

## How to Make an Online Appointment CSSW Writing Center

Welcome to CSSW's online services! It's a great idea to become acquainted with our online consultation module, accessed through our [online scheduler](#), before beginning your first session. Below are tips for best use, step-by-step instructions, and other helpful information for making, joining and fully utilizing an online appointment with the Writing Center.

Here's what you will find in the document that follows:

### **TIPS FOR BEST USE** 1

### **HOW TO CREATE AND MANAGE AN ONLINE APPOINTMENT, STEP BY STEP**

<i>Choose an appointment time</i>	2
<i>Complete the full appointment form</i>	2
<i>Sign back in before your session</i>	3
<i>Enter the online consultation</i>	3
<i>A new window will open for the online meeting space</i>	4
<i>Activate video conferencing</i>	4
<i>Activating Video Conferencing in Google Chrome</i>	5
<i>Activating Video Conferencing in Mozilla Firefox</i>	5
<i>Upload / export your draft</i>	6

### **OTHER ONLINE CONSULTATION FUNCTIONS**

<i>Video conferencing through WCONLINE</i>	7
<i>Word processing functions</i>	8

### **Tips for Best Use**

The following tips should help you make best use of your online appointment with the Writing Center.

1. **USE A HARD-WIRE or ETHERNET CONNECTION - NOT WIFI:** Connect to the Internet through Ethernet cable instead of WiFi whenever possible, as it will ensure the fastest and most consistent Internet access.
2. **USE MOZILLA FIREFOX:** This browser are recommended as most compatible with the WCONLINE software platform (Google Chrome will work as well). Alternatively, using Safari or Internet Explorer may cause technical issues.
3. **USE A HEADSET W/ MICROPHONE:** Using headphones with a mic cuts down on ambient noise and reverb, making it easier to communicate while video conferencing. We'll do the same!
4. **ARRIVE EARLY:** You may join the online consultation in advance to enable video conferencing and add your draft to the whiteboard, which will help ensure full use of your appointment time.
5. **COPY / PASTE YOUR DRAFT IF UPLOAD FAILS:** Your draft may fail to upload if it contains special formatting, such as headers or charts, or due to connection issues. In these instances, simply copy / paste your text into the whiteboard to begin the session as quickly and smoothly as possible.
6. **PREPARE FOR YOUR APPOINTMENT:** For the most productive session at the Writing Center, whether online or in-person, it helps to come prepared with specific questions, concrete goals, and/or targeted areas of a draft to work on.
7. **READ THROUGH THE FOLLOWING INSTRUCTIONS FULLY / CAREFULLY**

## How to Create and Manage an Online Appointment, Step by Step

### Choose an appointment time.

Click on an available timeslot, marked in white.

WELCOME, STUDENT ▾ September 3 - September 9, 2019 2019 Fall ▾  
NEXT WEEK ► 📅

HELP?

Sep. 3: Tuesday	11:00am		1:00pm	2:00pm	3:00pm	4:00pm
Adam Pellegrini FACE-TO-FACE & ONLINE						

Sep. 4: Wednesday	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm
Adam Pellegrini FACE-TO-FACE & ONLINE						

Sep. 5: Thursday	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm
Adam Pellegrini FACE-TO-FACE & ONLINE						

