

# Troubleshooting WCOonline

A guide compiled by the OU Writing Center

*Note: All images are taken from WCOonline, version 8, and are accurate as of March 2024.*

This document offers helpful tips to enable writers to solve common issues with WCOonline. Use the table of contents below to navigate to a particular topic. Or, scroll through the document to browse included topics.

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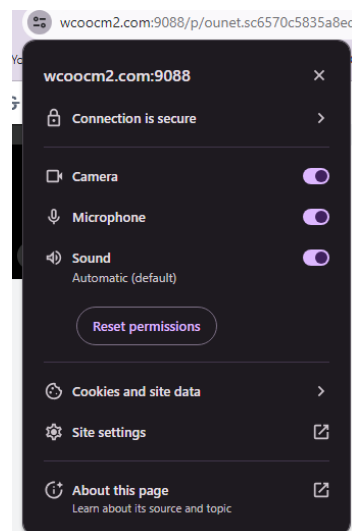
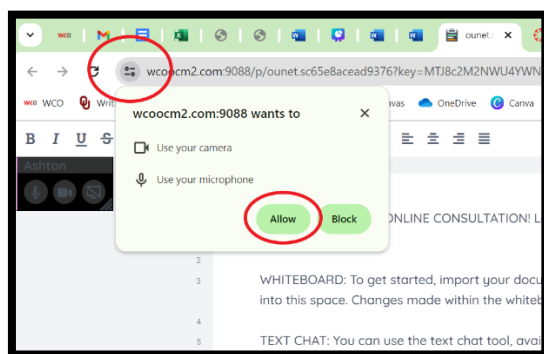
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## I'm in a video conference and my audio and/or video won't work!

If you are having trouble with your audio and/or video in the WCOonline's chat platform, [check out this guide from the makers of WCOonline](#). It walks you through several troubleshooting scenarios to try when your audio and/or video won't work within the WCO platform. While our consultants can try to provide tips for enabling or fixing audio/visual problems, they are not tech experts. We recommend checking with your browser company (e.g., Chrome/Google, Firefox, Mozilla, Safari/Apple) for further instructions on enabling or allowing audio/visual components in your web browser.

Here are some common things to try:

- Make sure that permission has been given for speakers and video camera. Allow for camera, microphone, and sound. You may need to access your browser's File Menu to allow permission. In Chrome, shown in the image below, you can click the toggle button next to the web address on the top left of the screen.



- In the WCO chat platform itself, Next make sure in the video box none of the icons for video, computer, and audio are crossed.
- Check to see if pop-up blocking is turned on. Pop-up blocking needs to be turned off in order for the WCO platform to work correctly.

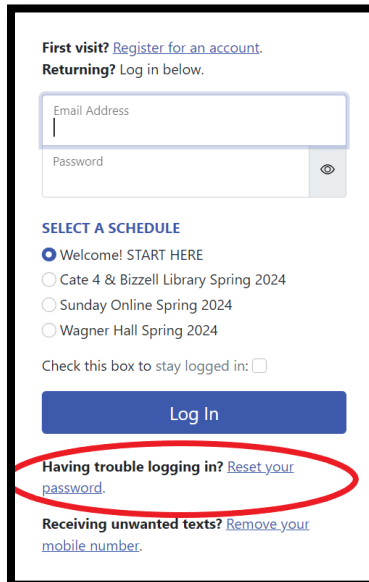
## I need to change or reset my WOnline password.

There are two ways that you can change or reset your WOnline password.

1. To change your account password after logging in, click “Welcome, name” on the top left corner of the screen. Then, click “Profile & Communications Options.” From there, scroll down to the password section to change your password.



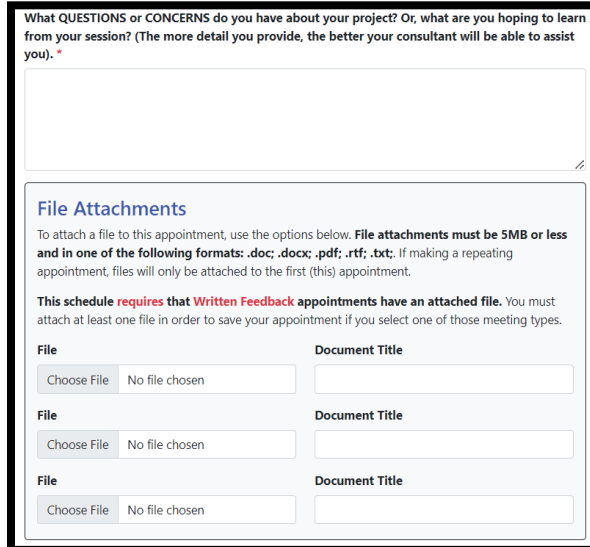
2. If you're unable to log in from the initial appointment page, look below the log-in button where there is a link to reset your password.



