WCOnline Booking System

Guide

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INTRODUCTION

❖ The Writing and Tutoring Center (WTC) at Prince Sultan University is the center for excellence aiming to support undergraduate and graduate students through our academic tutoring and writing services.

❖ The WTC will be your go-to center to reach your highest academic performance. We will help you improve your written and study skills so that you can reach the goals you have set for yourself and beyond.

❖ This guide will help you become familiar with our booking system, and show you how you can benefit from all the services we have to offer for you.

You can use this system by going to https://psu.mywconline.net/

Figure 1: WCOnline Interface

STEP 1: REGISTRATION PROCESS

1. If this is your first time visiting our booking system, please register here.
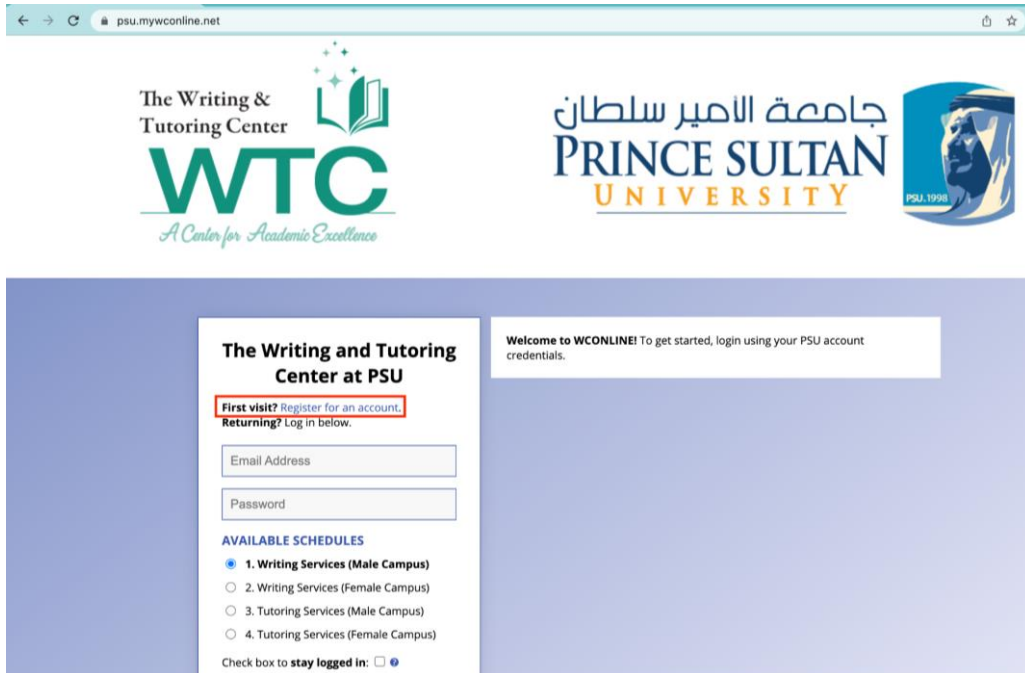
Figure 2: Step 1

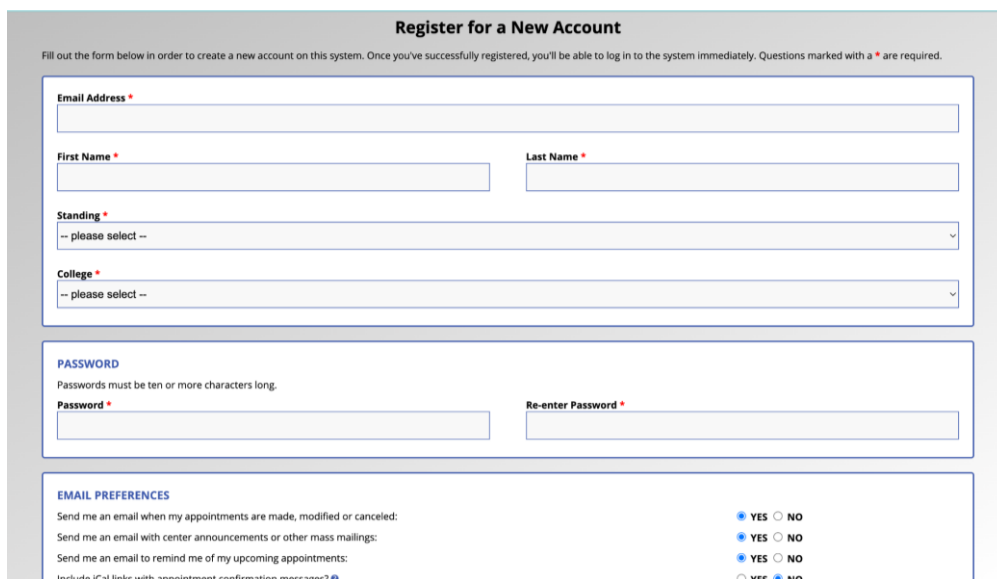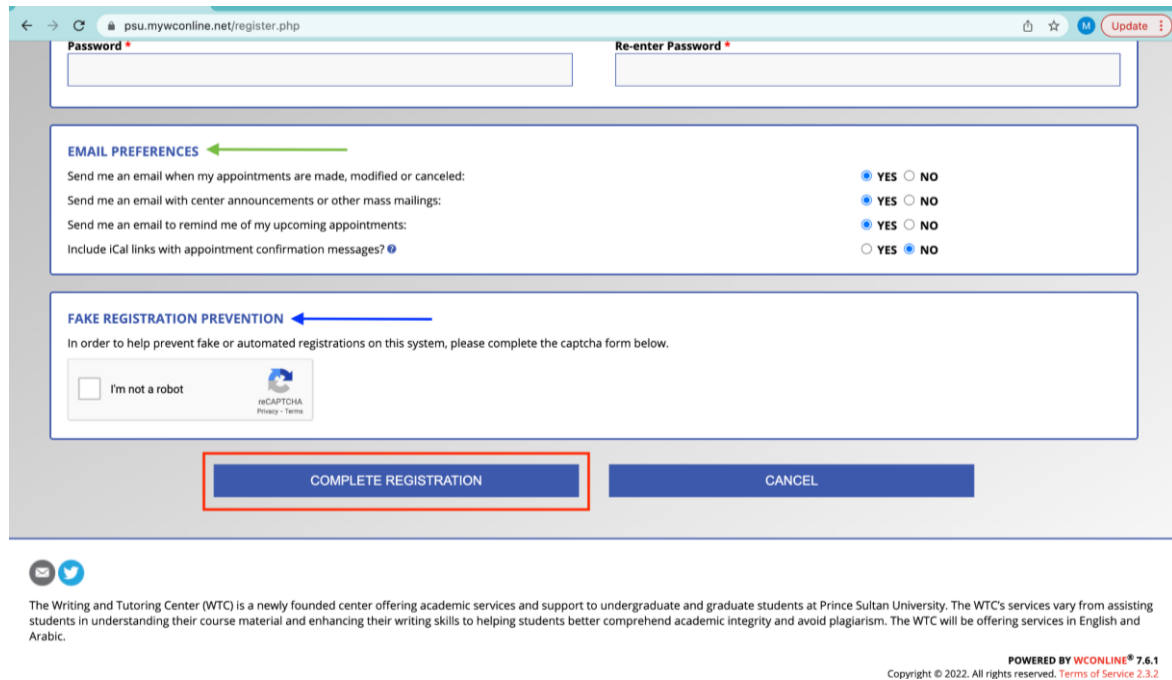**2.** Please fill out all the fields here. Please **ONLY** use your PSU email address.

Figure 3: Step 2

3. Once you have filled in your registration form, selected your email preferences, and completed the fake registration prevention, click "Complete Registration" to officially register.

Figure 4: Step 3

STEP 2: BOOKING

Now that you have successfully logged in, you can start booking appointments. To book an appointment with the WTC, you will need to do the following:

1. Log in to your account. You can do so by filling in your PSU account credentials here.

2. Once you have done so, please select the type of appointment you would like to book, and select the appropriate campus.