### Complete the full appointment form.

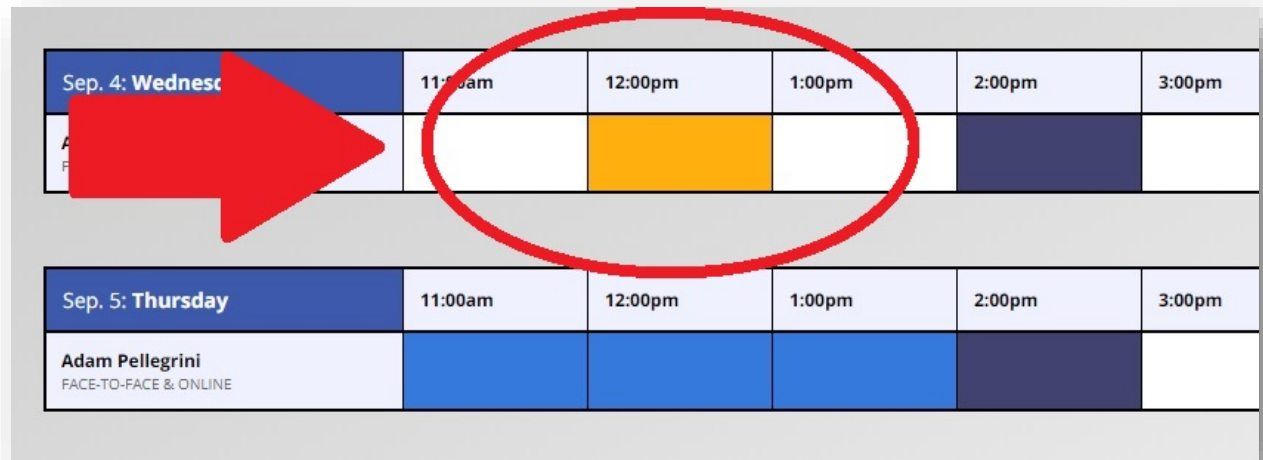
An appointment form will appear as a pop-up window. To designate your appointment as *online*, select “Schedule online (meet virtually) appointment,” then save the appointment.

#### Please choose an appointment option below:

- ☐ Schedule **in-person (meet on CSSW 4th Floor)** appointment.
- ☒ Schedule **online (meet virtually)** appointment.  
Choose an ONLINE MEETING if you'd like to meet with a writing consultant online during the time you've reserved. 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."
- ☐ Schedule **written feedback request (asynchronous)** appointment.  
Choose a WRITTEN FEEDBACK REQUEST if you'd like to submit a document for review and receive written feedback. Upload your document or link a shared Google Doc in the appointment form below, and complete all fields below for a detailed request. Your writing consultant will review your work during the time you've reserved and post or email you comments.

### Sign back in before your session.

A few minutes before your session start time, sign into the online scheduler and find your online appointment, marked in yellow.



Sep. 4: Wednesday	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
Adam Pellegrini FACE-TO-FACE & ONLINE					

Sep. 5: Thursday	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
Adam Pellegrini FACE-TO-FACE & ONLINE					

### Enter the online consultation.

Click on your appointment to open the appointment form. Click **START OR JOIN THE ONLINE CONSULTATION** in red to enter the online consultation module.



