

Online Appointment Quick Guide for the Mount Union Digital, Written and Oral Communication Studio

Synchronous Consultations



Online appointments are synchronous, meaning that you have to be present and interacting live with a consultant during your appointment in order to receive help. You can choose to communicate using a webcam and microphone and/or a chat box. To make the most of your time, we ask that you import the text of your project prior your appointment. **We also recommend making an hour-long appointment the first time you make an online session.** This will give you time to ensure your technology is working properly and to get work done during the session.

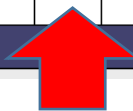
Using a Webcam and Microphone

If you want to use your webcam and internal or external microphone to communicate with your consultant, it is a good idea ensure both are working properly before your consultation. If you do not have a webcam and microphone, don't worry—you can use the embedded chat box to communicate with the consultant.

How to Make an Online Appointment:

- 1) Click on “Make an Appointment” on the [DWOC Studio website](#) home page.
- 2) If you are a new client (or if it is the first appointment of a new year), **select “Register”** and fill out the form. Returning clients log in using username and password. Note: Your Mount Union login will not work--you will need to create an independent username and password to use the DWOC Studio appointment site.
- 3) **Click on any white space to make an appointment.**

| Sep. 9: TUESDAY | 9:00am | 10:00am | 11:00am | 12:00pm | 1:00pm | 2:00pm | 3:00pm | 4:00pm | 5:00pm | 6:00pm | 7:00pm | 8:00pm |
|--|--------|---------|---------|---------|--------|--------|--------|--------|--------|--------|--------|--------|
| Consultant 1  | | | | | | | | | | | | |
| Consultant 2  Face-to-face or online | | | | | | | | | | | | |



- 4) When you click on an open space, the appointment form will automatically open. Make sure that you **select “Yes, meet online”** from the dropdown menu.

| | |
|--------------|--|
| Time: | Monday, September 08: <input type="text" value="6:00pm"/> to <input type="text" value="7:00pm"/> <small>Created: Sep. 5, 2014 (6:13 pm) by Danielle Cordaro. Modified: Sep. 5, 2014 (6:13 pm).</small> |
| Client: | Danielle Cordaro cordarda@mountunion.edu |
| Meet Online? | <input type="text" value="Yes - Meet Online"/> Start or Join Online Consultation |

Join an appointment and import the text of your project

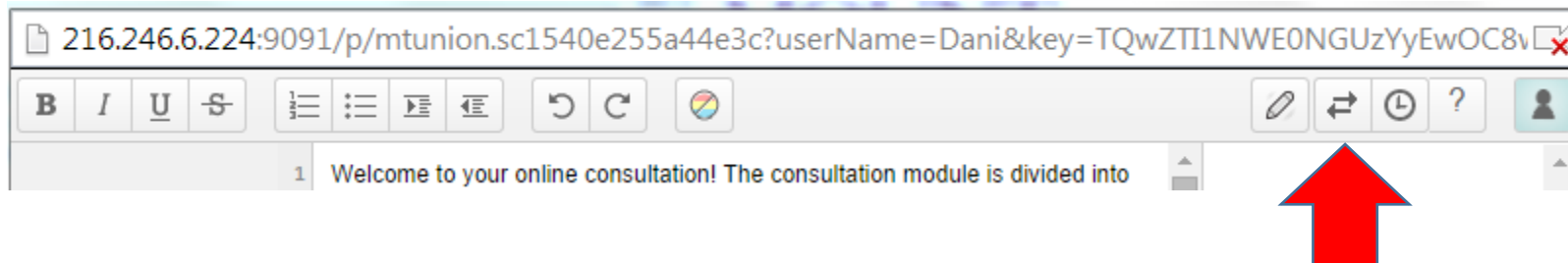
- 1) At any time before your appointment, you can import the text of your project. Go to the DWOC Studio website, click on “Appointments” and log in. Click on your appointment and click **“Start or Join Online Consultation.”**

Time: M September 08: 6:00pm to 7:00pm

Meet Online? Meet Online

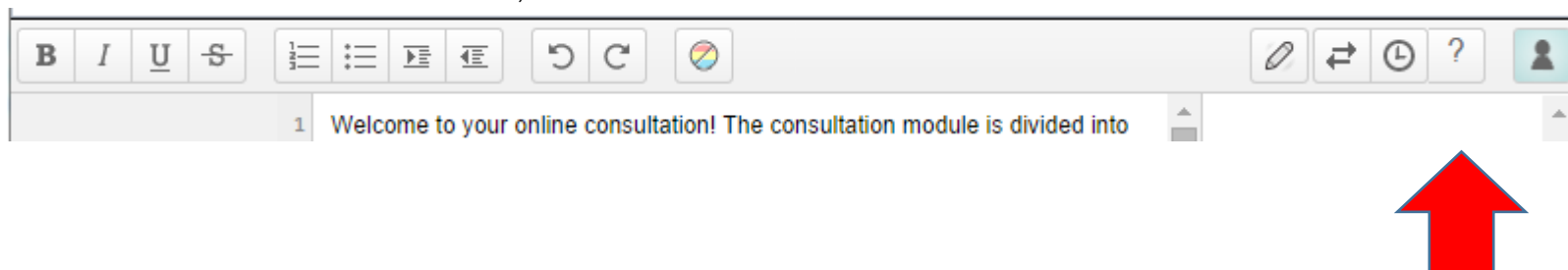
[Start or Join Online Consultation](#)

- 2) The online consultation interface will pop up. You will notice a toolbar at the top of the screen. To import the text of your project, click the horizontal arrow buttons below. You can import text from the following file formats: .doc, .docx, .rtf, and .txt. When you import, you will see the text of your project appear in the main box. Alternatively, you can copy and paste your text into the workspace.



More Help with Online Consultations

For more information on online interface, [click the ? on the toolbar](#).



Canceling an appointment

If you need to cancel an appointment, please do so as soon as possible so that someone else can have your old appointment time.

- 1) Log in to WOnline from the [DWOC Student webpage](#) by clicking on “Make an Appointment.”
- 2) Find your appointment, which will appear yellow.

| Sep. 8: MONDAY | 9:00am | 10:00am | 11:00am | 12:00pm | 1:00pm | 2:00pm | 3:00pm | 4:00pm | 5:00pm | 6:00pm | 7:00pm |
|--|--------|---------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Consultant 1 | | | | | | | | | | | |
| Consultant 2 Face-to-face or online | | | | | | | | | | | |

- 3) Click on your appointment and scroll to the bottom of the appointment form. Click “Cancel this Appointment.”

Options:
APPT.
H A FILE

Walk-In/Drop-In: | Missed: | Placeholder: ? | Email Client? ?

Add New Client Report Form.