3. Next, go ahead and click "**Log in**".

Figure 7: Step 3

4. Alternatively, you can select the 'services' schedule after you have logged in by clicking on the drop-down menu.

Figure 8: Step 4
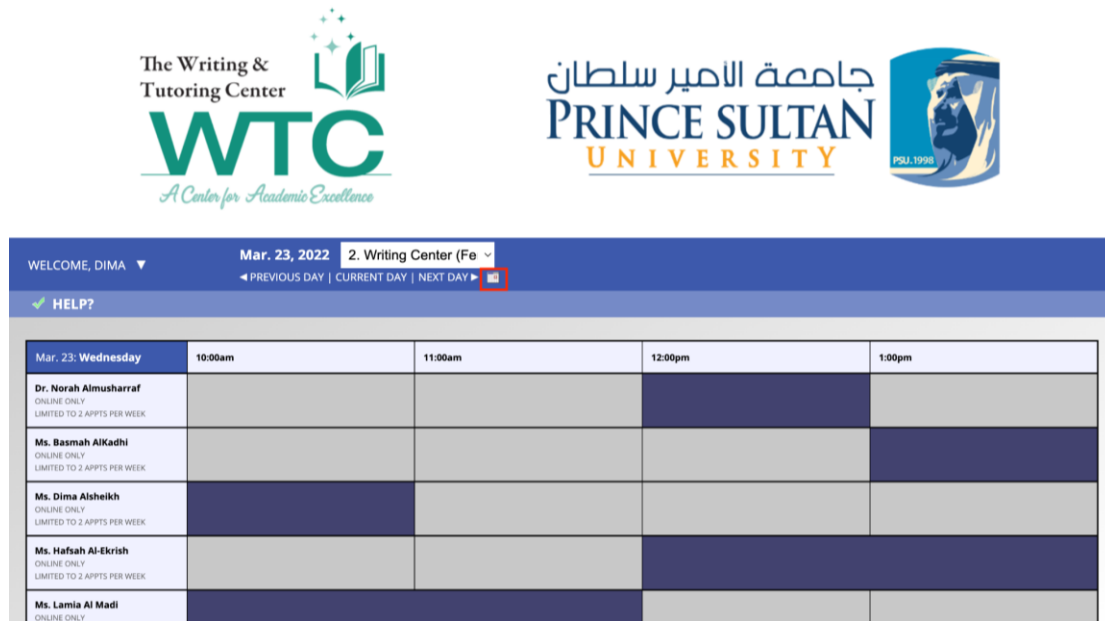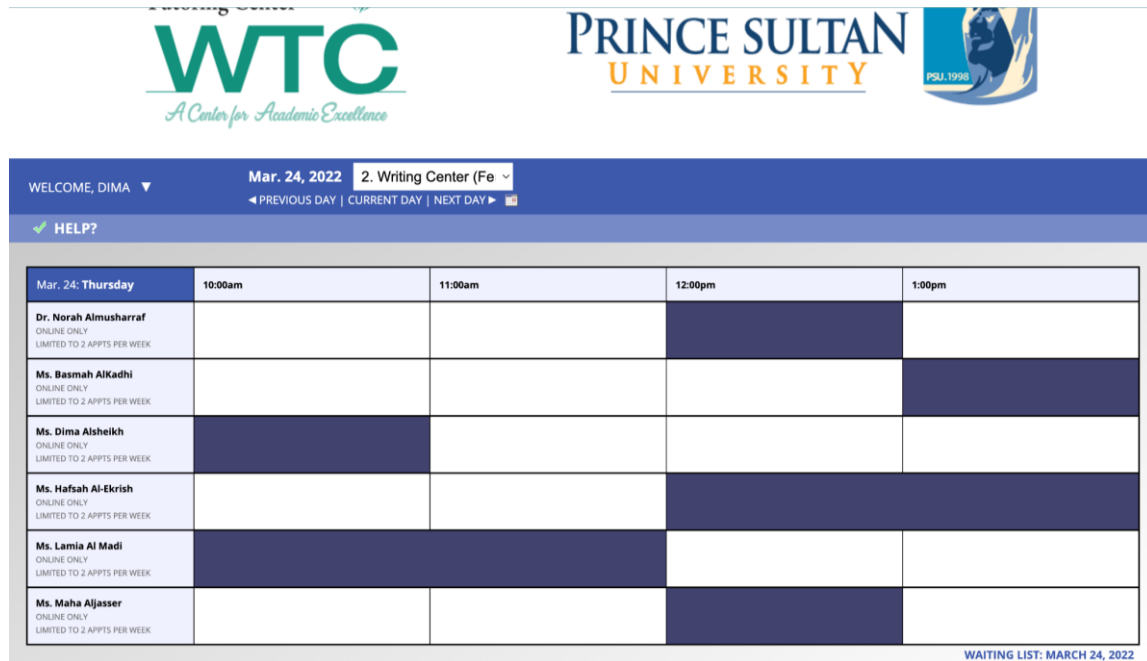
5. Start by clicking on the calendar icon.

Figure 9: Step 5

6. Select the day on which you want to book an appointment.

Figure 10: Step 6

7. Now you can view all available times and tutors for that day.

Figure 11: Step 7

8. Appointment slots will be viewable in one of four colors. Please refer to the color legend below.
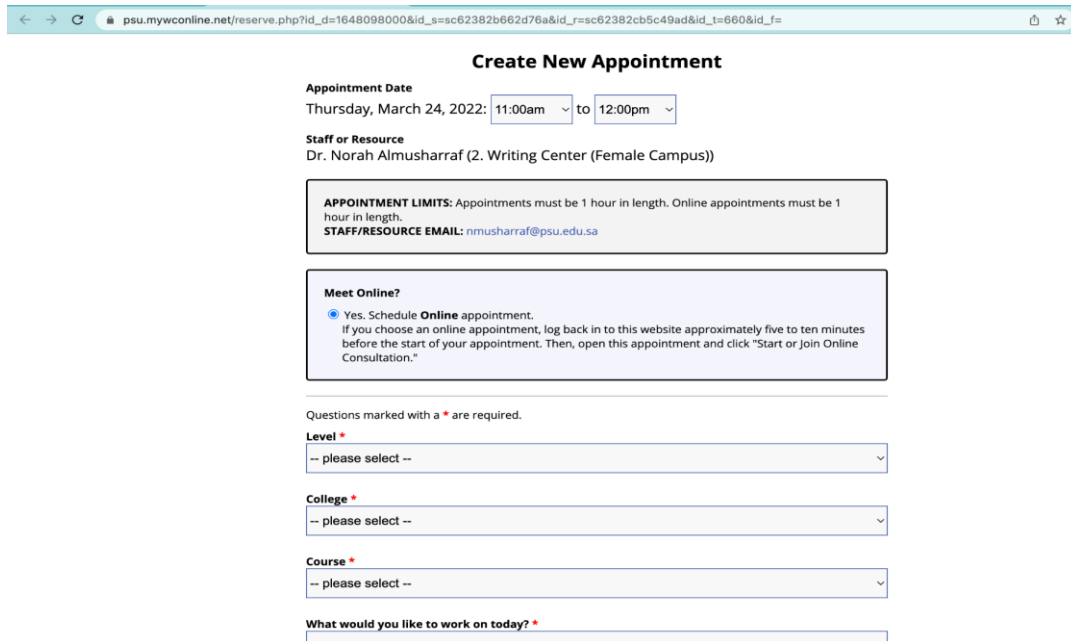
- **Open** = This time slot is available for booking.

- **My Appts.** = Your current booked appointments.

- **Not Available** = The tutor is not available at this time.

- **Other Appts.** = The tutor has another appointment booked at this time.

Figure 12: Step 8

9. To book an appointment, click on the available slot. Once you have done so, a pop-up window will appear. Please fill out all the information in this window.

Figure 13: Step 9

a. Let your tutor know what it is you would like to work on specifically, so your session can be as beneficial for you as possible.

