



WCONLINE Frequently Asked Questions/Problems

Do I need to make an appointment?

Appointments are required. Same-day appointments (drop-ins) depend on tutor availability; there are only 1-2 tutors on duty during the Writing Center's hours of operation, and we book quickly at busy times of the semester (such as midterms, finals, or due dates of common assignments). An appointment ensures a tutor is available to meet with you when you need help. This is especially important if your teacher requires or gives extra credit for a Writing Center visit. It is strongly encouraged that drop-ins view the schedule or call the Writing Center to check tutor availability before coming in.

I want to make an appointment, but I do not see any open spots.

WCONLINE has a waiting list, which allows you to be notified of an opening in the schedule. Once you've signed up for the waiting list, you'll receive notice when an appointment opens and then can log in to reserve that newly opened appointment. To join the waiting list, simply click on the waiting list link on the bottom right of the day you want the appointment:

[WAITING LIST: JUNE 1, 2020](#)

Fill out the form that pops up.

I forgot I had an appointment.

WCONLINE sends appointment reminder emails, so be sure to check the email account you use for WCONLINE (including the Spam or Trash folders) to be aware of your appointments. Students who do not show up for a face-to-face appointment or call to cancel are marked as "no-show." Online appointments are marked as "no-show" if the student has not joined the session or uploaded a paper within 10 minutes of the starting time of the appointment. Students with three or more consecutive absences (no-show, no call) will have their WCONLINE account disabled and can receive only drop-in assistance until further notice.

I cannot log in.

If you are unable to log into WCONLINE, it's usually for one of two reasons: 1) You have not yet registered and created an account, or 2) Your email or password does not match what is on file. Pay special attention to the email and password you enter when you register for WCONLINE since that is what you use to log in. NSU emails are username@nsuok.edu.

I tried to make an appointment, and it won't let me.

If you try to book an appointment and get an error message that your appointment could not be saved, it means you haven't done one of the required steps to book the appointment. Two things that you have to do are 1) make sure you are booking a spot that is at least 30 minutes

long (at least two white squares in length), and 2) Fill out all fields marked with a red asterisk. When you get the error message, the system tells you what you need to do to fix it.

I can't upload my paper.

Documents cannot be over 2MB in size and must be in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx.

I forgot to upload my paper when I made my appointment. What do I do?

First of all, **do not cancel and re-book your appointment!** Someone on the waiting list or a new student might grab that spot! You can upload a paper to an existing appointment by returning to your appointment square in WCONLINE and clicking the blue "EDIT APPOINTMENT" button.

I am not getting the report forms that showed I visited the Writing Center.

If you are not getting an emailed report of your Writing Center visit, first check with the Writing Center to verify that a report was completed and emailed, and also verify the email where the report was sent. If a report was completed and emailed to your correct email address, check your email Spam or Trash folders.

I do not get your emails.

Verify that the email address you entered at registration is correct and is the email for the account you use and check. Also check your email Spam or Trash folders.

I cannot find my critiqued paper from my Emailed Written Feedback from a Tutor appointment.

At the end of an Emailed Written Feedback from a Tutor session, an email will be sent to you with the document as an attachment. You can also retrieve your critiqued paper by returning to WCONLINE and clicking on the colored square that indicates your appointment. In the "File Attachments" section of your appointment box, you will see your uploaded paper.