


WCOline Manual for Blackburn Students

Part 1 - Account Setup & Log-in

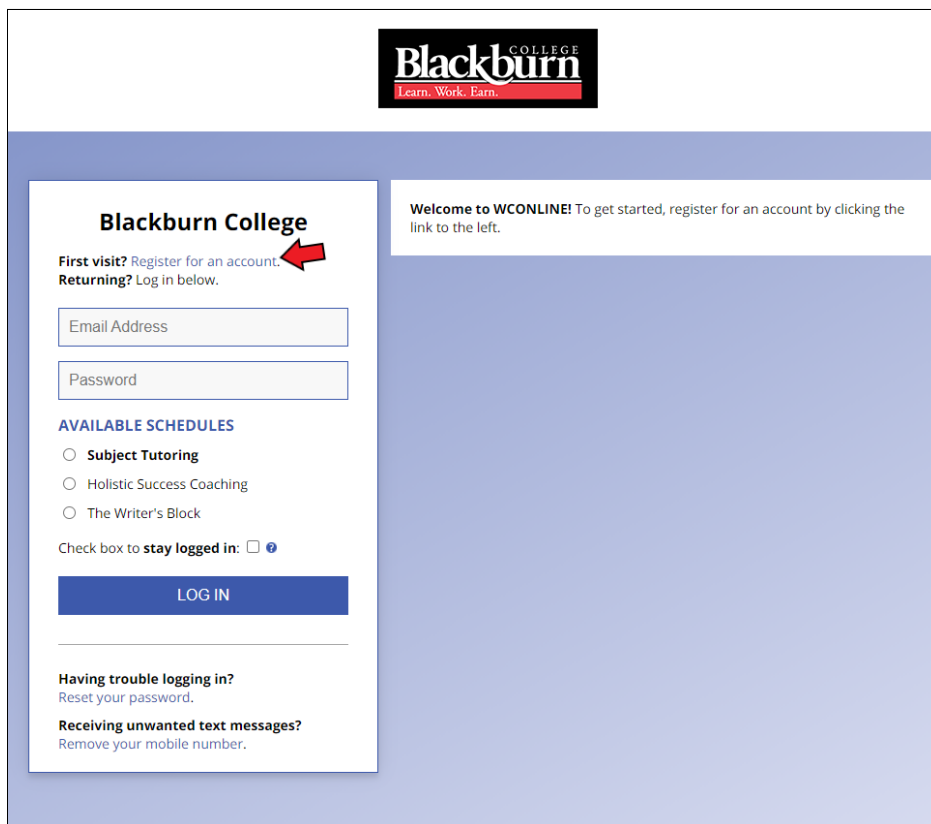
This section will go through how to set up an account on WCOline.

General WCOline Tips

1. In many places throughout the WCOline site, you will see a small blue bubble with a question mark:  When you see this, you can hover your mouse over the bubble to get more information about that particular feature or option.
2. WCOline can be used on a computer browser or on a mobile device. In either case, the site will (by default) load as the “Graphical Interface” version, which is the version I used to collect the screenshots used in these training documents. On my Android device, the graphical interface version works fine, but if that version doesn’t work well on your device, you may want to switch to the “Text Only/Accessible & Mobile Version” by clicking the link at the very top left of the screen. This version may also be preferred for any users who utilize screen reader software or have visual impairments because it is text-only and the text is larger than on the graphical interface version. Be aware that this version will look quite different from the screenshots below, and you might not have access to all features.

Account Set-up

1. Navigate to <https://blackburn.mywconline.com/>. You are strongly encouraged to bookmark this page.
2. Select “Register for an account” at the top of the page (see screenshot below)



- On the registration form, **be sure to use your Blackburn email address** to register for your account. You will not be able to register with another email address.
- Be sure to complete all required fields on the form (marked with a red asterisk - *).
- When selecting a password, you will need to use at least 10 characters with at least one symbol and one capital letter. **Don't use a password that you already use for another site** - create a new one that is easy for you to remember but difficult for others to guess (for example, don't use your name).
- Towards the bottom of the form, there are some optional choices (circled/outlined in red in the screenshot below):

The screenshot shows a registration form with three main sections:

- EMAIL PREFERENCES:** Contains four radio button options for email notifications. The first three options (for appointments, center announcements, and reminders) have their "YES" buttons selected and circled in red. The fourth option (for iCal links) has its "YES" button selected.
- TEXT MESSAGING PREFERENCES:** Contains a text input field for a "Mobile Number" and a dropdown menu for "Mobile Carrier". Both fields are outlined in red.
- FAKE REGISTRATION PREVENTION:** Contains a checkbox labeled "I'm not a robot" and a reCAPTCHA logo.

