



Step 1: Schedule an Online Writing Consultation

1. Create an account or log in to our online scheduling system: <https://upenn.mywconline.com/>

If this is your first time using the Marks Family Writing Center, click here to make an account using your Penn email address.

If you've used the system before, log in using your Penn email and your WCONLINE password.

Before clicking the "Log In" button, select which schedule you'd like to make an appointment for (Undergraduate or Graduate tutoring).

2. Press "log in" and then click on an open slot (white box) with your selected day and time. Complete the form and click "Create Appointment." You may attach the document you wish to work on at this time, or do so on your appointment day (see "Getting Ready for Your Appointment" below).
3. The timeslot will turn to yellow when your appointment is confirmed. Occasionally it will not turn yellow. This typically means that someone else booked it ahead of you. Refresh your browser and find a new time slot. If this doesn't work, contact tutorhelp@writing.upenn.edu.

Mar. 16: Monday	9:00am	9:45am	10:30am	11:15am	12:00pm	12:45pm	1:30pm	2:15pm
Ben Hammel								
Bianca Serbin								
Emma Nedley								
Gabby Ortiz								
Jaden Baum								
Jason Shu								
Jordan Iannone								
Julia Cozine								
Karen Zhang								
Katherine Ali								

All appointments are scheduled for 45-minutes. This top row shows you the date, day of the week, and time block that you're scheduling.

When a timeslot is white, click on it to make an appointment.

When a timeslot is blue, it means that someone has already scheduled an appointment, and thus, this timeslot is not available.

When a timeslot is yellow, it means that you have successfully scheduled an appointment. You will receive email confirmation from tutorhelp@writing.upenn.edu confirming this as well.

Step 2: Commencing Your Online Writing Consultation

Online consultations are done through WCONLINE in real time, meaning you will join the appointment at the scheduled time and work with the consultant through live video chat.

Getting Ready for Your Online Appointment:

- Your online appointment will be a live 45 minute video chat.
- Charge your laptop, have a good internet connection, in a quiet, nondistracting space. Wear headphones.
- Log in at least 5 minutes before your appointment. Be sure to select “Yes” or “Allow” or “Share” to enable video and audio. The audio and video icons need to be unmuted before your camera and audio will work. When the session begins be sure to turn these on.
- Have your writing project ready in two formats: 1) cut and paste into the text box and 2) saved and handy as a word doc or PDF to upload. You and your tutor may find it useful to use both formats at different points in the session.

Joining an Online Appointment:

Mar. 16: Monday	9:00am	9:45am	10:30am	11:15am	12:00pm	12:45pm	1:30pm	2:15pm
Ben Hammel								
Bianca Serbin								
Emma Nedley								

Step 1: Find your appointment on the schedule—it will appear in yellow—and click on it to open the appointment form.

View Existing Appointment

Client
Stacy Kastner

Appointment Date
Tuesday, March 10, 2020
11:00am to 12:00pm [\[MARK MISSED\]](#)

Staff or Resource
Stacy, Online

ONLINE
CREATED: Mar. 10, 2020 10:42am by Stacy Kastner

Post-Session Client Report Forms
[Add New](#) or [View Existing](#)

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](#)

Step 2: Once you open the appointment form, scroll down and click "START OR JOIN AN ONLINE CONSULTATION."

