How to Schedule and Participate in
Remote Tutoring through WCOnline

This document contains information on how to
- Create an account with WCOnline
- 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.

WCOnline 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 WCOnline 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.
- Click on "Register for an account" and follow the directions there.

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.

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.

● 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.)
  - o White blocks: available appointment
  - o Dark Blue blocks: appointments not available with that tutor at that time
  - o Light blue blocks: scheduled appointment for another writer
  - o Purple blocks: online appointments you have already scheduled for yourself
  - o Yellow blocks: face-to-face appointments you have already scheduled for yourself (not available currently)

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

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.

CREATE APPOINTMENT   CLOSE WINDOW

- 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		New appointment now scheduled	
Ly ✎ FACE-TO-FACE & ONLINE			
Nikhar ✎ FACE-TO-FACE & ONLINE			

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 WCOnline. 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.
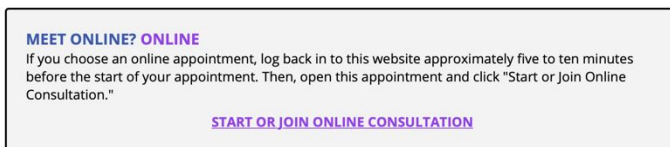
3. **Allow WCOnline to use your camera and microphone.** If you allow only the microphone, your tutor will be able to hear you but not see you. [[This is how it appears on the author's mac. Here is a link to further directions on giving permissions.]]