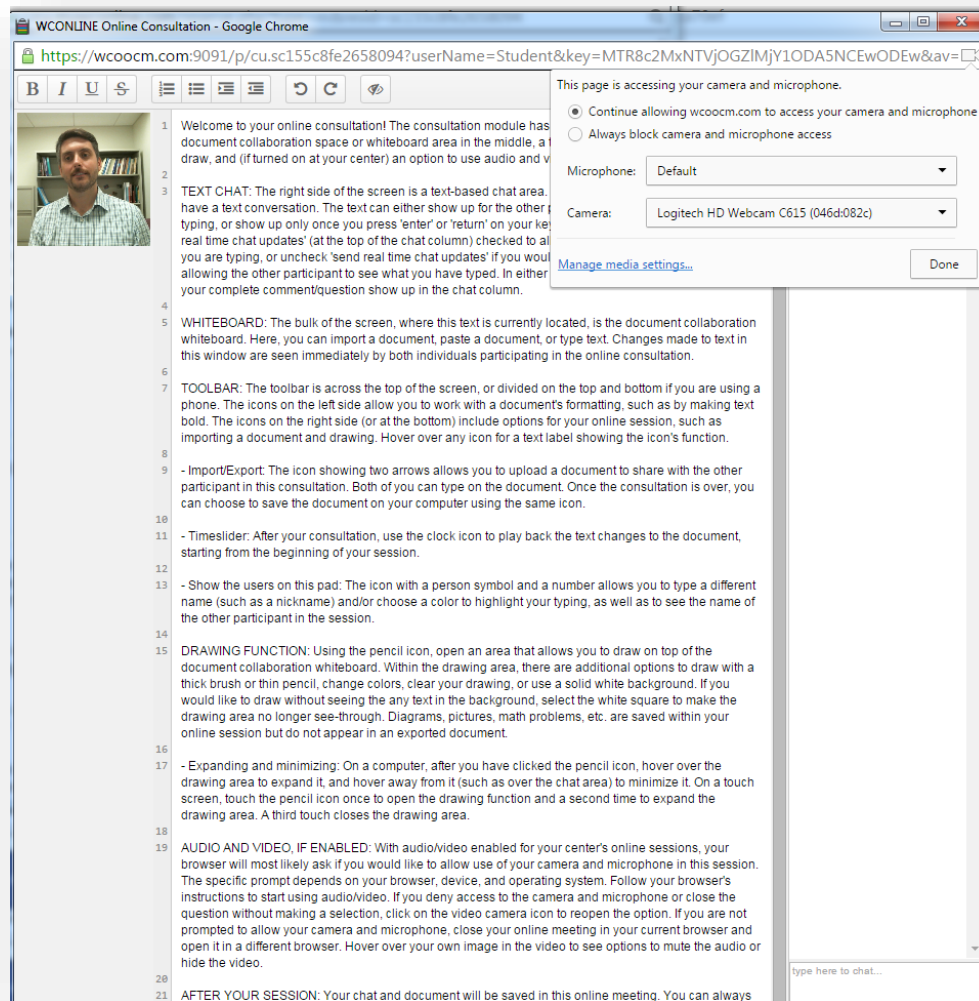
**MEET ONLINE? ONLINE**

If you choose an online appointment, log back into 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**

**A new window will open for the online meeting space.**

In the online consultation window, you will see the following: an area for video conferencing along the left margin, a synchronous whiteboard with full instructions in the center, and text chat on the right margin.

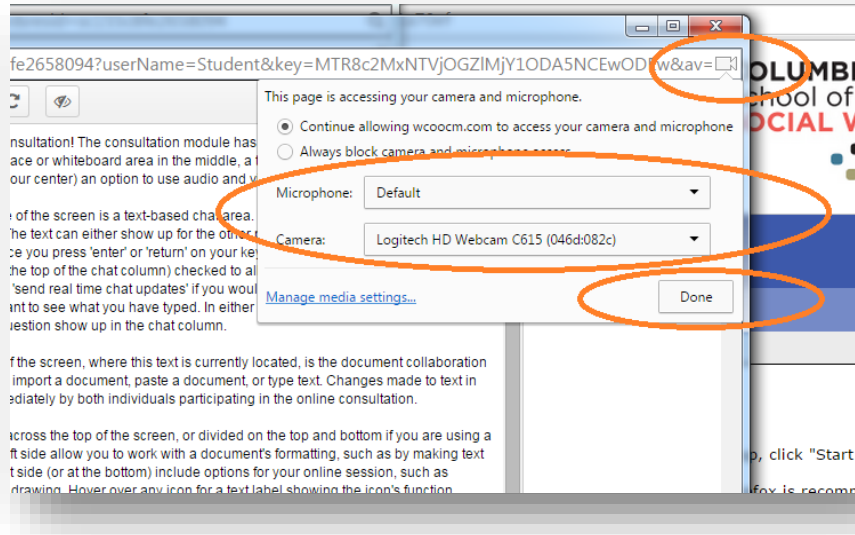


**Activate video conferencing.**

You will be prompted to activate the video conferencing function by *sharing* your audio and video devices. This prompt will look different depending on which preferred browser you use – Google Chrome or Mozilla Firefox.

