

Student Learning Hub – Online Appointment Guide

Please contact leah.wafler@ubc.ca if you have questions or need help booking an appointment. **If there is something we can do to make this guide and its content more accessible for you, please let us know, and we can resend it in a format that works for you.**

Step 1: Schedule an Online Appointment on WCONLINE

1. Log into UBCO WOnline Scheduling System (<https://ubc.mywconline.com/>).

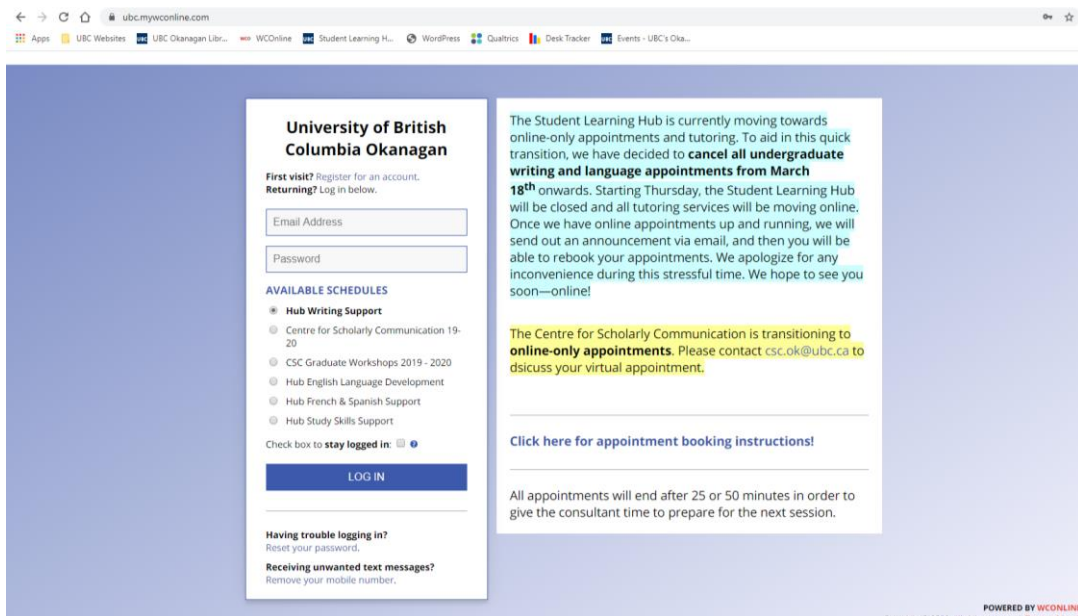


Figure 1 Photo of UBCO's WOnline front page

2. Select the “ONLINE: Writing, Language, Study Skills” schedule, select a tutor (use the “Limit to” drop down menu to sort by subject area), and click on a blank slot.

Mar. 26: Thursday	10:00am	
Writing Consultant Abigail W ONLINE ONLY		
Writing Consultant Carolina L ONLINE ONLY		
Writing Consultant Charlotte H		

Figure 2 Photo shows red box around the writing consultant's name and red circle over an unbooked appointment

- Follow the same steps as when creating a face-to-face appointment. Do your best to fill out the questions. Read the instructions under the “online appointment” option carefully. You will receive an email confirmation after booking the appointment. You can book up to two online appointments every week. **All online appointments are an hour in length.**

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
 Thursday, March 26, 2020: to [Show REPEAT Options](#)

Staff or Resource
 Writing Consultant Abigail W (Test online appointments)

APPOINTMENT LIMITS: Appointments must be 1 hour in length.
LOCATION: Online
 Appointments are for 50 minutes to allow the consultant time to prepare for the next client.

Meet Online?

Yes. Schedule **Online** appointment.
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."