Figure 14: Step 10

b. Please make sure to upload any files necessary for your session. Keep in mind that the allowed file formats are: **Word documents**, **Excel sheets** and **PDF files**. For writing sessions, please make sure you upload the writing assignment/essay/research for the tutor's feedback. For tutoring sessions, the uploaded file could be the course material that you would like the tutor to explain.

Figure 15: Step 11

c. Once you have filled in all required information, you can create your appointment by clicking the "**Create Appointment**" button.
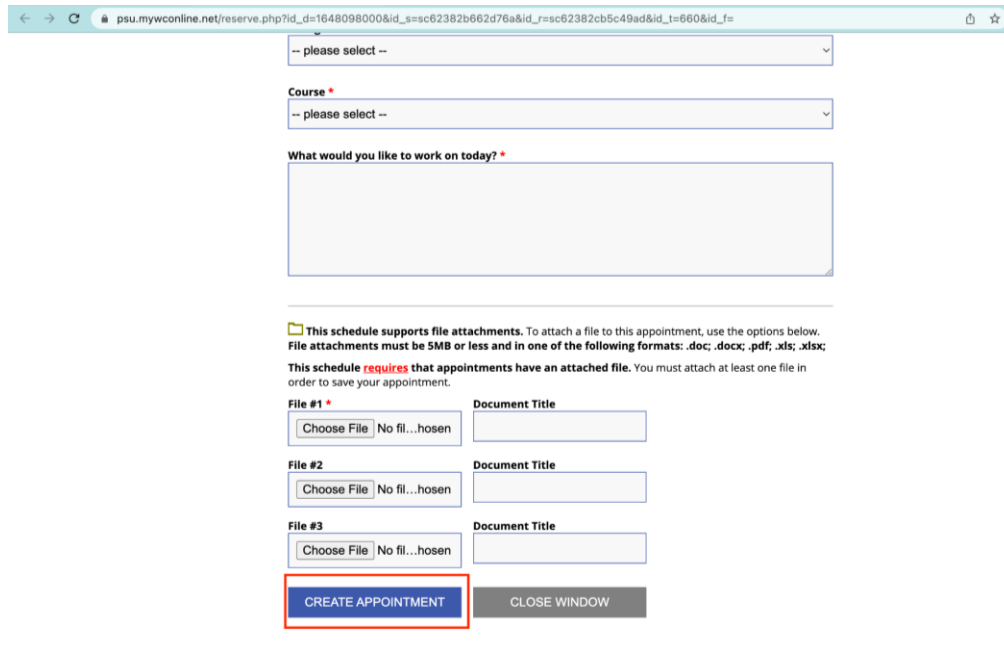
Figure 16: Step 12

d. You will now get a green message to confirm that you have successfully saved your appointment, and you will receive a confirmation email.
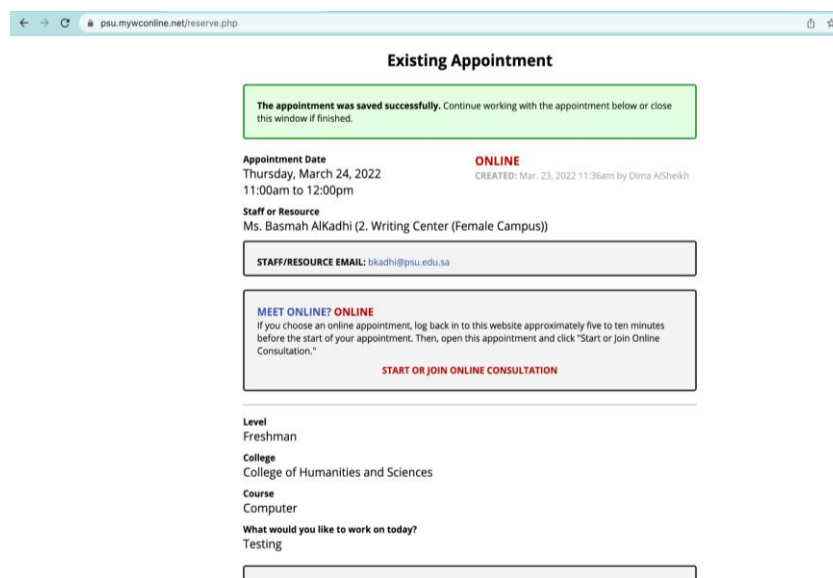
Figure 17: Step 13

e. Your confirmed appointment slot will now appear in the color **orange** on the calendar.

Figure 18: Step 14

If for any reason you need to cancel your appointment, you can do so by clicking on your **orange appointment** slot and clicking on "Cancel Appointment". *Cancellation will be subject to WTC rules and regulations found in our handbook, kindly familiarize yourself with the cancellation policy before you cancel.*

Figure 19: Step 15

STEP 3: ATTENDING YOUR APPOINTMENT

When it is time to attend your appointment, log back into the system. Remember:

- Make sure you have good internet connectivity.

- For the best possible experience during your appointment, please use your laptop or computer device to attend.

- While using your phone or iPad is possible, having a larger screen is highly recommended to easily interact with your session.

1. Click on your **orange** time slot.
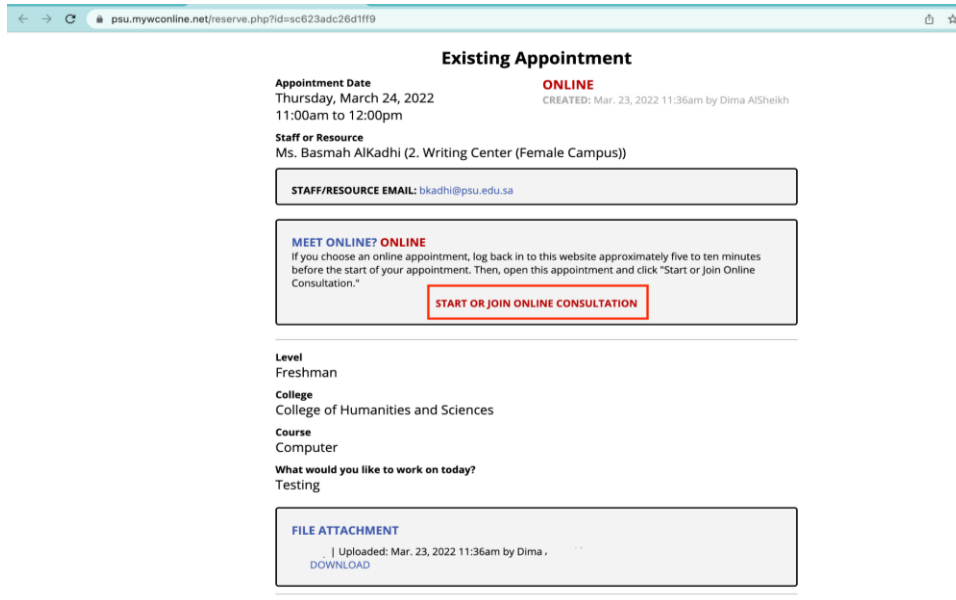
Figure 20: Step 1

2. To join your session, click on "**Start or join online consultation**".

Figure 21: Step 2

3. A pop-up window will take you to your appointment. In order to use your microphone and/or camera, you need to allow microphone and/or camera access from the browser settings, as shown below.
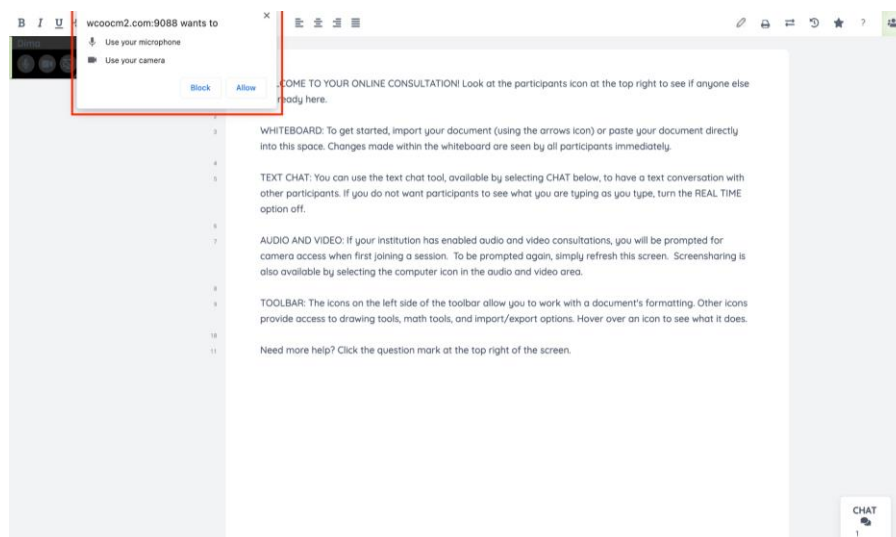
Figure 22: Step 3