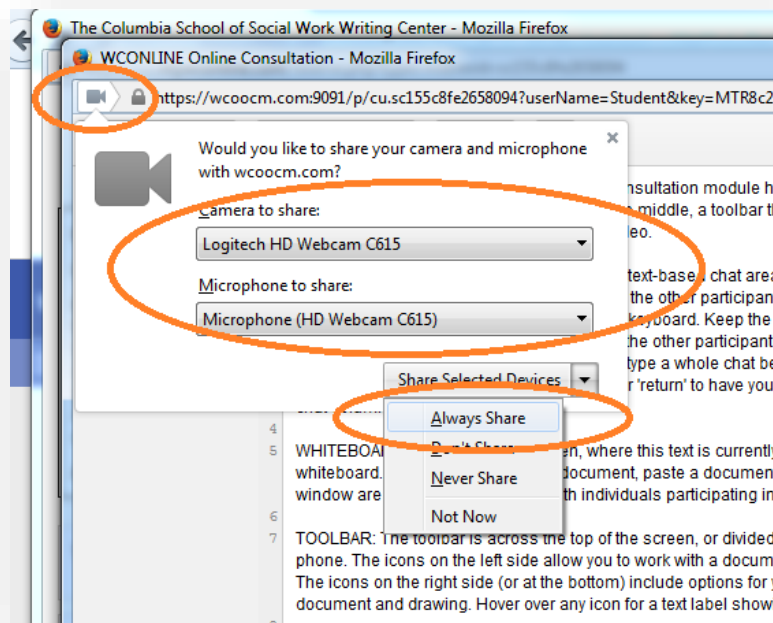
## Activating Video Conferencing in Google Chrome

In Google Chrome, choose the appropriate MICROPHONE and CAMERA sources, then select DONE. Chrome should automatically share these devices in the future, but you can always change them by clicking the CAMERA ICON at the top right of the window's address bar.



## Activating Video Conferencing in Mozilla Firefox

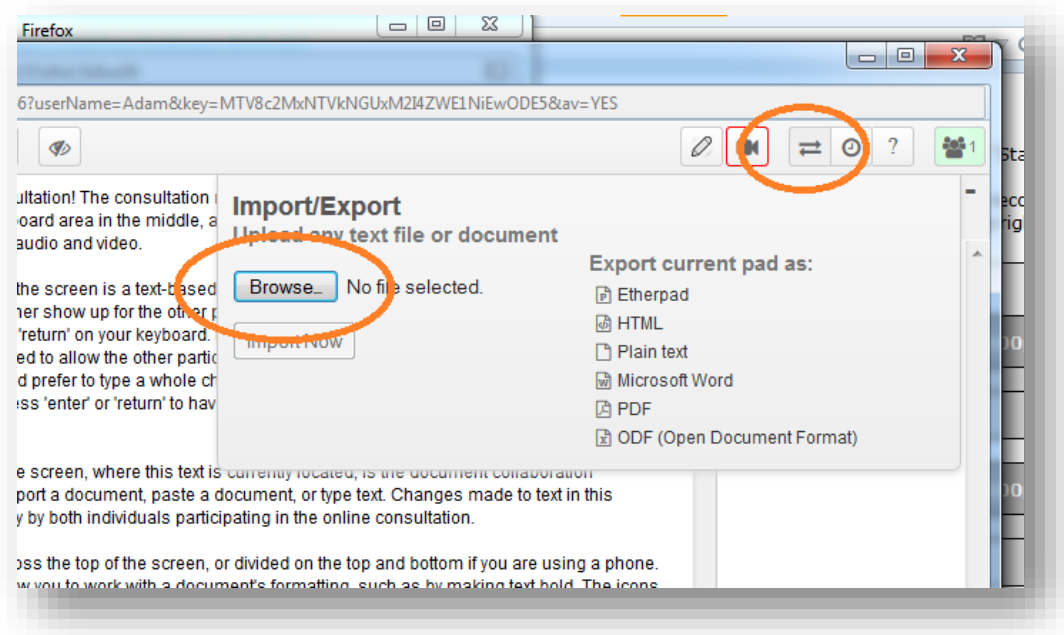
In Firefox, choose the appropriate MICROPHONE and CAMERA sources, click SHARE SELECTED DEVICES, and select ALWAYS SHARE. Firefox should automatically share these devices in the future, but you can always change them by clicking the CAMERA ICON at the top left of the window's address bar.