## How do I add an attachment/upload to my appointment?

There are two ways to upload an attachment for an appointment. How you add an attachment depends on whether you are creating a new appointment or if you are editing an existing appointment.

1. When making a new appointment, there will be an option to attach a file at the bottom of the appointment form. Attach as many files as needed for the appointment there.



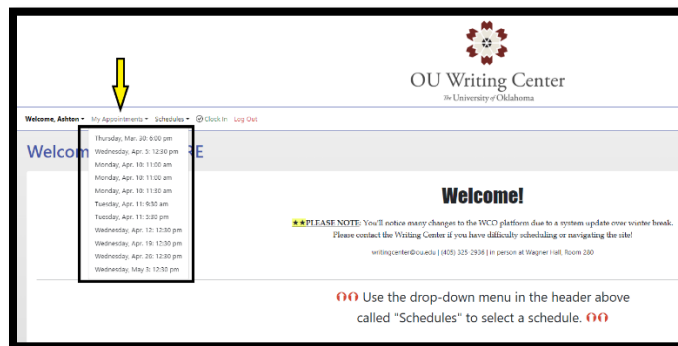
What QUESTIONS or CONCERNS do you have about your project? Or, what are you hoping to learn from your session? (The more detail you provide, the better your consultant will be able to assist you). \*

**File Attachments**  
To attach a file to this appointment, use the options below. **File attachments must be 5MB or less and in one of the following formats: .doc; .docx; .pdf; .rtf; .txt;** If making a repeating appointment, files will only be attached to the first (this) appointment.

**This schedule requires that Written Feedback appointments have an attached file.** You must attach at least one file in order to save your appointment if you select one of those meeting types.

File	Document Title
Choose File No file chosen	
Choose File No file chosen	
Choose File No file chosen	

2. If you have already made an appointment and would like to add or update an attachment, log in to your WCO account.
  - a. Then, next to your name, select the appropriate appointment from the list called "My Appointments."



Welcome, Ashlee

My Appointments | Schedules | Click In | Log Out

Thursday, Mar 30 9:00 pm  
Wednesday, Apr 2 12:00 pm  
Monday, Apr 18 11:00 am  
Monday, Apr 18 11:00 am  
Monday, Apr 18 11:00 am  
Tuesday, Apr 11 9:30 am  
Tuesday, Apr 11 9:30 pm  
Wednesday, Apr 12 12:30 pm  
Wednesday, Apr 26 12:30 pm  
Wednesday, May 5 12:30 pm

**Welcome!**

PLEASE NOTE: You'll notice many changes to the WCO platform due to a system update over winter break. Please contact the Writing Center if you have difficulty scheduling or navigating the site!  
writingcenter@ou.edu | (405) 325-2936 | in person at Wagner Hall, Room 200

Use the drop-down menu in the header above called "Schedules" to select a schedule.

- b. Once the appointment form window opens, scroll to the bottom of the form and click the yellow "Attach File" button next to "Edit Appointment." Be sure to click the blue "Attach File" button to add the document(s) to your form.

### Existing Appointment

**Face-to-Face**  
CREATED: Jan. 5, 2023 10:19 am by Ashton Foley-Schramm

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**Ashton Foley-Schramm**  
Pronounces name: ash-ton foe-LEE shhh-RAM  
Currently, you are: Faculty/Staff:

**Tuesday, January 17, 2023** | 11:30 am to 12:00 pm  
Maria | Wagner Hall Spring 2023

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### Appointment Details

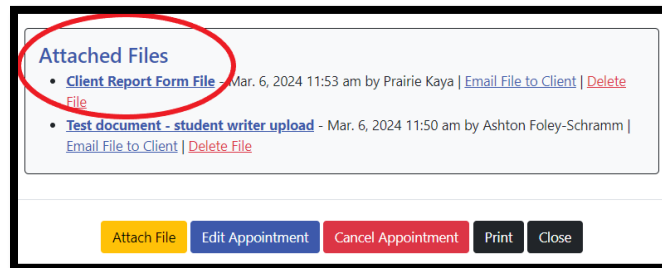
Is this a group project?  
Not Checked

[Attach File](#) [Edit Appointment](#) [Cancel Appointment](#) [Print](#) [Close](#)

If there are any complications with file attachments, contact the Writing Center at [writingcenter@ou.edu](mailto:writingcenter@ou.edu) or by phone at (405)325-2936.