4. If you choose to enable your camera, you will be able to see yourself and your tutor on the side of the screen.
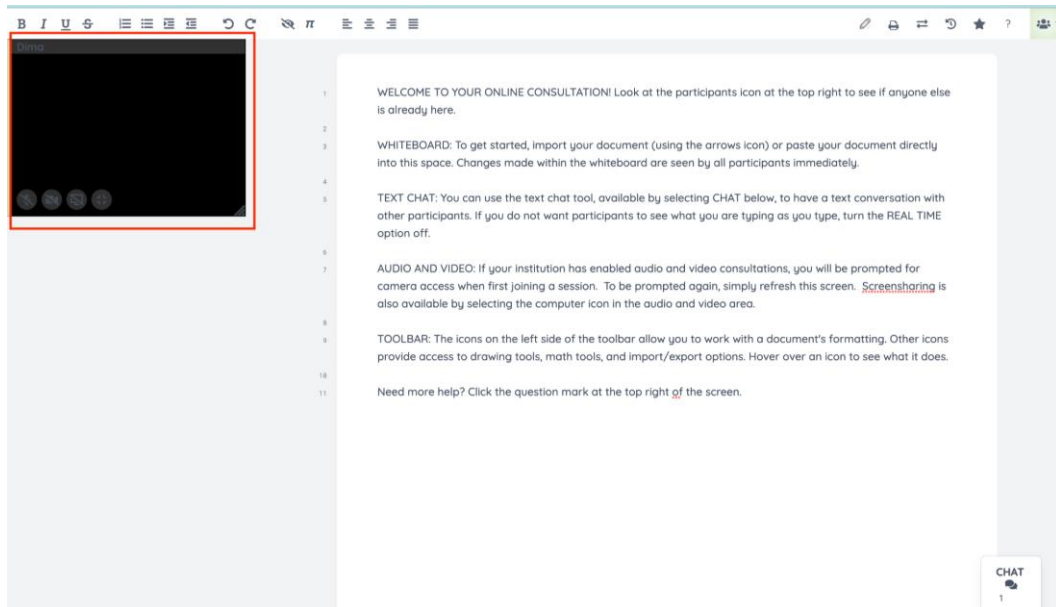
Figure 23: Step 4

5. On your main screen, you will see the text space. This is your whiteboard. You can copy and paste your text here. Any edits made by the tutor or yourself can be seen by you both here.

Figure 24: Step 5

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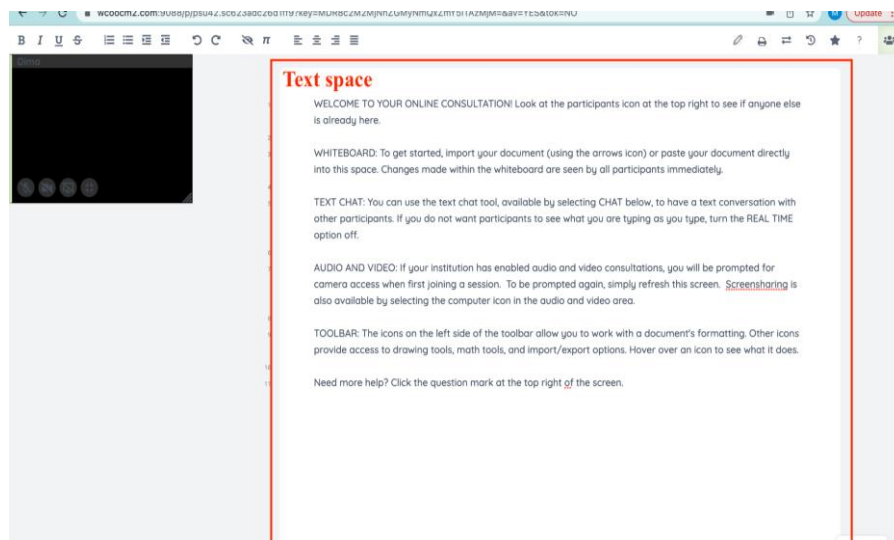
6. While using your whiteboard, you have access to many formatting tools just like a Word or Google document, such as **bold**, *italics*, <u>underline</u>, ~~strikethrough~~, numbering, bullet points, indentation, undo, and redo.
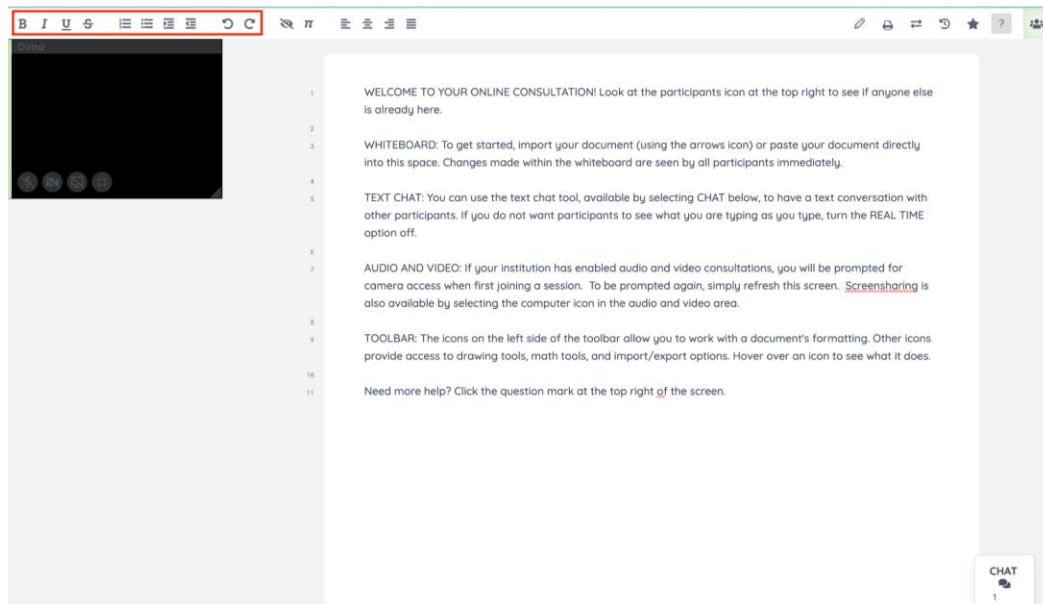
Figure 25: Step 6

7. You can also change the alignment of your text as you would on any other document.
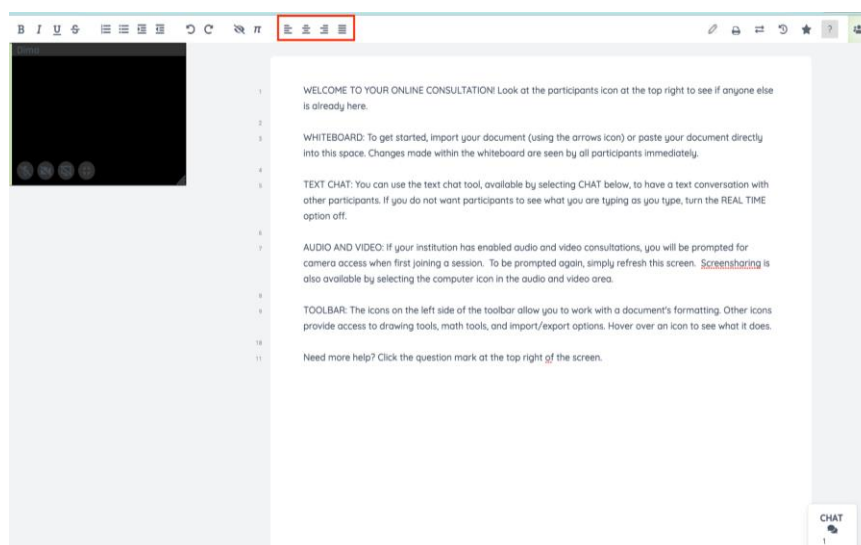
Figure 26: Step 7

