted text messages?
Remove your mobile number.

As part of Marquette's shift to remote instruction, the Ott Memorial Writing Center will be offering remote tutoring.

- **March 16-22: All appointments are cancelled** and the Ott is closed for tutoring as we consolidate and restaff our schedule.
- **Starting March 23: The Ott will open for remote tutoring** via the WOnline scheduling / tutoring interface.

We will soon provide detailed instructions on how to schedule appointments and participate in remote tutorials.

Welcome to the online scheduling system for Marquette University's Norman H. Ott Memorial Writing Center. We're located on the second floor of Raynor Library, right across from the larger computer lab.

We work with any writer on any piece of writing at any stage in the writing process. To make an appointment, drop in, call us at 288-5542, or log in to your own personal account. (If this is your first time scheduling an appointment this year, click on the "click here" link on the left.)

You can schedule both 30- and 60-minute appointments. If you're working on a particularly long or difficult piece of writing, we encourage you to schedule yourself for a 60-minute slot. (If possible, please do so by using the drop-down menu to create a single 60-minute appointment rather than two separate 30-minute appointments.)

Scheduling an Appointment

Once you are logged in, you will see appointments for the next seven days.

- If needed, use the week navigation arrows (in the red box) and the calendar option (in the yellow box) to schedule an appointment for a future date.

ACCESS TEXT-ONLY & MOBILE

MARQUETTE UNIVERSITY

Be The Difference.



- Select a white block to schedule an appointment at a particular time with a particular tutor. (Please note: although usually our tutors are available for both face-to-face and online appointments, at this time you can only choose online.)
 - White blocks: available appointment
 - Dark Blue blocks: appointments not available with that tutor at that time
 - Light blue blocks: scheduled appointment for another writer
 - Purple blocks: online appointments you have already scheduled for yourself
 - Yellow blocks: face-to-face appointments you have already scheduled for yourself (not available currently)

Mar. 23: Monday	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm
Claire	White	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue
Nikhar	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	White	White
Nikki	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue
Mari	Dark Blue	Dark Blue	Dark Blue	White	White	Light Blue	Dark Blue	Dark Blue	Dark Blue
Molly B	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	White	Light Blue
Haley Wa	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue
Maaz	Dark Blue	Dark Blue	Dark Blue	Dark Blue	White	Light Blue	Dark Blue	Dark Blue	Dark Blue

- After clicking on the open time slot, a new window will pop up prompting you to enter further details about the appointment.

Create New Appointment

Client

To select a different client, begin typing a name or email above and then select from the resulting list.

Appointment Date
 Monday, March 23, 2020: to Show REPEAT Options

Staff or Resource
 Jack M (2020 Spring Schedule) Use this dropdown menu to adjust the length of the appointment.

APPOINTMENT LIMITS: Appointments must be between 30 minutes and 1 hour in length.

Meet Online?

No. Meet **face-to-face** at the center. At this time, only Online will be available.

Yes. Schedule **Online** appointment. At this time, only Online will be available.

If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

All conferences are scheduled in either 30- or 60-minute intervals. If you are scheduling an online appointment, we encourage you to schedule a 60-minute appointment to leave time for trouble shooting.

- Complete the appointment form. Questions with a red asterisk are required; others can be skipped.

Questions marked with a * are required. Questions marked with ADMIN ONLY are only available to and shown to administrators. (As an administrator, you can save an appointment without filling in required fields—except if those required fields are also tagged as administrator-only questions.)

Course *

Instructor

Will you need proof of attendance for this visit? (check all that apply) *

- Yes
- No

Is this an appointment that will happen online? (If so, please schedule a full hour in case of technological setbacks) (check all that apply) *

- Yes
- No

What type of project would you like to work on? (You can change your mind) *

-- please select --

If you have a draft, what would you like to focus on during your appointment?

- Click the “Create Appointment” button at the bottom of the form.



- Once you have successfully created your appointment you should receive a confirmation email and see it as a **purple** box (or yellow if it were face-to-face) box on your screen.