## How do I find my feedback from an appointment?

Generally, feedback is emailed directly to your email address on file after the appointment time. This includes both the Session Note, which comes after all three types of appointments, and any file uploads, which come after written feedback appointments only. However, in case there are any email complications, you can return to the appointment form and look for the feedback in the “Attached Files” section at the bottom of the appointment form. You should see the “Client Report Form,” and, if applicable, any additional attachments.



If the feedback is not shown in the “Attached Files” section, contact the Writing Center at [writingcenter@ou.edu](mailto:writingcenter@ou.edu) or by phone at (405)325-2936.



## I don't like the way the schedule is showing up on WCO. How can I switch the schedule view?

WCO has two types of schedule views: Calendar View and Standard View. We find that Calendar View works best so that you can see multiple days at a time, including both available and non-available spots.

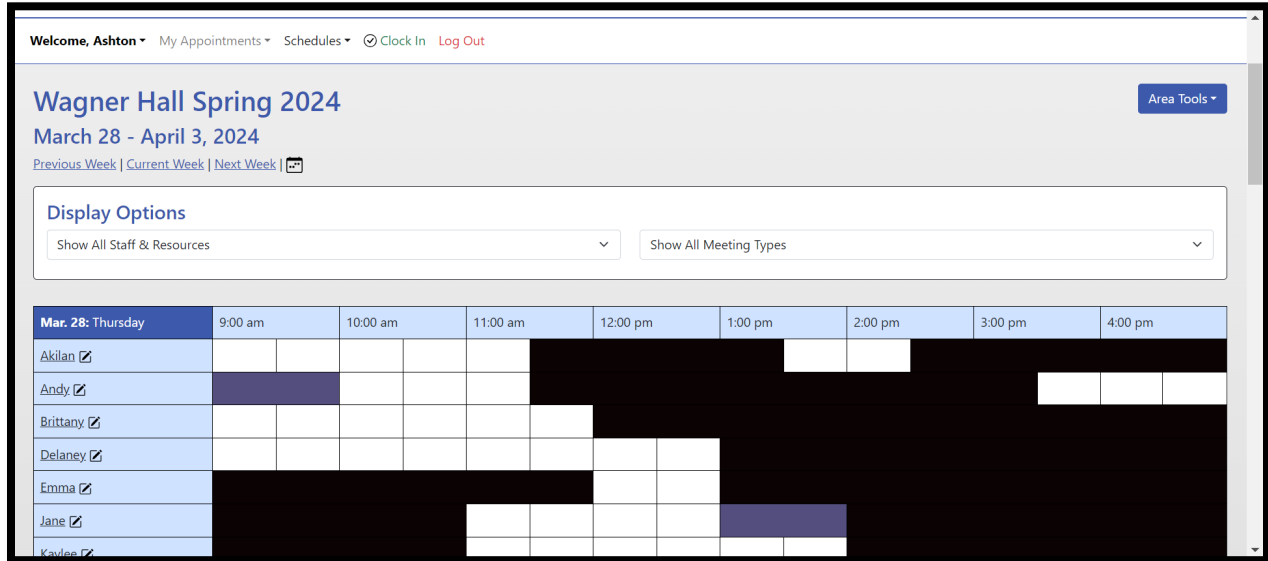
Users can change their view of our schedules by hovering over your name in the top left corner of WCO after you loge in. Then, select "Profile & Communication Options." You'll then see a box labeled "Communication & System Preferences." Under "System Preferences," you can choose which view of WCO you'll see upon login.