8. You can click on the Pi icon to insert a Mathjax.

Figure 27: Step 8
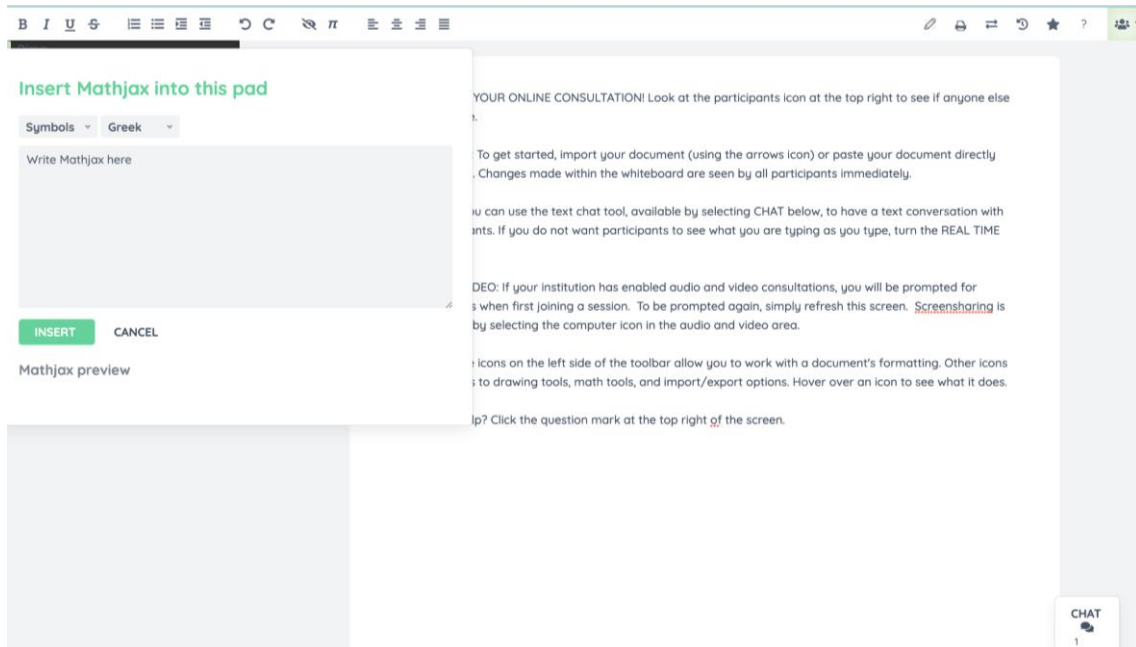
Figure 28: Step 9

9. To clear all the added colors on your text after you and your tutor edit, click on the crossed eye icon.
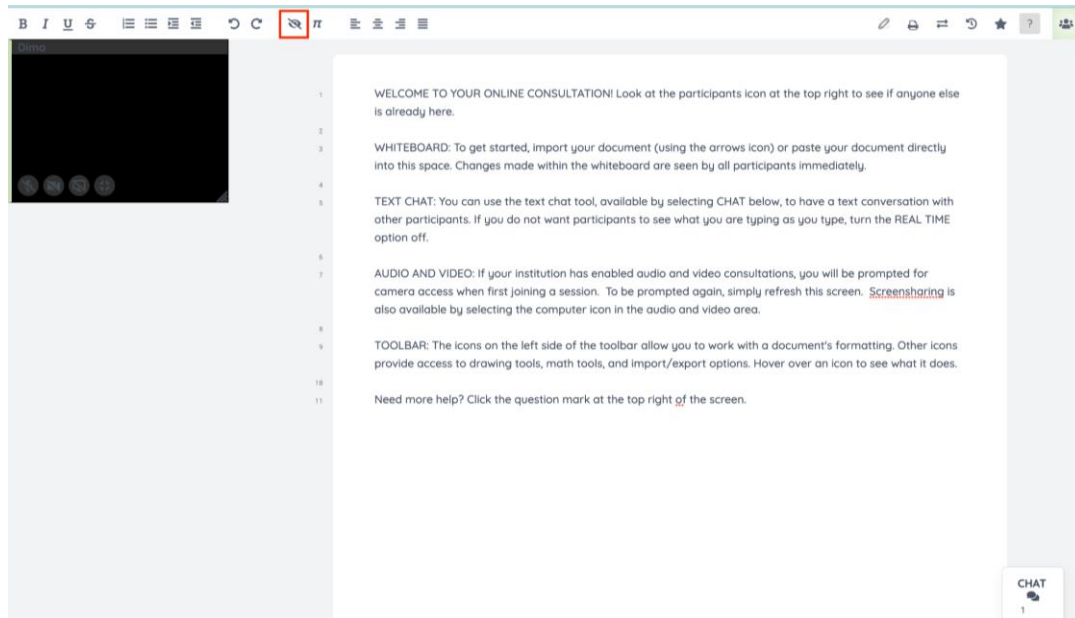
Figure 29: Step 10

There are also many other features and tools that can be used during your session, such as:

a. **Drawing Tool:** The pencil icon opens the Drawing Tool.

Figure 30: Step 11

Once clicked, you'll see a drawing area appear in a small square. Hovering over or tapping on that square will open the drawing area. All participants must open this tool to view what is being drawn.
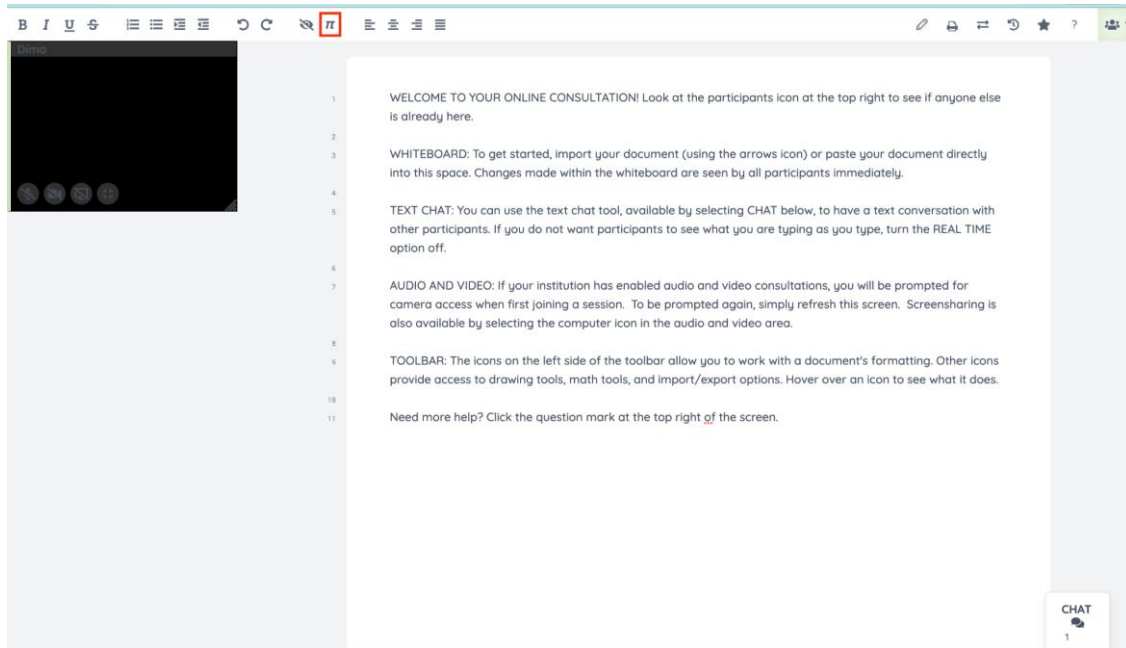

Figure 31: Step 12

b. **Print Tool:** The printer icon opens the Print Tool.