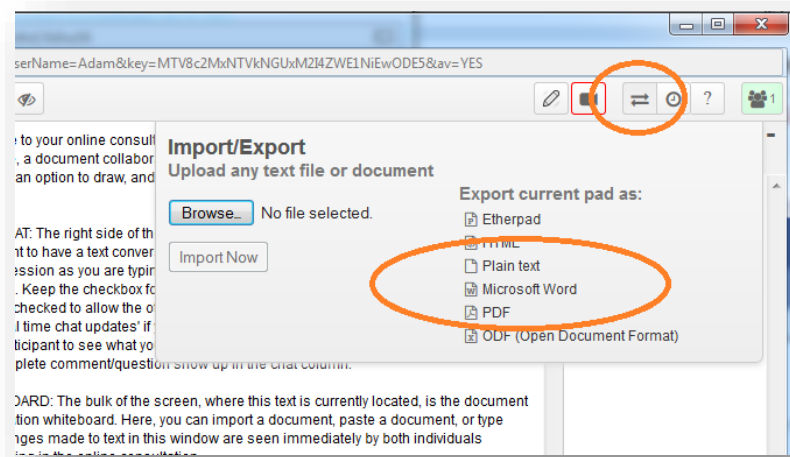
## Upload / export your draft.

To UPLOAD a Word document to the whiteboard, click the ARROWS icon at the top right of the toolbar. Click BROWSE to choose your file from its location and upload.

*\*\*The upload may fail if your document contains special formatting such as headers, footers, charts or tables. If this happens, try copying / pasting just the text into the whiteboard.*



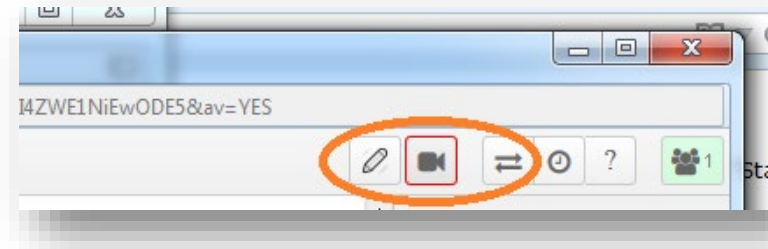
To EXPORT your work from the whiteboard at the close of the session, click the ARROWS icon at the top right of the toolbar again, and select the file type you'd like to create for your work. Save your new file to the appropriate location.



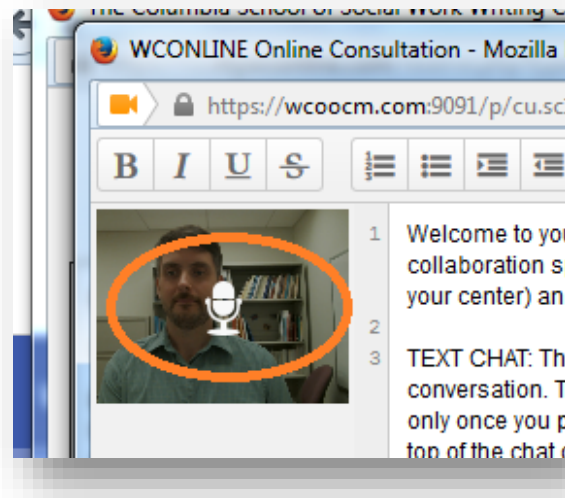
## Other Online Consultation Functions

### **Video conferencing through WCONLINE.**

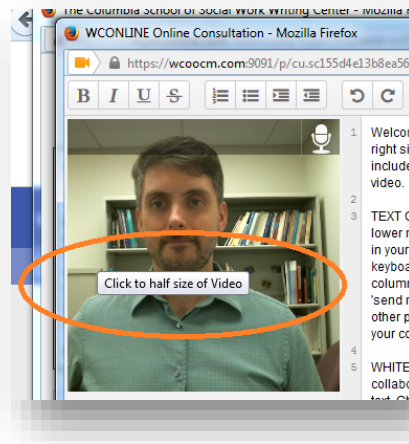
At any point, you may choose to STOP OR START VIDEO CONFERENCING by clicking the CAMERA icon at the top right of the toolbar.



To MUTE / UNMUTE hover the cursor over your video feed and click the MICROPHONE icon.



Click your video feed to DOUBLE THE SIZE, and click again to return to STANDARD SIZE.





## Word processing functions.

The tool bar at the top of the window contains standard word processing functions including:

- Font style choices (**bold**, *italics*, underline, and ~~strikethrough~~)
- Number and Bullet listing
- Indent and Outdent
- Undo and Redo
- and Clear Authorship Colors