This is what [Standard View](#) will look like in WCO, version 8:

The screenshot shows a user interface for finding appointments. On the left, there is a 'Find an Appointment' section with several dropdown menus: 'Preferred Appointment Date' (10/20/2022), 'Preferred Appointment Time' (9:00 am), 'Preferred Staff or Resource' (Any Available), 'Limit to:' (Any Available), and 'Meeting Type:' (Any Available). A blue 'Find Appointments' button is at the bottom of this section. Below the button, there is a link: 'If you would prefer to see the entire calendar, [view the calendar display](#) (or [update your 'system preferences'](#) to default to the calendar display).'. On the right, there is a 'Future Appointments' section. It lists an appointment for December 19, 2023, from 2:00 pm to 2:30 pm with Alex Tutor as the staff member. A link 'Open Appointment' is provided. Below this, it says 'You also have appointments on the following schedule: [Subject Tutoring](#).' At the bottom of the right section, there is a dropdown menu labeled 'Select a date to view the appointments on that date.' with the text '-- please select --'.

- If your screen looks like the image above, you are in Standard View. You can switch to Calendar View by clicking on the link on the lower left side of the screen, under the "Find Appointments" button that states: "view the calendar display (or update your 'system preferences' to default to the calendar display)."

This is what [Calendar View](#) will look like in WCO, version 8:



- If your screen looks like the image above, you are in Calendar View. All white boxes show available appointments. You can hover over a consultant's name on the left to see what types of appointments they are available to help with. You can find out more about our [appointment types on our website](#).

During the semester, we have multiple schedules of appointments to choose from. To see the full schedule of available appointments, select "Schedules" next to "Welcome, Name." You will see several different schedules, separated by location. You can find more information about our [locations and hours on our website](#).



**I signed up for a [type of appointment] but I'd rather have a [different type of appointment]. How do I change the type of appointment?**

You can change the appointment type by going back to the previously created appointment form and clicking the “Edit Appointment” button at the bottom. The appointment form will show the type of available appointments. These options depend on the consultant's availability. The default is set to “Face-to-Face,” but there are two remote options as well.

**Meet Online?**

**No. Schedule Face-to-Face appointment.**

**Yes. Schedule **Written Feedback** appointment.**  
This option allows you to upload a document for written feedback. Your consultant will use the appointment time to read and respond to your paper. We recommend that students schedule Written Feedback appointments for 45 minutes (60 minutes on the schedule). Please upload your document as a Word Doc or PDF at least 15 minutes prior to the start of your appointment time.

**Yes. Schedule **Video Conference** appointment.**  
A Video Conference is a synchronous online session with a consultant. Writers have the option to use the video or, if they prefer, conduct the session using chat only. If you select this option, please log in to the system at least 5 minutes prior to your scheduled appointment time. All appointments are scheduled in central time. You do not need to upload your paper prior to a Video Conference.

Please note that not all consultants are available for all three appointment types. You may need to select a new consultant if they are not available for the kind of appointment you'd like to have.



**I signed up for a video conference but I don't know how to access the video! Is it through Zoom? Or, where is it?**

The Writing Center uses WCOonline's integrated chat platform for all video conferences. We do not use Zoom. In order to join the video conference, you'll need to access the appointment form for your scheduled appointment. Log in to WCOonline and select the appointment from the list called "My Appointments" that appears to the right of your name. Then, you'll see a video conference button on the appointment form. Click the button and you're in!

**Video Conference**

A Video Conference is a synchronous online session with a consultant. Writers have the option to use the video or, if they prefer, conduct the session using chat only. If you select this option, please log in to the system at least 5 minutes prior to your scheduled appointment time. All appointments are scheduled in central time. You do not need to upload your paper prior to a Video Conference.

[CLICK HERE to Start or Join Video Conference](#)

**I'd like an appointment but all of the spots for the day/time I want are taken. What can I do?**

All of the OU Writing Center's schedules on WCOOnline have a Waiting List feature enabled. If a day/time is completely booked, the Waiting List will activate. You'll see a link below the schedule for that particular day. Writers can click the link to sign up to be notified if that consultant or schedule becomes free (usually because someone else has canceled their appointment). You'll then get notified and can then decide if you want to schedule an appointment. A notification will go out to all people on the waitlist, so if there are multiple writers waiting, it'll be first come, first served for who gets the available slot.

Don't forget that we offer consultations six days a week and in multiple locations. It's always a good idea to check another day, time, or schedule if you have flexible availability.



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