Figure 32: Step 13

This will simply present a window to print the text on the whiteboard (*without other elements in the Module space, such as the text chat*).

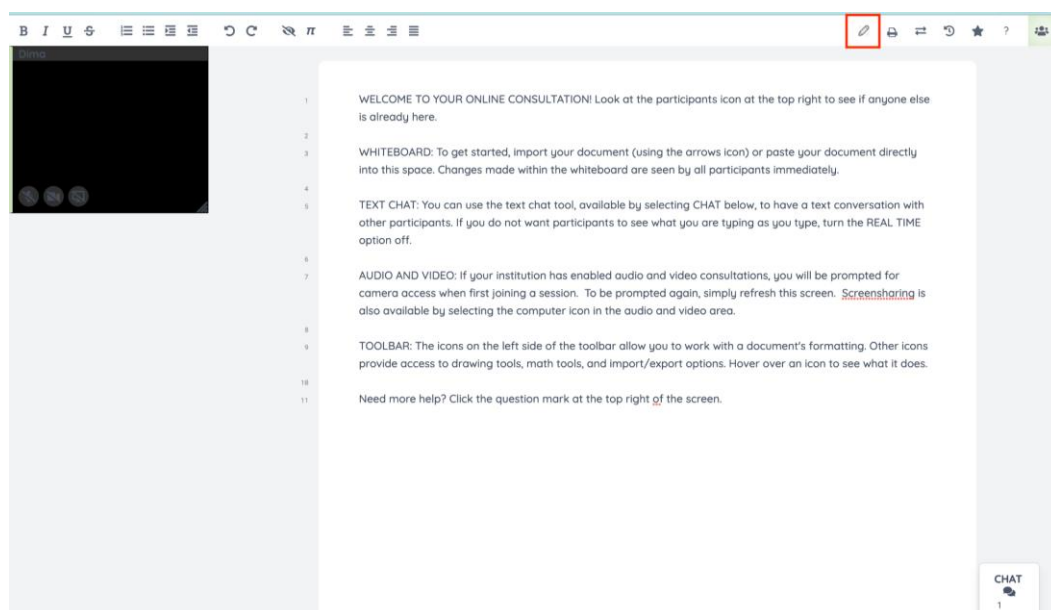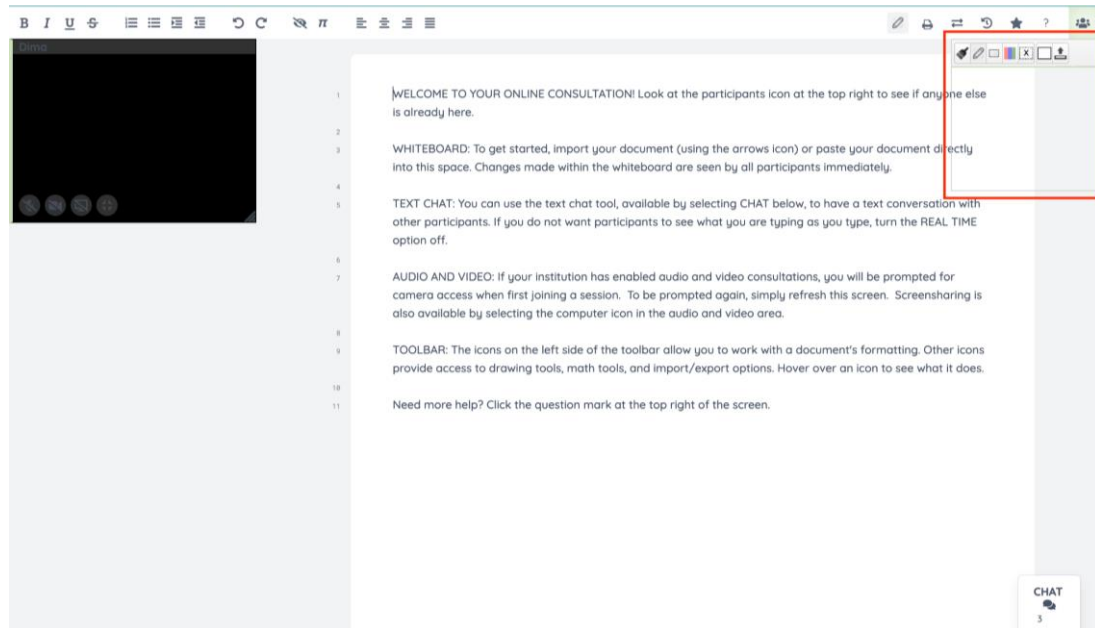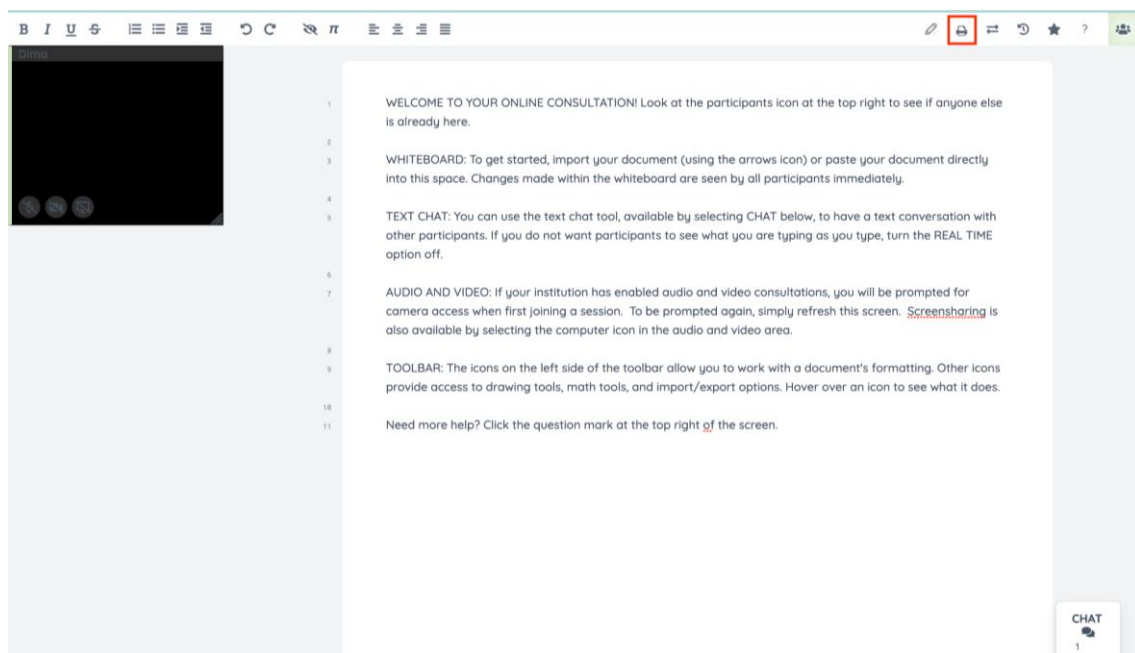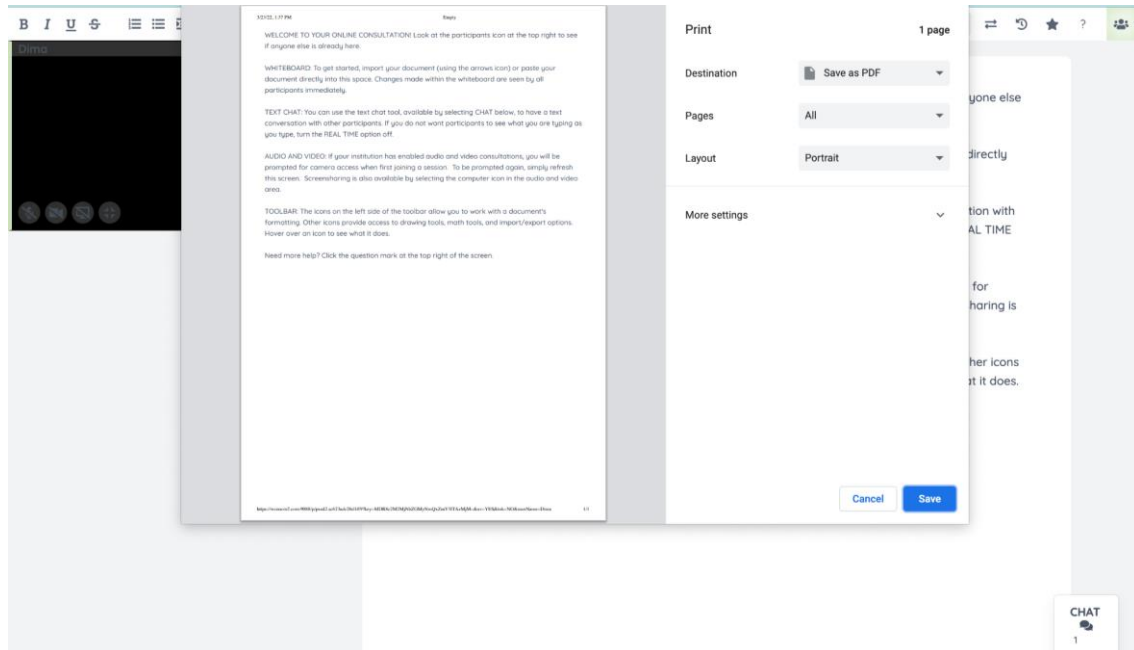Figure 33: Step 14

