

Using WOnline

WOnline—The Basics: WOnline has an entire, free, online-accessible manual you may consult at any time for nitty gritty questions. But here are a few important pieces of information that may help navigate the software more readily.

Glossary of WOnline Terms You'll Hear in 105b

- **Client:** the students with whom the tutors work
- **Group Appointment:** Sometimes we offer group appointments for students who are nervous, who do not want to meet with a tutor on their own, or who have the same questions. Group appointment is its own resource on every schedule and the additional names of those who come with your client to the center should be recorded here.
- **No Show:** If a student does not arrive for their appointment, you mark them as a no-show. Three no-shows in a semester and the student will no longer be able to make appointments online. Instead, they will have to come into the center and have a tutor make the appointment for them.
- **Resource:** the tutor

Screen captures

A few key screen captures to let you know what some of the images on WOnline are:



This is the **calendar**. It's how you can pick other days than the ones listed.



This is the **drop-down calendar** function. It's how writers can move between Student Success, CET, Writing Center, and the Workshop calendars.



This is the **filter** function. It's how students can see what expertise the tutors have. For CET support, you have to select which resource you want to use based on which class your CET is assigned to.



This is the **add a new client** function. It allows you to add someone you're helping to the system so they can make appointments for themselves in the future.



This is the **waiting list** link. You can add yourself on days when we're busy but might get a cancellation. You'll get an email letting you know if an appointment cancels or is cancelled for not showing up.



This is the resource function. It's prime use is to see who does online tutoring, as well as face-to-face (in-person) tutoring.



These are the scheduling blocks. They're set up for half hour increments.

- White means that time slot is available.
- Blue means it's booked.
- Green is unavailable.

- Purple is an online appointment.
- Pink is a placeholder appointment.
- Yellow is the color your own appointments will appear.
- Grey blocks are appointments that have passed.

How to Log In

Note: the first step for all of these is to go to the Writing Center WOnline website:

iwu.mywconline.com

- **Logging In:** once on the website, enter your IWU email address and password in the text boxes on the left. If you can not recall your password or it locks you out, go to the next bullet point.
- **Resetting your password:** If you cannot recall your password, or you get locked out, scroll to the bottom of the page, and to the left, you'll see an option to Reset Your Password (pictured). Click this link and follow the instructions that will show up in your email.

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

- **Using the Online Meeting Function:** log in before your appointed meeting time (you'll get an email notification every time you have an appointment). Once logged in, click on the appointment that will be conducted online. These appointment boxes appear a dark purple color (pictured).
 - Once you click on it, a new box will pop up. In the middle of this box will be an option, also in purple, to "join or start online consultation" (pictured). Once you click this linked text, you'll be logged in to Zoom and able to meet with the tutor.



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](#)

Additional Resources for Support

When in doubt, if there is something which is unclear, there are a few additional places you can go for more information.

- Firstly, is the WOnline manual which perhaps gives too much information about all the things. That can be found [here](https://help.mywconline.com/index.php?id=1) (<https://help.mywconline.com/index.php?id=1>).
- Secondly, the WCTS made a video about how to use the online scheduling software. It is available on YouTube [here](https://youtu.be/QfgRdg_wbUE) (https://youtu.be/QfgRdg_wbUE).
- Thirdly, you can always email ascanlon@iwu.edu with questions or for additional support.
- Finally, WOnline offers a free demo to give you some basics on how to navigate the system. That demo can be found [here](https://demo.mywconline.com). (<https://demo.mywconline.com>)