At the bottom of the form, there are two buttons: "COMPLETE REGISTRATION" and "CANCEL".

- You are strongly encouraged to mark all bubbles "Yes" (all except the last will be marked "yes" by default; the last bubble will allow you to easily add appointments to your Google Calendar from the confirmation emails that WOnline sends to you), and to provide your cell phone number for text reminders.
- If you provide your cell phone number, you will receive text reminders of appointments, depending on **when you scheduled the appointment** - as in, the time that you completed the appointment set-up process, not the time of the appointment itself. Reminders are sent automatically by the system at noon each day for the appointments on the **following** day. If you schedule a same day appointment, or even an appointment for the next day but you complete the set-up after noon, you will not receive a reminder text.
- Complete the Captcha verification and click the "Complete Registration" button at the bottom. You are now registered to use WOnline!

Logging In

1. Once you have registered for your account, you can log in to see what WOnline looks like and begin to familiarize yourself with the program.
2. To log in, you will enter your Blackburn email address and the password you selected when you registered.
3. Under the Email and Password fields, you will notice “Available Schedules” with selection bubbles next to each. “Subject Tutoring” is the default schedule selected, so if left as-is that is the schedule you will be taken to when you log in. You can change the schedule by selecting one of the other bubbles before logging in. You can also switch to another schedule after you’ve logged in (see next step).
4. If you want to switch to another schedule after logging in, there is a drop-down menu at the top of the page (circled in red in the screenshot below). Simply click on that and select the schedule you’d like to see. You can also use the arrow buttons to change which week you’re viewing.

WELCOME, LUMPKIN ▾		Jul. 14 - Jul. 20, 2021		Subject Tutoring ▾		◀ PREVIOUS WEEK CURRENT WEEK NEXT WEEK ▶					
HELP?		Limit to: [dropdown]									
Jul. 14: Wednesday		8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm
LSSC TEST ACCOUNT FACE-TO-FACE ONLY											
Timmy Tutor (test account) FACE-TO-FACE ONLY											
Jul. 15: Thursday		8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm
LSSC TEST ACCOUNT FACE-TO-FACE ONLY											
Timmy Tutor (test account) FACE-TO-FACE ONLY											

5. How to schedule appointments and complete other tasks in WOnline will be covered in more detail in another section, but the basics of scheduling an appointment are simple - click on a white box (which indicates an open appointment slot) in a row for the day, time, and tutor you would like, and follow the prompts to schedule!

The next section will cover scheduling, editing, and cancelling appointments.

Part 2 - Scheduling Appointments

This document will go through how to schedule appointments on WOnline.

Logging In & Choosing a Schedule

1. Navigate to <https://blackburn.mywconline.com/>. To log in, enter your Blackburn email address and the password you set up when you created your account.
2. You have the option to select one of the three resource schedules - Subject Tutoring, Holistic Success Coaching, and The Writer's Block. You should click the bubble next to the schedule that you are wanting to set up an appointment with.
3. The Subject Tutoring schedule is the default - if you don't choose a different schedule, it will automatically load the tutoring schedule. Once you're logged in, you can switch to a different schedule by using the dropdown menu at the top of the page.

Jul. 14: Wednesday	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm
LSSC TEST ACCOUNT FACE-TO-FACE ONLY										
Timmy Tutor (test account) FACE-TO-FACE ONLY										

4. When you log in to a schedule, it will automatically display all of the people you can meet with on that resource's schedule. However, for subject tutoring, you may want to filter the schedule to see only the tutors for the subject you need help with. On the Subject Tutoring schedule, you'll see another drop-down box at the top that says "Limit to". This allows you to choose the subject where help is needed, and see only the tutors for that subject. For Holistic Success Coaching, you can also filter by whether you want to meet with a Professional or a Peer Coach.

a. Default view - all tutors visible:

Jul. 20: Tuesday	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm
LSSC TEST ACCOUNT FACE-TO-FACE ONLY						
Tasha Tutor (test account) FACE-TO-FACE ONLY						
Timmy Tutor (test account) FACE-TO-FACE ONLY						
Tina Tutor (test account) FACE-TO-FACE ONLY						
Tyler Tutor (test account) FACE-TO-FACE ONLY						

b. "Limit to" drop-down box:

