

How to Join a Virtual WOnline 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 luther.mywconline.com. 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.
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.
 - a. 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.
 - b. 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.
 - c. 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

Having trouble accessing your synchronous session?

Read WOnline’s guide to [Synchronous Online Meetings](#) for troubleshooting. Some WOnline functionality is not optimized for Safari; Firefox is the recommended browser. You can check your

webcam and microphone in the system settings for your device, generally through the “device manager.” Make sure your webcam and microphone are enabled for your online appointment.

SASC tutors are not trained in technical assistance. If you have questions about WOnline appointments, please email us at adam.lenehan@luther.edu. You can also contact the help desk at helpdesk@luther.edu for assistance with general computing issues, like browser or audio/visual trouble.