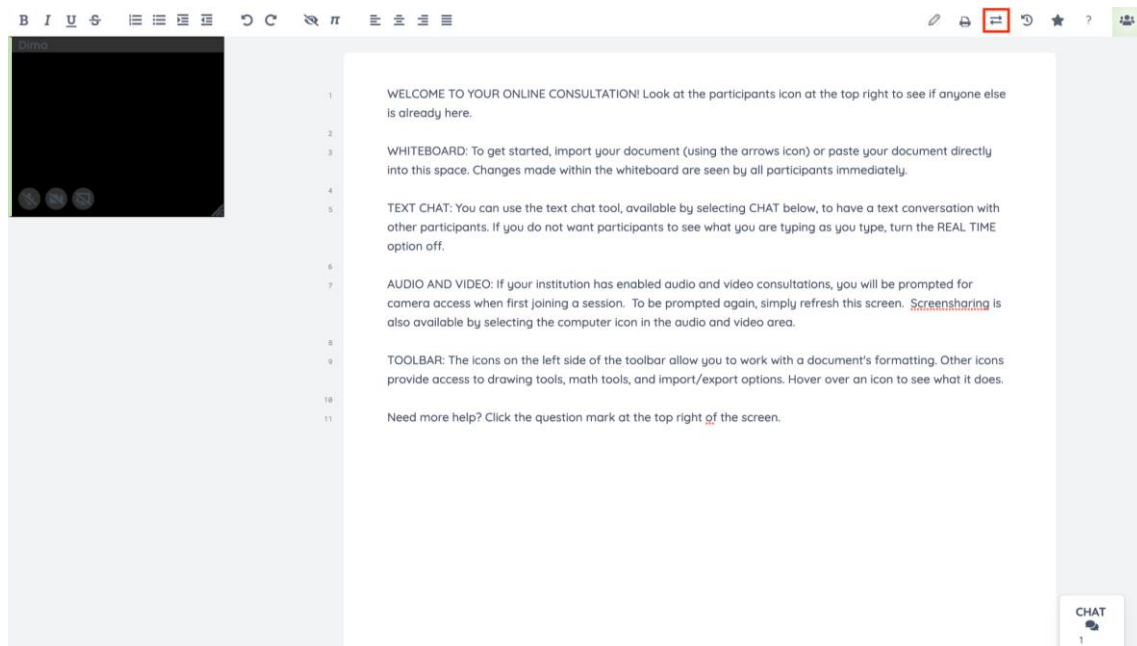c. **Import/Export Tool**: The two arrows icon ⇆ opens the import and export menu.

Figure 34: Step 15

You can import any file containing **text** only to the whiteboard by clicking "choose file", then "import now". The whiteboard is text-only and cannot import some file types.
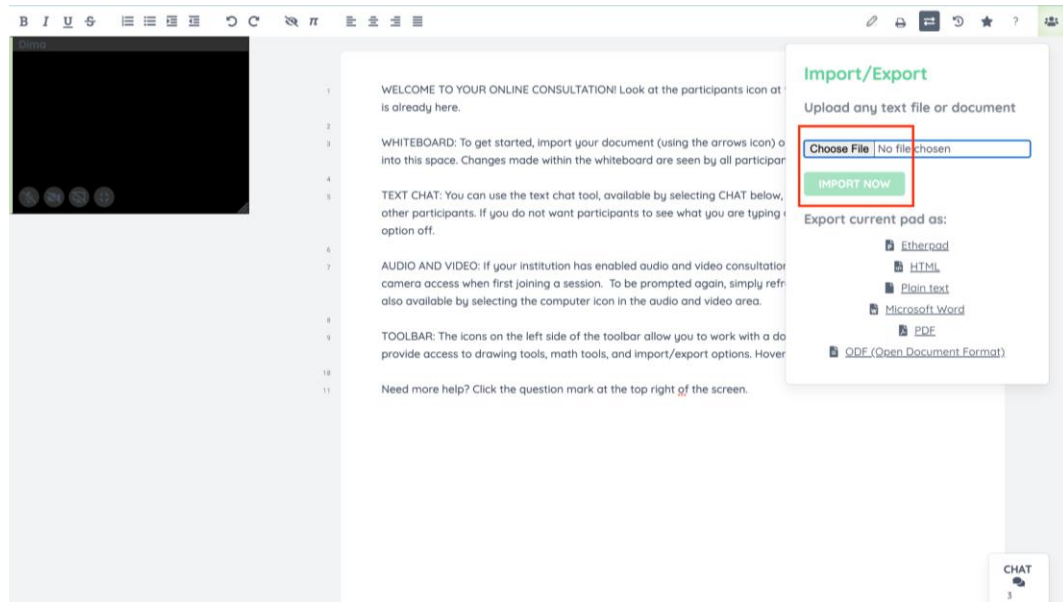

Figure 35: Step 16

Once you have finished working on a document, the export options allow you to download the updated document onto your device. You can select what file format you would like to export it to (i.e. *save it as*).
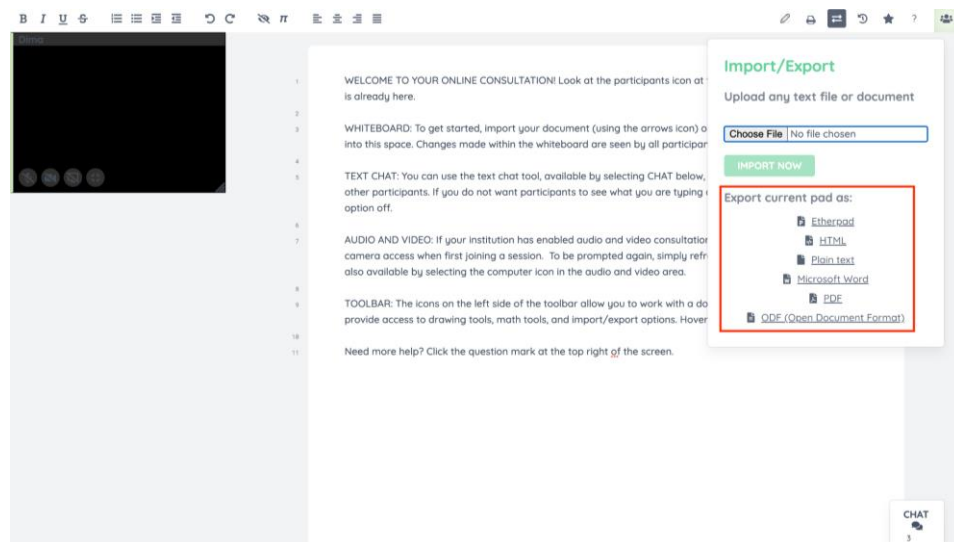