WELCOME, LUMPKIN ▾ Jul. 20 - Jul. 26, 2021 Subject Tutoring ▾
 ◀ PREVIOUS WEEK | CURRENT WEEK | NEXT WEEK ▶ 📅

HELP? Limit to: -- please select -- ▾
 -- please select --
 Biology
 Chemistry
 Computer Science
 Math

Jul. 20: Tuesday	8:00am				10:00am	11:00am	12:00pm
LSSC TEST ACCOUNT FACE-TO-FACE ONLY							
Tasha Tutor (test account) FACE-TO-FACE ONLY							
Timmy Tutor (test account) FACE-TO-FACE ONLY							
Tina Tutor (test account) FACE-TO-FACE ONLY							
Tyler Tutor (test account) FACE-TO-FACE ONLY							

c. Filtered tutor list:

WELCOME, LUMPKIN ▾ Jul. 20 - Jul. 26, 2021 Subject Tutoring ▾
 ◀ PREVIOUS WEEK | CURRENT WEEK | NEXT WEEK ▶ 📅

HELP? Limit to: Biology ▾

Jul. 20: Tuesday	8:00am	9:00am	10:00am	11:00am
Tina Tutor (test account) FACE-TO-FACE ONLY				

Reading the Schedule

1. WOnline uses color-coding to display when appointments are available.
 - a. **Gray** indicates time that has passed - you cannot schedule appointments in the past
 - b. **Black** indicates time that that tutor, Writing Assistant, or Success Coach is **not** available for meetings.
 - c. **Blue** indicates an appointment time that is taken by another student.
 - d. **Yellow** indicates your appointments
 - e. **White** indicates time that is available for scheduling.

2. Let's look at an example. This student wants to meet with a Success Coach and already has an appointment scheduled with Jordan for Wednesday at 2:00 PM:

WELCOME, LUMPKIN		Jul. 20 - Jul. 26, 2021		Holistic Success Coe			
HELP?		Limit to: -- please select --					
Jul. 20: Tuesday	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
Jordan Lipinski - Peer Coach FACE-TO-FACE & ONLINE			Booked				
Jul. 21: Wednesday	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
Jordan Lipinski - Peer Coach FACE-TO-FACE & ONLINE			Booked			Booked	
Shannon Stanley - Pro Staff FACE-TO-FACE & ONLINE	Unavailable	Unavailable			Unavailable	Unavailable	Unavailable

3. However, this student has decided that they don't want to wait until Wednesday afternoon - they have a challenge that they need help with right away. They don't have a preference for meeting with a peer or professional staff, so they don't filter the schedule - they just want the earliest available appointment.

4. Looking at the schedule, the student can see that:

- Jordan already has appointments scheduled with other students at 11:00 AM on both Tuesday and Wednesday
- Shannon is not available on Tuesday at all (not listed on that day's schedule) and is also not available at 9:00 AM on Wednesday.
- All other times are available to schedule with either Jordan or Shannon.

WELCOME, LUMPKIN		Jul. 20 - Jul. 26, 2021		Holistic Success Coe			
HELP?		Limit to: -- please select --					
Jul. 20: Tuesday	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
Jordan Lipinski - Peer Coach FACE-TO-FACE & ONLINE			Booked				
Jul. 21: Wednesday	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
Jordan Lipinski - Peer Coach FACE-TO-FACE & ONLINE			Booked			Booked	
Shannon Stanley - Pro Staff FACE-TO-FACE & ONLINE	Unavailable					Unavailable	Unavailable

Scheduling an Appointment

1. The WOnline system makes scheduling appointments very easy! Once you have found the resource you would like to schedule with, and an available appointment time that works for you, simply click on the white box for the appointment time and fill out the “Create New Appointment” form.
2. The box may look slightly different depending on which resource you’re scheduling with. For example, if you’re meeting with Shannon for Holistic Success Coaching, you will have the option to schedule a virtual appointment, so you will have to select whether you want face-to-face or virtual. Since all tutoring is planned to take place in person for Fall 2021, that option is not included in the “Create New Appointment” form for tutoring. The example form below is for Subject Tutoring:

Create New Appointment

Appointment Date
Tuesday, July 20, 2021: to

Staff or Resource
Timmy Tutor (test account) (Subject Tutoring)

APPOINTMENT LIMITS: Appointments must be between 30 minutes and 1 hour in length.