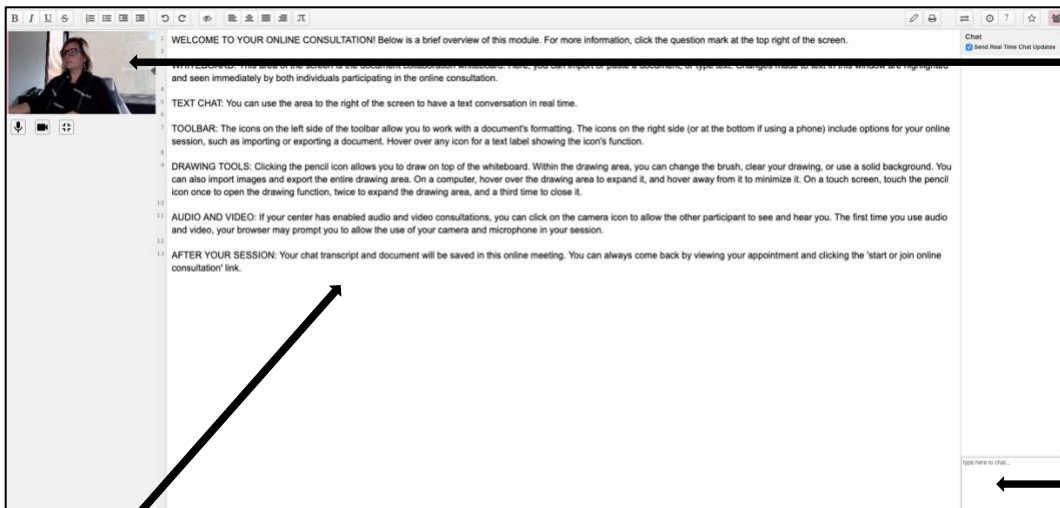
Troubleshooting:

- Trouble with audio/video? Did you enable audio and video by unmuting the icons? If this doesn't work, then try reconnecting, changing the browser, or using the text chat.
- Trouble with connectivity? Try changing your browser
- Disconnected? Close the meeting and click "Start or Join Online Consultation." If you have timed out, head back to your appointment and start over.

Step 3: Join and Share Writing for an Online Writing Consultation

When your online consultation begins, you will see a live video chat box on the top left, a text chat area on the right, a “whiteboard” area in the middle, and a toolbar at the top. The whiteboard offers instructions on how to use each section.

The Basics, Online Tutoring Interface:

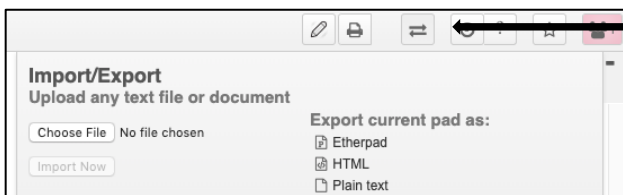


Video chat feed. Underneath the video feed, you will see three icons. The first controls your microphone, the second controls your video feed, and the third allows you to make the video feed larger or smaller.

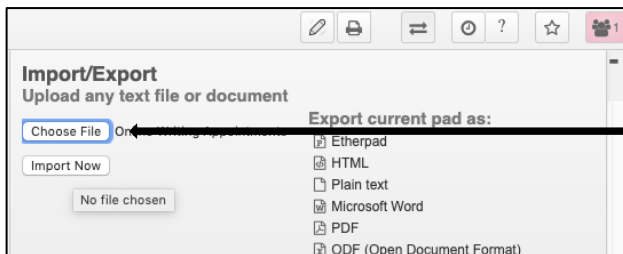
Text chat box area that you can use to communicate with your tutor (particularly if you're having difficulties with audio or visual connections).

The middle of the interface works like whiteboard space. When you start your online appointment, there will be instructions here for how to use each of the features of the digital interface. Once you've read them, this whiteboard space is where you will copy and paste in text to review with your tutor. Even if you've chosen to attach your paper to your appointment because it is heavily formatted, you will still want to use this whiteboard space to copy and paste in key sections of your writing that you want to work on with a tutor.

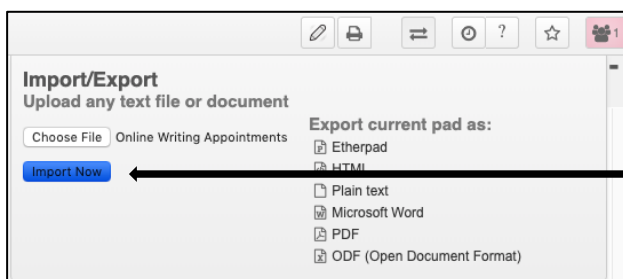
Uploading a Document to Share with your Tutor:



Step 1: To upload a file, you will see an icon in the top right corner of the screen that is two parallel arrows in opposite directions. Click on this icon and a pop up message will appear, allowing you to choose a file to upload.



Step 2: A pop up message will appear giving you the option to import or export a file. Click “Choose File” and use the file navigator to select and open the file you want to upload to the whiteboard space to work on with a tutor.



Step 3: 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 within the whiteboard space.