

# CAE Tutoring - WOnline Appointment System

## Quick Start Guide

### Register for a WOnline Account

1. Go to <https://luther.mywconline.com>
2. If this is your first time using WOnline, you need to create an account. Click "Register for an account"  
**NOTE:** If you have used the Writing Center and already have an account, you may use the same log-in to schedule an appointment with a CAE tutor. This is not linked to your Norsekey.
3. Create an account using your Luther email address and password. The account activation link will be sent to this email.
4. Fill out all required fields.
5. Enter your cell phone number if you would like to receive text reminders of your appointments.
6. Click on "Register" button.
7. Go to your Luther email inbox and click on the account activation link in the body of the email to get logged in and book your appointments.

### Logging into WOnline

1. Go to <https://luther.mywconline.com>
2. Enter your email, password, and chose which schedule you want to see (i.e. "CAE Tutoring")
3. Click "LOG IN"

### How to Make a Tutoring Appointment

1. After you have logged in to WOnline
2. Select your course number or group tutor name by using the "Limit to" pull down
3. Find the day and time that works for you.
4. Double left click on data/time (white boxes means that time slot is available)
5. Fill out the required information on the form including selecting whether you want to meet face to face or online (if offered). Click save appointment. You will receive an email confirmation, and/or text reminder if you selected this option.

### How to Make a Group Tutoring Appointment

1. After you have logged in to WOnline
2. Select your course number with the group tutor name by using the "Limit to" pull down. (Example BIO151 Study Table - Adam or CS120A Preceptor Group - Adam)
3. Find the day and time that works for you.
4. If block is white, this means you are the first to sign up, proceed to step 6.
5. If block is blue, this means someone else has signed up.
  - a. Double click on the appointment and find the pink box under the tutor's biography and click 'ADD NEW APPOINTMENT TO SLOT' and proceed to step 6.
6. Double click and fill out the required information on the form including selecting whether you want to meet face to face or online (if offered). Click save appointment. You will receive an email confirmation, and/or text reminder if you selected this option.

### How to Check your Appointment(s)

1. Log in to WOnline
2. Click on the arrow beside where it says "Welcome [your name]"
3. Select "My Appointments" to display data and time.

### How to Join a Virtual WOnline Appointment (if applicable)

1. Log in to WOnline
2. Click on the arrow beside where it says "Welcome [your name]"
3. Select "My Appointments" to display data and time. Also you can locate the appointment on the calendar as well (**remote tutoring appointments should be red**) 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.]

4. 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.
  5. You will be automatically redirected to the online tutoring platform and will be allowed into the room once the tutor is present. You may have to allow the system to use your camera and microphone. If you allow only the microphone, your tutor will be able to hear you but not see you.
  6. 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.
    - 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.
1. Close the window to exit the session

#### **How to Edit an Appointment**

1. Go to the appointment in WOnline and click on your appointment to open it (it is colored Yellow).
2. Edit your details and then click on “Save Changes”

#### **How to Cancel an Appointment** (must be cancelled at least 12 hours in advance)

1. Go to the appointment in WOnline and click on your appointment (look for the yellow box or under My Appointments)
2. Double left click on date/time (yellow box means your appointment)
3. Click “Cancel This Appointment”
4. You will receive email notification (and a text reminder if you selected this option)
5. You will see that the schedule is now back to available (white box).
6. If you need to cancel your appointment within the 12 hour time period, you must email your tutor. Their email is found in the appointment.

#### **Missed Appointments**

If your tutor does not show up for the appointment, please let the Tutor Coordinator know at [adam.lenehan@luther.edu](mailto:adam.lenehan@luther.edu).