Figure 3 Photo shows the appointment booking form

<p>File #1</p> <input type="text" value="Choose File No fil...hosen"/>	<p>Document Title</p> <input type="text"/>	<p>Notify Client? ⓘ</p> <input type="text" value="No"/>
<p>File #2</p> <input type="text" value="Choose File No fil...hosen"/>	<p>Document Title</p> <input type="text"/>	<p>Notify Client? ⓘ</p> <input type="text" value="No"/>
<p>File #3</p> <input type="text" value="Choose File No fil...hosen"/>	<p>Document Title</p> <input type="text"/>	<p>Notify Client? ⓘ</p> <input type="text" value="No"/>

Figure 4 Photo shows the file uploading options on the appointment booking form

Figure 5 Photo shows the "create appointment" and "close window" buttons at the bottom of the appointment form

- Set a reminder on your phone calendar** so that you do not forget your online appointment.

- You can **modify or cancel your appointments** up to 5 minutes before the appointments by logging into the scheduling system. Don't be late, as your appointment will be canceled after 5 minutes of no-show.

Step 2: Join an Online Appointment on WCONLINE

Online tutoring is done through WCONLINE in real time, meaning you will join the appointment at the scheduled time and work with the tutor through live chat. **Make sure that you enable your microphone on the computer** (camera is nice but not necessary). If you did not upload your document when booking the appointment, make sure to have a digital version of your writing project on hand to copy and paste or upload to the system.

- A few minutes before your appointment, log into your WCONLINE account, **find your appointment (in yellow) and click on it** to open the appointment form.

Mar. 26: Thursday	10:00am	11:00am	
Belinda FACE-TO-FACE & ONLINE			
Emily			

Figure 6 Photo shows the yellow block that indicates your booked appointment

- Click "Start or Join Online Consultations."** This will open the consultation screen.

MEET ONLINE? ONLINE

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."

START OR JOIN ONLINE CONSULTATION

Figure 7 Photo shows the clickable link to join your online consultation

- A consultation screen will have a "whiteboard" area in the middle, a toolbar at the top, a live chat area on the right side, and a video area on the left (when you enable mic and camera). The "whiteboard" has instructions for how to use different features. Once both you and the tutor join the consultation, the tutoring session will begin. (See page 4)

