

Online Writing Center Student Instructions

All tutorial sessions conducted by the IUP Online Writing Center are recorded for training purposes only. If you do not wish to have your session recorded, please let your tutor know at the beginning of the session and recording will be stopped.

Click on each of the Main Steps below to jump to that section in this document.

The Main Steps

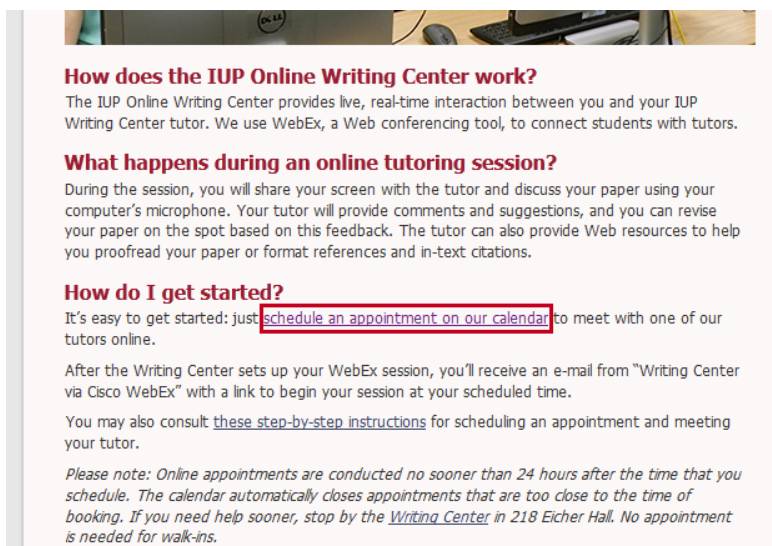
- Step 1: [Book an Appointment](#)
- Step 2: [Meet Your Tutor Online](#)
- Step 3: [End Your Session](#)

Technical difficulties? Try [Troubleshooting](#).

Step 1: Book an Appointment

Please note the following changes to our online scheduling policy, effective March 1, 2015: Online Writing Center sessions last 45 minutes. To ensure that students have access to the Online Writing Center, we must limit appointments to **no more than two sessions per day and no more than three sessions per week.**

1. To book an appointment, visit the Writing Center Homepage: www.iup.edu/writingcenter
2. Click **Meet Us Online**
3. Click **schedule an appointment on our calendar**



How does the IUP Online Writing Center work?
The IUP Online Writing Center provides live, real-time interaction between you and your IUP Writing Center tutor. We use WebEx, a Web conferencing tool, to connect students with tutors.

What happens during an online tutoring session?
During the session, you will share your screen with the tutor and discuss your paper using your computer's microphone. Your tutor will provide comments and suggestions, and you can revise your paper on the spot based on this feedback. The tutor can also provide Web resources to help you proofread your paper or format references and in-text citations.

How do I get started?
It's easy to get started: just [schedule an appointment on our calendar](#) to meet with one of our tutors online.

After the Writing Center sets up your WebEx session, you'll receive an e-mail from "Writing Center via Cisco WebEx" with a link to begin your session at your scheduled time.

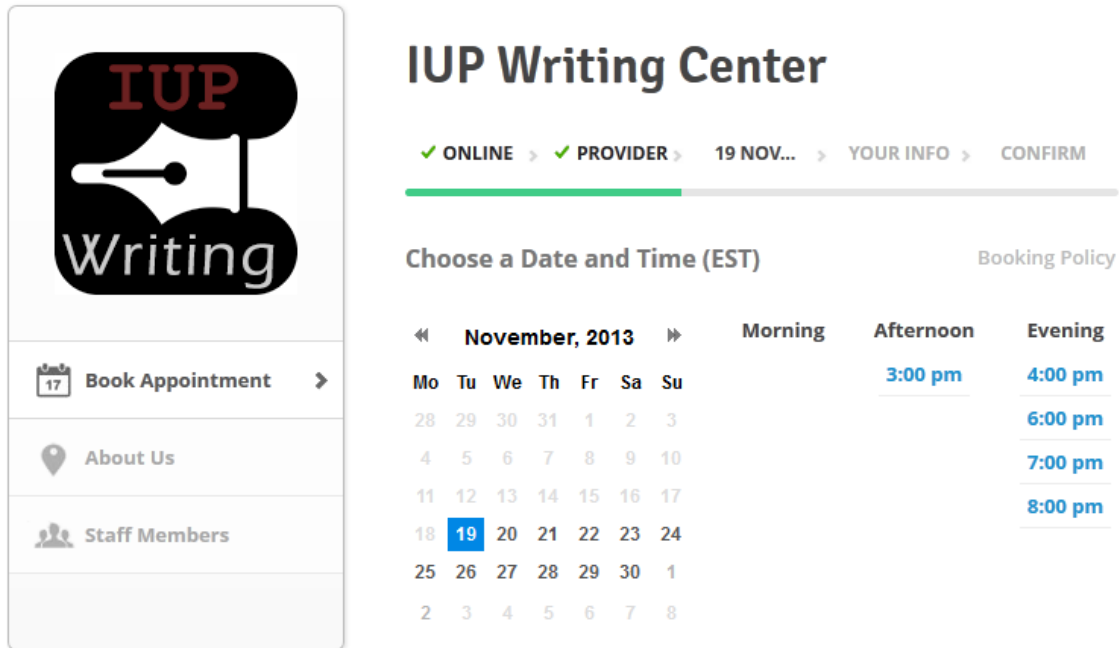
You may also consult [these step-by-step instructions](#) for scheduling an appointment and meeting your tutor.

