GWRC Online Tutoring Guide

Should I make an online appointment?

Online appointments are helpful for students who are off-campus, ill, or who have other problems getting to campus. However, on the whole, we find that face-to-face appointments are more efficient. Even if you live off-campus, we recommend meeting with your tutor face-to-face at least once so that you can get to know each other and so the tutor can quickly learn about your project.
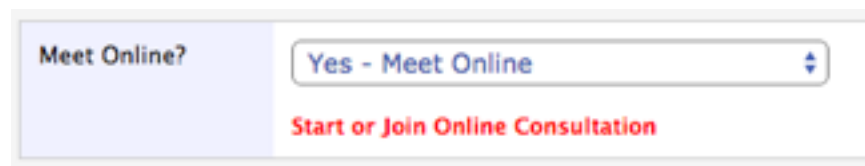
How do I create an online appointment?

1. Visit ohio.mywconline.com to make an appointment.
2. Select a tutor who is available to work face-to-face or online.
3. Familiarize yourself with this help sheet before your appointment.

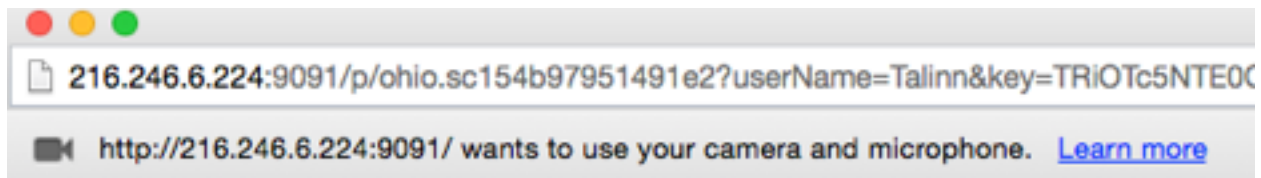

How do I begin an online appointment?

1. Use Firefox or Chrome as your browser, computer with a webcam, and the best internet connection available to you.
2. Initiate your appointment five minutes before the hour by clicking on your appointment in the WC Online schedule and clicking on the red hyperlink "Start or Join Online Consultation."
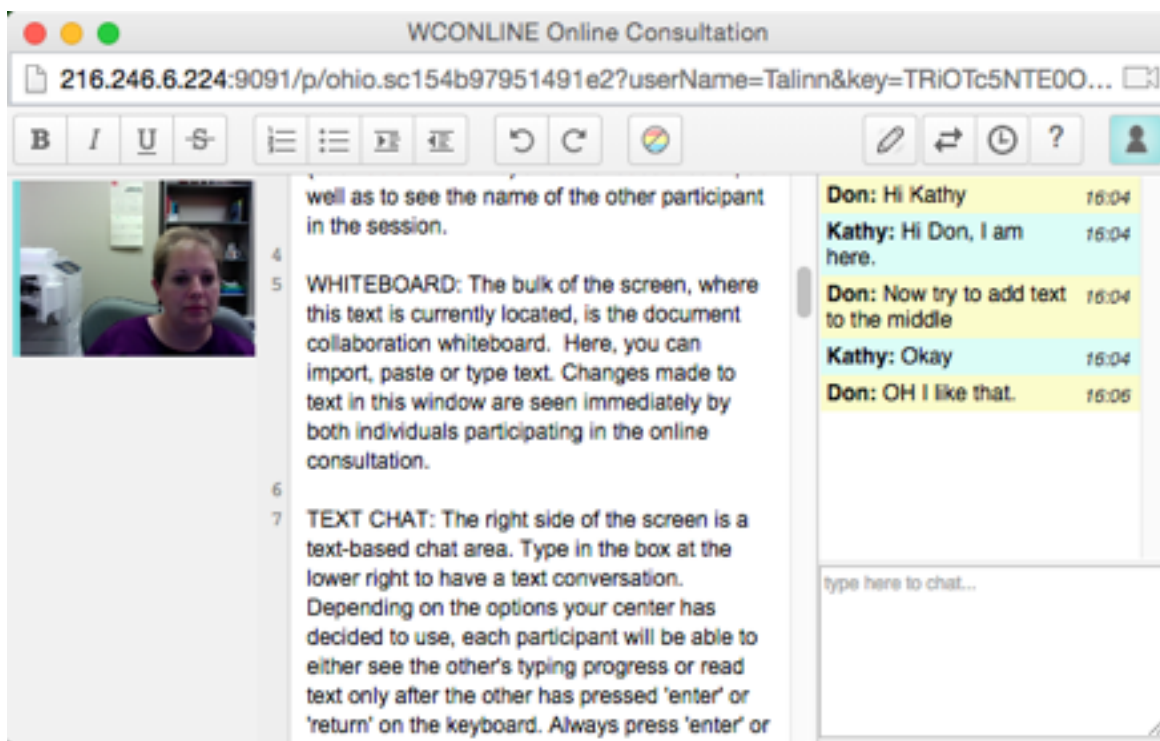

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3. At the top of your screen, you'll see a box that asks you to allow the program to use your computer's camera. Choose "allow."

4. You should now see your own picture in the upper left corner of the screen and a textbook in the lower right corner. Chats with the tutor will appear in the upper right column.

5. Copy and paste your paper to the "whiteboard," the large space in the center of the screen. This will allow the tutor to see your paper and will allow both of you to mark it up.

Troubleshooting

No video of the tutor? Make sure that you've turned on the camera (Step 2 above).

Problems in Safari? Safari is NOT a supported browser. Choose Google Chrome or Firefox.

Poor audio or video? If an ethernet connection isn't available, use the chat feature or audio only.

Running late or can't find the tutor? Email your tutor directly by clicking on your appointment again and finding the tutor's email at the top of the appointment. The GWRC's main email address and phone number are not staffed during all tutoring hours.