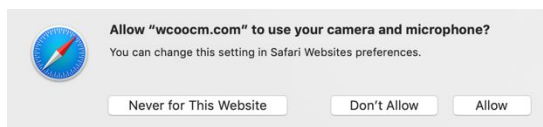
4. The consultation screen has video on the left side, a document collaboration space or "whiteboard" area in the middle, a live chat area on the right side, and a toolbar at the top. There are instructions in the whiteboard space for how to use each section.
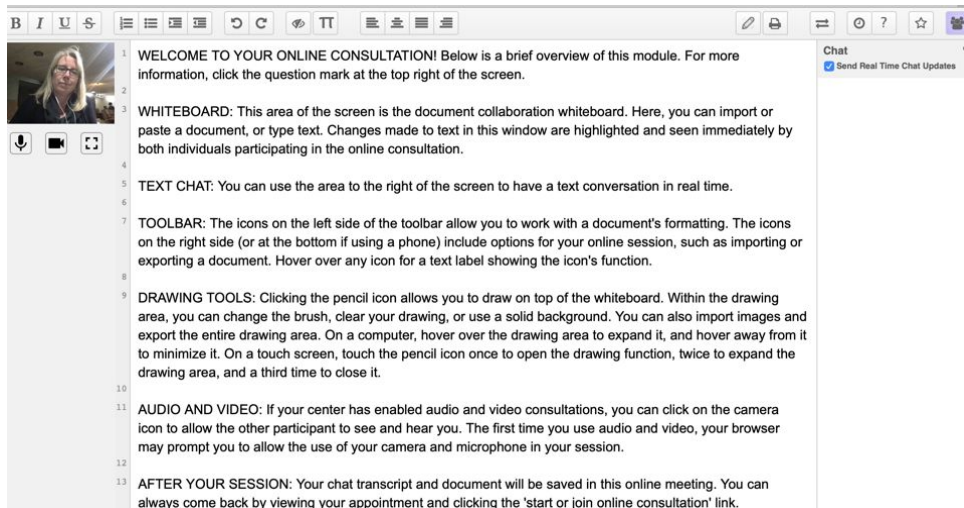
5. **To upload your paper, you can either copy and paste your paper directly into the whiteboard space or upload a file.** Either method may impact the formatting of your document as WCONLINE converts the document to simple text. To upload a file, click the "two arrows" button in the upper right hand 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.
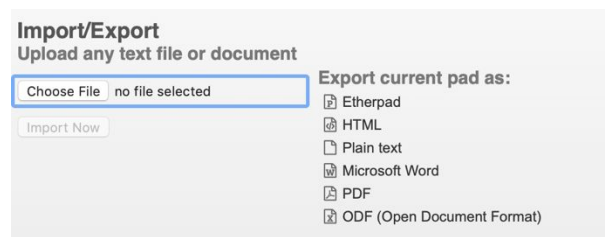
7. **You can talk with your tutor live using audio and (if you have a camera) video.**
    o   If you are experiencing technical difficulties, the chat bar on the right hand side may be helpful. Your typing will be color coded in the chat box. To change the color of your typing, click the colored icon 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.
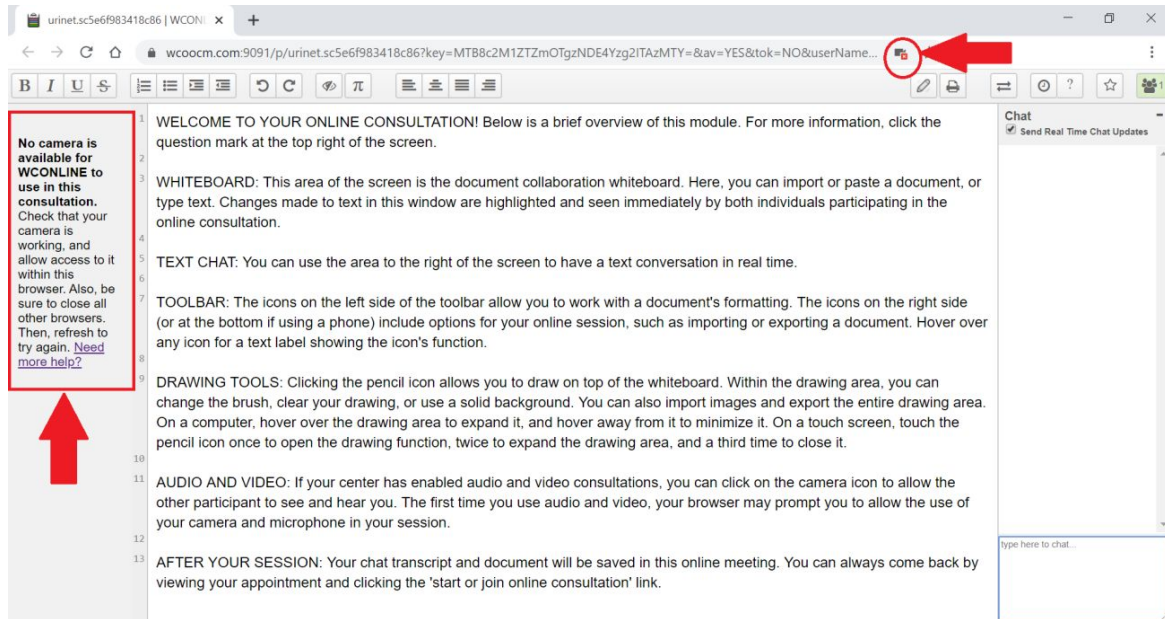
• If the microphone and camera are not working, click the ==small lock icon (🔒)== by the web address. A menu will show up, allowing you to enable both your camera and microphone.
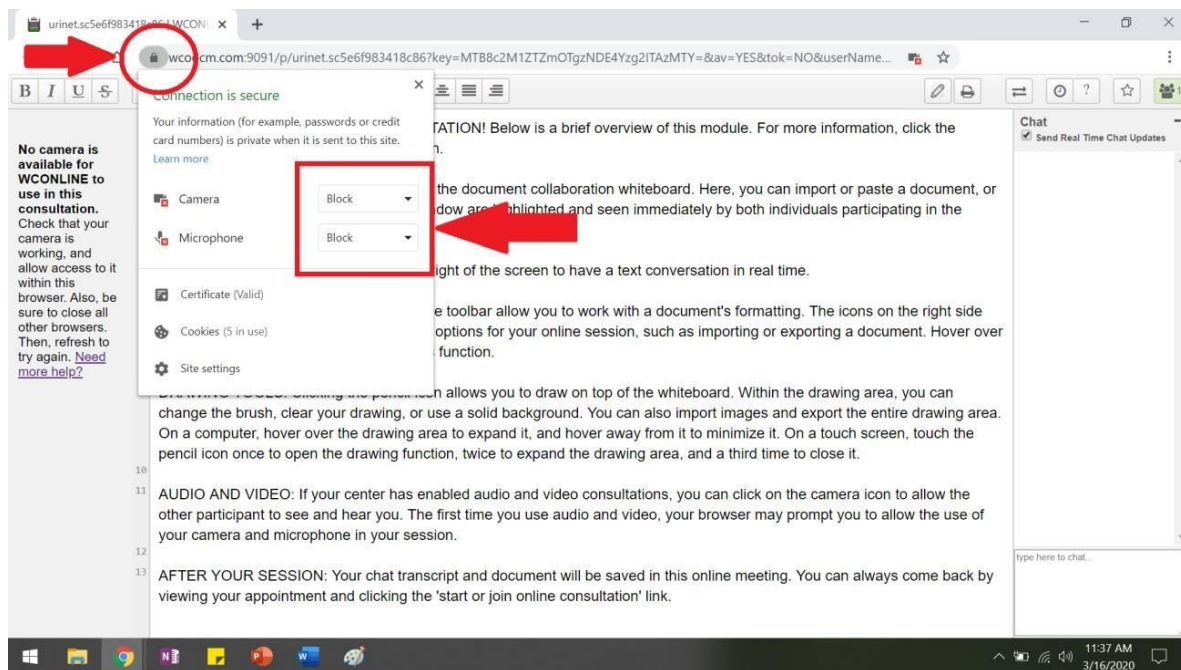
• If the camera and microphone are enabled, you will see your picture in the top left of the online meeting window.

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

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