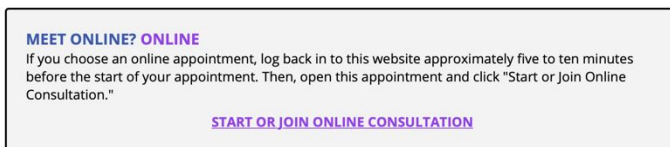
Iona	FACE-TO-FACE & ONLINE								
Maaz	FACE-TO-FACE & ONLINE								
Jamani	FACE-TO-FACE & ONLINE								
Ly	FACE-TO-FACE & ONLINE								
Nikhar	FACE-TO-FACE & ONLINE								

Note: In the original image, a red arrow points to a yellow box in the Jamani row, with the text "New appointment now scheduled" next to it.

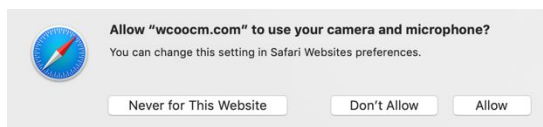
Joining an Online Appointment

Online appointments take place through WCONLINE in real time, meaning you will join the appointment at the scheduled time and work with the consultant through live chat, using some combination of video, audio, and text exchange. Be sure to have a digital version of your writing project on hand to upload into the system.

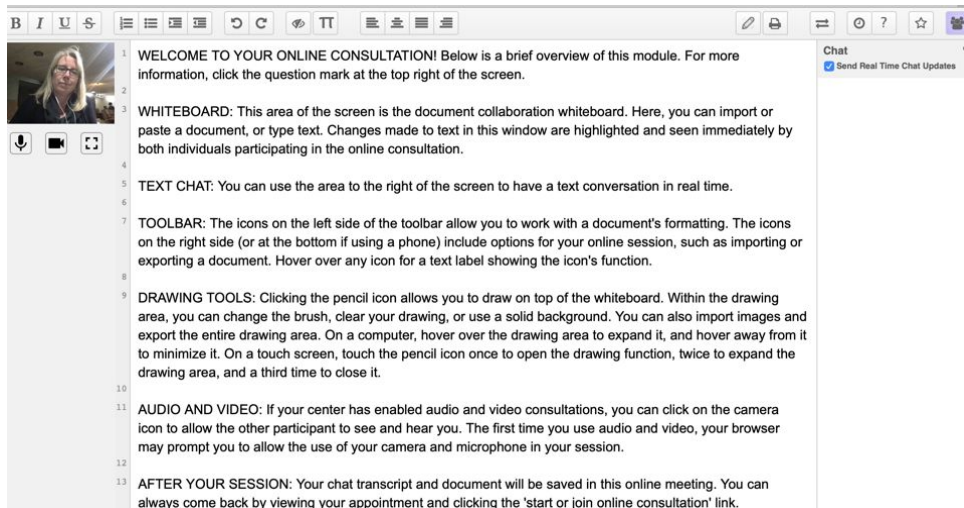
1. A few minutes before your appointment, **log into WOnline. Find your appointment (remote tutoring appointments should be purple) and click on it** to open the appointment form. [[Please know that you can click into the online consultation space any time after you schedule the appointment so that you can see how it is set up and test if your camera is cooperating.]]
2. **Scroll to “Meet Tutor Online?” and click “Start or Join Online Consultation.”** This will open the consultation screen. Sometimes it opens immediately; sometimes it takes 30 seconds or more.



3. **Allow WOnline to use your camera and microphone.** If you allow only the microphone, your tutor will be able to hear you but not see you. [[This is how it appears on the author's mac. Here is [a link to further directions on giving permissions.](#)]]



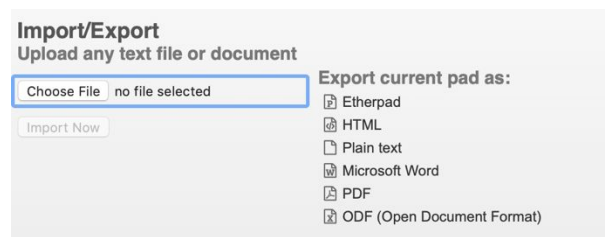
4. The consultation screen has video on the left side, a document collaboration space or “whiteboard” area in the middle, a live chat area on the right side, and a toolbar at the top. There are instructions in the whiteboard space for how to use each section.



5. **To upload your paper, you can either copy and paste your paper directly into the whiteboard space or upload a file.** Either method may impact the formatting of your document as WCONLINE converts the document to simple text. To upload a file, click the “two arrows” button in the upper right hand corner of the screen above the chat box.



6. A pop up message will appear giving you the option to import or export a file. To **import a file**, click “Choose File” and use the file navigator to select and open the file you want to upload. Once the paper is selected, **click “Import Now.”** When another box pops up asking you to **confirm the import, click “OK,”** and your paper will populate the whiteboard space.