Figure 36: Step 17

d. **Timeslider Tool**: The Timeslider allows you to see how your document changed from the beginning to the end of your online session.
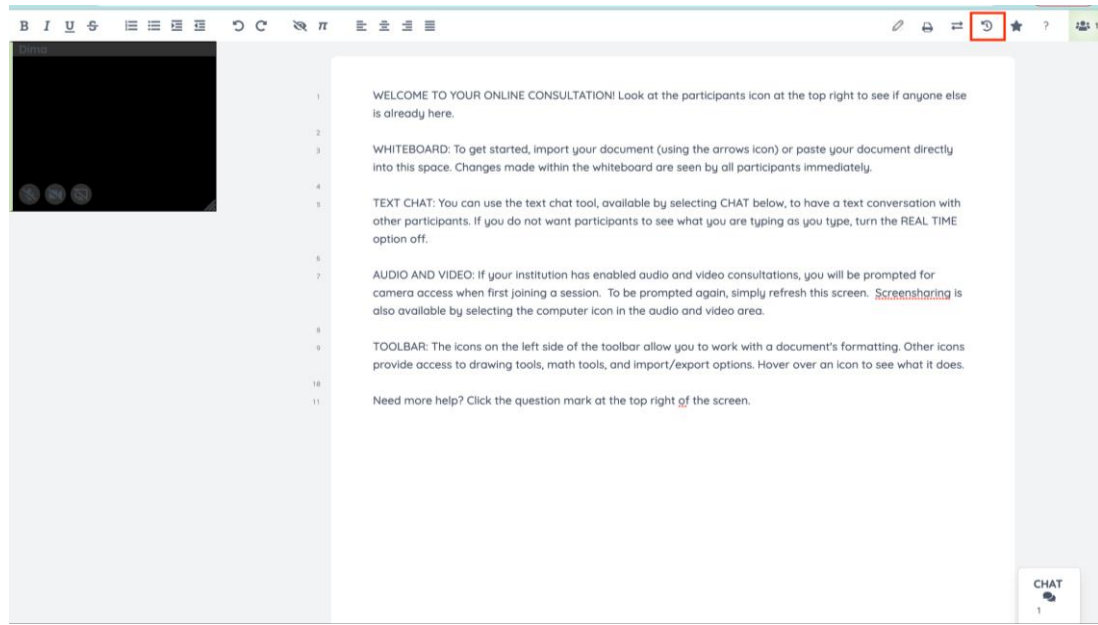

Figure 37: Step 18

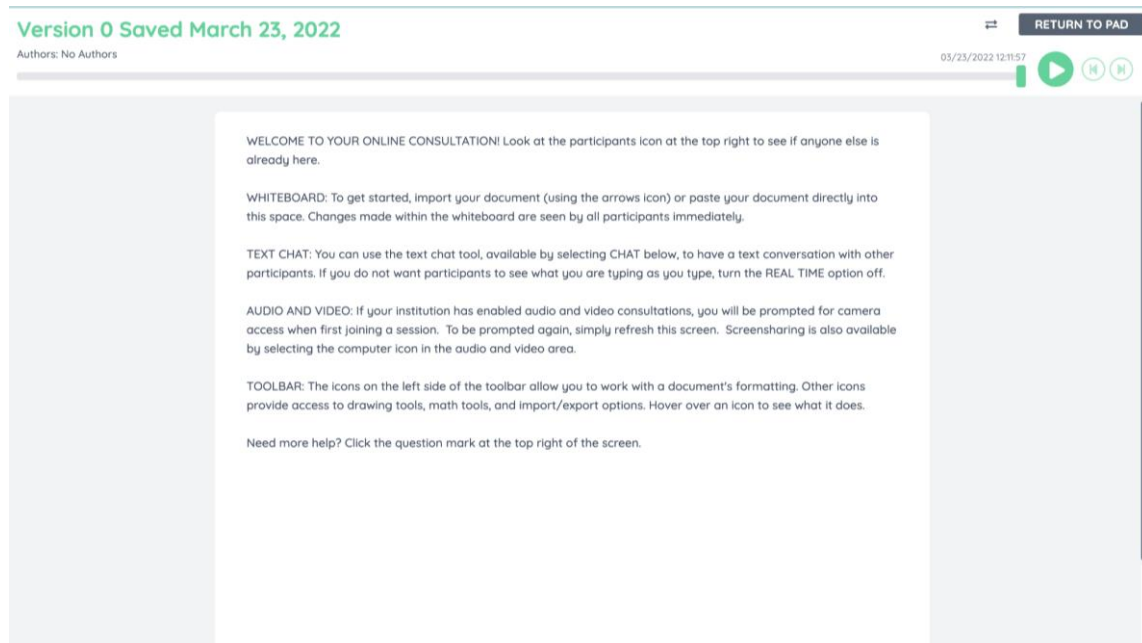When you click on the clock icon ↻ it opens the Timeslider tool.

Figure 38: Step 19

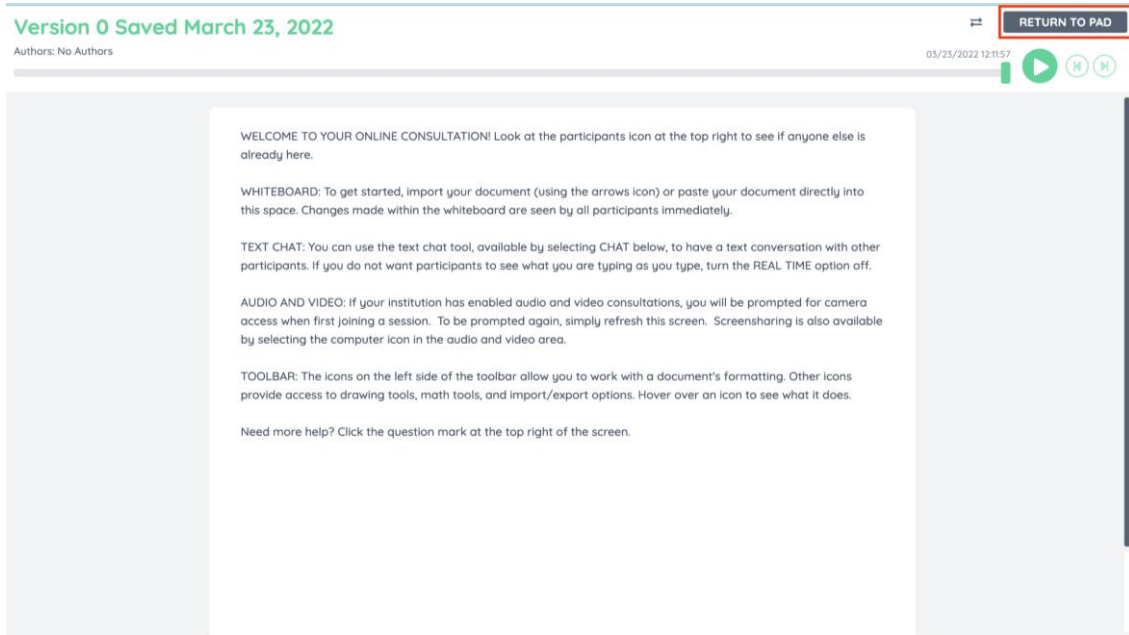e. Clicking "RETURN TO PAD" will take you back to the main interface.

Figure 39: Step 20

To end/leave your session, you can just close the browser tab as you would normally. To log out, hover on "Welcome, *your name*" and click on "**Log Out**".

Figure 40: Step 21

Figure 41: Step 22

Thank you for using our booking system!

If you have any further questions or concerns, please get in touch

with us at wtc@psu.edu.sa or check our FAQ's page.