Questions marked with a * are required.

Course *

Instructor *

What would you like to work on during your visit? *

How did you hear about this resource? (check all that apply) *

- From one of my instructors
- From my advisor
- From my work manager
- From my RA
- From a friend or classmate
- From Blackburn website
- From a flyer posted on campus

CREATE APPOINTMENTCLOSE WINDOW

3. Once you fill in all the boxes, click “Create Appointment”, and the appointment is scheduled!
4. You should receive an email confirming your appointment. If you selected the iCal option when you first registered your account, the email should contain a link to add the appointment to your Google calendar.
5. If you provided your phone number when you registered, you should also get a text message reminder of your appointment at noon on the day before your appointment, depending on when you completed the appointment set-up process (see Part 1 - Account Set-up [step 8] for more information about this).

What if I don't have an appointment?

1. If you don't have an appointment, you can still meet with a tutor or Writing Assistant! However, walk-in visits are treated on a first-come-first-served basis, and students who have scheduled appointments will take priority over walk-in students.
2. The best way to ensure that you can meet with a tutor without having to wait (or without having to end your visit early, if there is an appointment scheduled after your visit starts) is to schedule an appointment.
3. If you visit a tutor or Writing Assistant as a walk-in visitor, the tutor/WA will create an appointment for you "on the spot" so that we have a record of your visit.
4. Holistic Success Coaching is generally available **by appointment only**. The peer coach may sometimes accept walk-in visits.

Editing or Cancelling Appointments

1. Once you have scheduled an appointment, it may need to be edited or cancelled later.
2. Editing an appointment allows you to change:
 - a. The appointment time (but **not** the date - to change date, you'll need to cancel and schedule a new appointment on a different day)
 - b. Any of the appointment details - for example, the information you provided about what you want to work on during the appointment.
3. Cancelling an appointment removes it from both the student's and the resource's schedule.
4. If you schedule an appointment with a tutor, Writing Assistant, or Success Coach, and then find out you will not be able to attend the appointment, **please be sure to cancel or reschedule** prior to the appointment time. This opens up that appointment time for another student who needs support.
5. To edit or cancel an appointment, click on the yellow box for that appointment on the schedule grid and select either "Edit Appointment" or "Cancel Appointment". For cancellation, be sure that the "Email client cancellation notice" box is **checked**. This way, you'll get an email confirmation and you'll know that your cancellation went through.

View Existing Appointment

Client
Lumpkin SSC

Major: Math

Appointment Date
Tuesday, July 20, 2021
1:00pm to 1:30pm [\[MARK MISSED\]](#)

FACE-TO-FACE | WALK-IN
CREATED: Jul. 20, 2021 11:41am by Shannon Stanley

Staff or Resource
Tasha Tutor (test account)

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

Course
test

Instructor
test

What would you like to work on during your visit?
test

How did you hear about this resource?

[CLOSE WINDOW](#) [EDIT APPOINTMENT](#) [CANCEL APPOINTMENT](#)

Email client cancellation notice?

6. If you select “Edit Appointment”, it will open a new window that is essentially identical to the “Create New Appointment” form that you used to initially schedule the appointment. Make the necessary changes and select “Save Changes”. If you decide you’d rather just cancel the appointment, you can click “Return to Overview” and then select “Cancel Appointment”.
7. If you cancel the appointment, a small dialog box will pop up asking you to confirm you really want to cancel. Click Ok to confirm the cancellation.

Surveys

1. Whenever you have an appointment or walk-in visit with tutoring, The Writer’s Block, or Holistic Success Coaching, you will receive an email after your appointment with a link to a survey about your experience during the appointment.
2. The purpose of these surveys is to get a better sense of how effective these academic resources are at helping students overall, and to help us identify any gaps in training for tutors, Writing Assistants, or Success Coaches across the board.
3. The survey is completely anonymous. We do ask you to tell us which resource you visited, and there is an optional question to provide the name of the specific tutor, Writing Assistant, or Success Coach that you worked with. However, we do not ask for your name or any personal details about you.
4. The questions on the survey are designed to help us gauge whether your appointment helped you make progress towards your learning goals. Please be honest, because this helps us to know where we need to improve our services! There is also a box for you to provide any additional comments or suggestions.