- 7. You can talk with your tutor live using audio and (if you have a camera) video.**
 - o If you are experiencing technical difficulties, the chat bar on the right hand side may be helpful. Your typing will be color coded in the chat box. To change the color of your typing, click the colored icon in the top right corner.
 - o You and the tutor can also type directly into the document on the whiteboard space, making comments and revising as you go. Your comments will also be color coded.
 - o After your appointment is complete, you can return to your document in WCONLINE at any time to refer to the comments or use the import/export function to download a copy.

- 8. Close the window to exit the session**

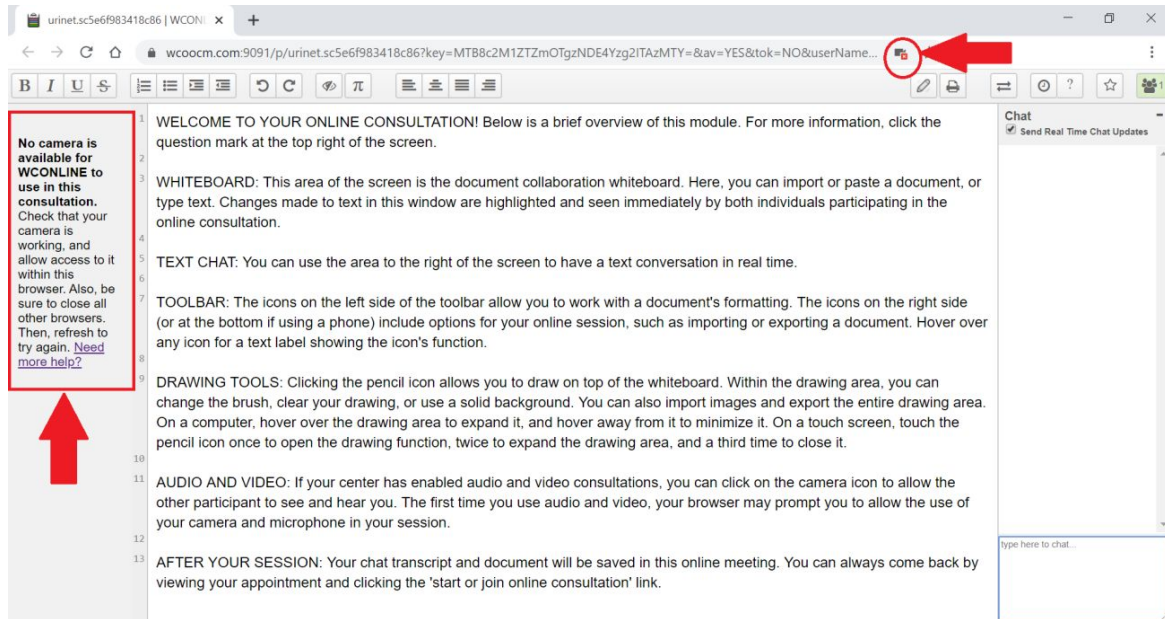
Additional Audio/Visual Troubleshooting

(This guide has been lovingly cut-and-pasted from a guide developed by the Graduate Writing Center at the University of Rhode Island.)