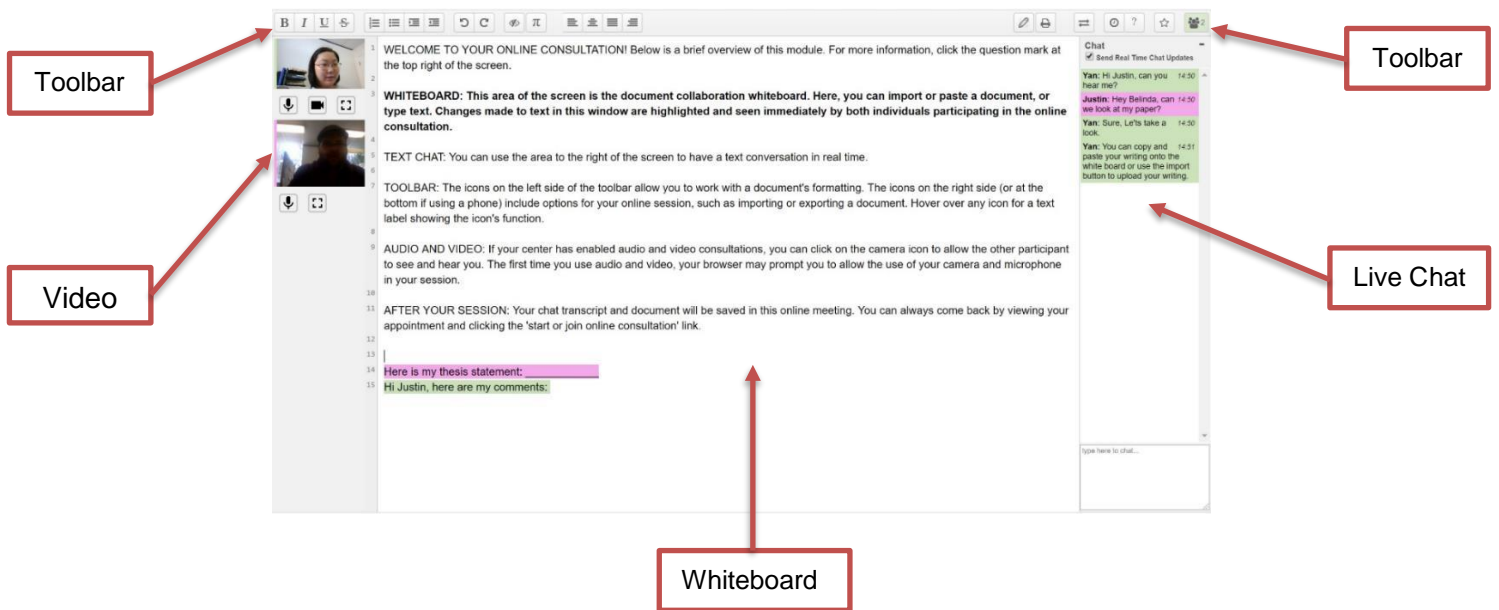


Figure 8 Photo shows the different areas of the online appointment viewing screen

- To upload your document to the “whiteboard,” you can either **copy and paste** your paper directly into the whiteboard or **upload a file**. Either method will impact the formatting of your document as WCONLINE converts the documents to simple text. To **upload a file**, **click the “two arrows” button** in the top right-hand corner of the screen above the chat box. A pop-up message will appear giving you the option to import or export a file. To import, click “Choose File,” locate your document, and then click “Import Now.” Your document will appear in the “whiteboard” area.

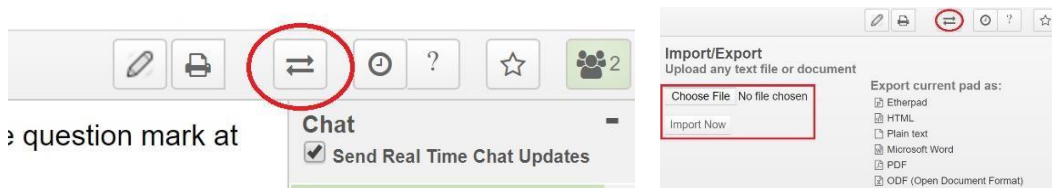


Figure 9 Photo shows the upload symbol and import/export functions of the viewing screen

NOTE: If the paste and import functions do not work, or if the formatting of your document is important, you can share your Google Docs and/or Google Slides. Make sure you **set the Google Docs/Slides access permission to “Anyone with the link can edit,”** then click “Copy Link” and share the link with your tutor in the chat box. Do not



Figure 10 Photo shows how to share your google doc permissions with anyone

close the chat window. The microphone will still work no matter what you are looking at on your screen.

5. You can **chat with your tutor** using the chat bar in the bottom right corner. Your typing will be color-coded in the chat box. You and your tutor can also **type directly into the document** on the “whiteboard” area to make comments and revise as you go. Your comments will also be color-coded. **Use the line/paragraph numbers** on the left side of the “whiteboard” to locate the section of writing you would like to work on. *If you don’t want your typing to show before you send, uncheck the “Send Real Time Chat Updates” box.*
6. When your appointment is complete, **click the “star” button** on the top right-hand corner of the screen above the chat box to save all revisions and the chat history, and then **click the “two arrows” button** again to export your revised document. The revised and exported document will not affect your original document.

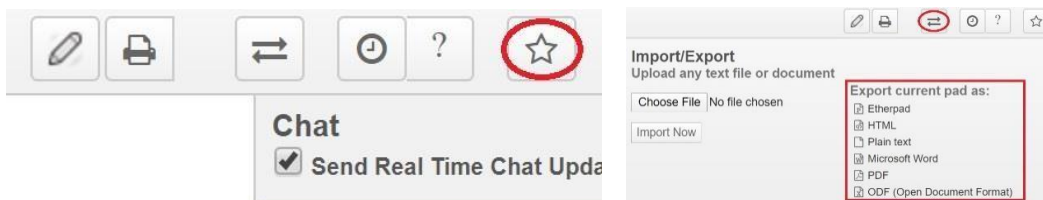


Figure 11 Photo shows how to export the file

7. **Close the window** to exit your online tutoring session. You can return to the appointment to see the “whiteboard” and chat history on WCONLINE at any time.
8. You can exit and rejoin you online appointment anytime during the tutoring session.