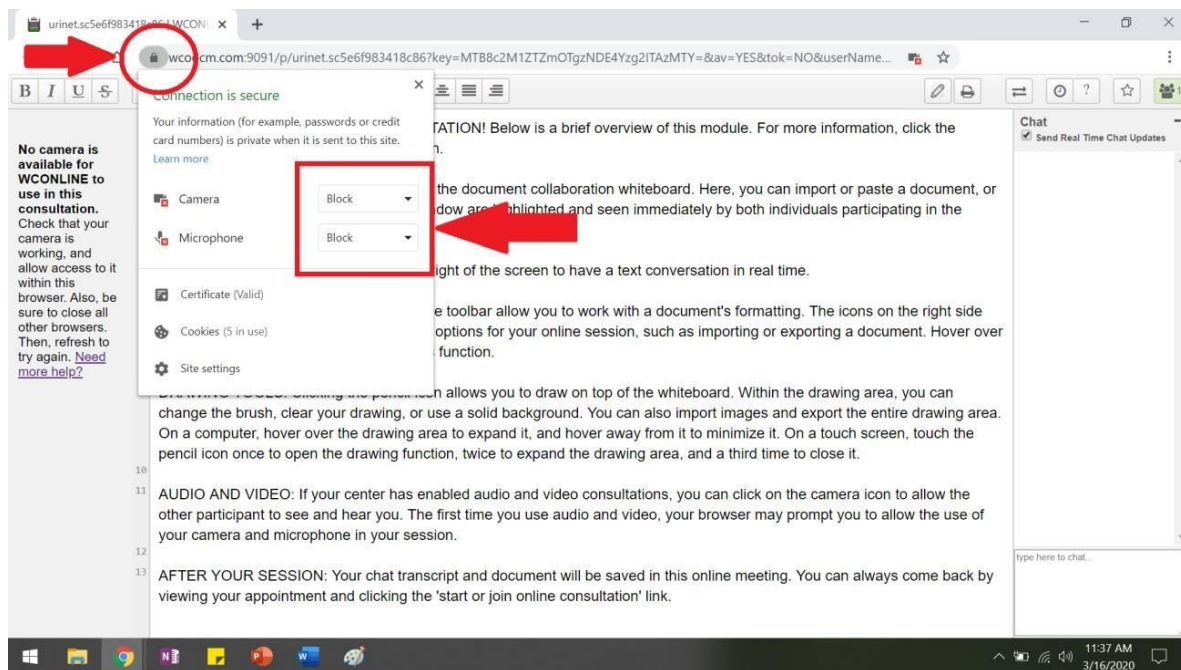
<https://web.uri.edu/graduate-writing-center/files/GWC-Online-Consultations-How-To-Guide-for-Graduate-Students.pdf>

Make sure you know how to enable your webcam and microphone before your scheduled appointment time (see below). You can log into your appointment window ahead of your scheduled time to test your device and become familiar with the WC Online settings.

- You may see an error message in the online meeting window alerting you that there is no camera/audio available.



- If the microphone and camera are not working, click the **small lock icon (🔒)** by the web address. A menu will show up, allowing you to enable both your camera and microphone.



- If the camera and microphone are enabled, you will see your picture in the top left of the online meeting window.

- Once the second person arrives, their picture will appear below yours.

The screenshot shows a web browser window with the URL `wcoocm.com:9091/p/urinet.sc5e6f983418c86?key=MTB8c2M1ZTZmOTgzNDE4Yzg2ITAzMtY=&av=YES&tok=NO&userName=...`. The interface includes a toolbar with icons for text formatting (bold, italic, underline, strikethrough), list creation, undo, redo, eraser, and drawing tools. The main content area is numbered 1 through 13 and contains the following text:

1 WELCOME TO YOUR ONLINE CONSULTATION! Below is a brief overview of this module. For more information, click the question mark at the top right of the screen.

2

3 WHITEBOARD: This area of the screen is the document collaboration whiteboard. Here, you can import or paste a document, or type text. Changes made to text in this window are highlighted and seen immediately by both individuals participating in the online consultation.

4

5 TEXT CHAT: You can use the area to the right of the screen to have a text conversation in real time.

6

7 TOOLBAR: The icons on the left side of the toolbar allow you to work with a document's formatting. The icons on the right side (or at the bottom if using a phone) include options for your online session, such as importing or exporting a document. Hover over any icon for a text label showing the icon's function.

8

9 DRAWING TOOLS: Clicking the pencil icon allows you to draw on top of the whiteboard. Within the drawing area, you can change the brush, clear your drawing, or use a solid background. You can also import images and export the entire drawing area. On a computer, hover over the drawing area to expand it, and hover away from it to minimize it. On a touch screen, touch the pencil icon once to open the drawing function, twice to expand the drawing area, and a third time to close it.

10

11 AUDIO AND VIDEO: If your center has enabled audio and video consultations, you can click on the camera icon to allow the other participant to see and hear you. The first time you use audio and video, your browser may prompt you to allow the use of your camera and microphone in your session.

12

13 AFTER YOUR SESSION: Your chat transcript and document will be saved in this online meeting. You can always come back by viewing your appointment and clicking the 'start or join online consultation' link.

On the right side, there is a chat window titled "Chat" with a checked option "Send Real Time Chat Updates" and a text input field labeled "type here to chat...".

- Use the chat box to communicate with the Ott tutor for other troubleshooting issues. You can also refer to the [WCOonline User Manual Synchronous Online Appointments page](#).