Please note: Online appointments are conducted no sooner than 24 hours after the time that you schedule. The calendar automatically closes appointments that are too close to the time of booking. If you need help sooner, stop by the [Writing Center](#) in 218 Eicher Hall. No appointment is needed for walk-ins.

These instructions are available online at <https://www.iup.edu/page.aspx?id=135869>

When you click this link, you'll be taken to our SetMore booking page.

4. On the SetMore webpage, read our booking policy and click **Okay**.
5. Select **Online Tutoring**
6. Use the calendar to choose a **date** and **time** for your online session.



IUP Writing Center

✓ ONLINE > ✓ PROVIDER > 19 NOV... > YOUR INFO > CONFIRM

Choose a Date and Time (EST) Booking Policy

◀ November, 2013 ▶

Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

Morning Afternoon Evening

3:00 pm 4:00 pm

6:00 pm

7:00 pm

8:00 pm

Book Appointment >

About Us

Staff Members

On the booking page, enter your contact details, including a **current phone number** and your **IUP e-mail**.

Tell us the **course, professor** and **description of the paper** that you'd like to discuss with your tutor.

Click **Continue** and confirm your information. You may choose to receive a text message reminder a few hours before your appointment.

Click **Book Appointment**.

Check your IUP e-mail. You will receive a confirmation e-mail from SetMore when your request is received.

Enter Your Information Booking Policy

Name *

Mobile

Email *

Address

Comments

Course *

Professor *

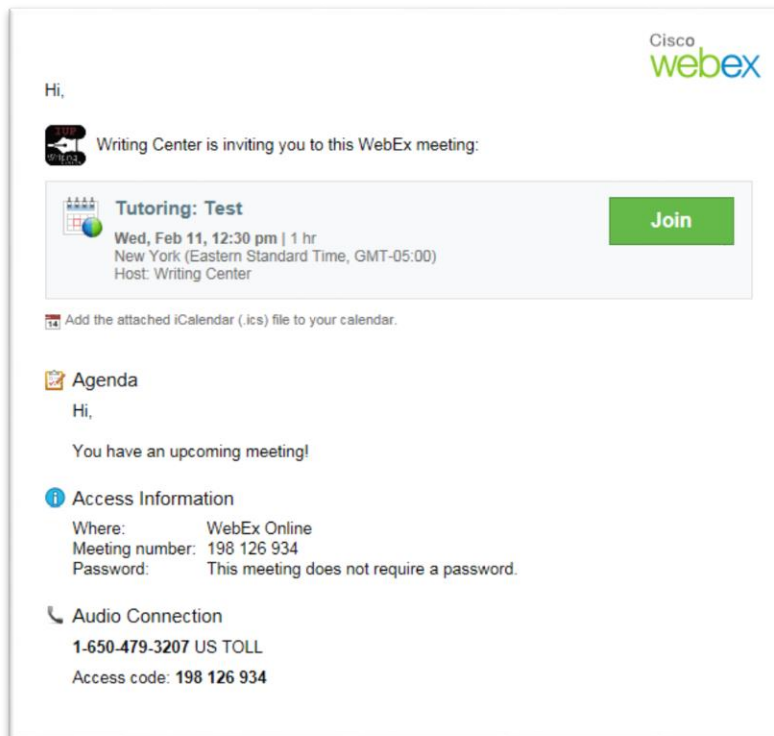
Assignment *

Step 2: Meet Your Tutor Online

1. After scheduling your appointment, you will receive an e-mail from "Writing Center via Cisco Webex" containing a link to your meeting.

NOTE: If you don't see this email, check your JunkMail folder.

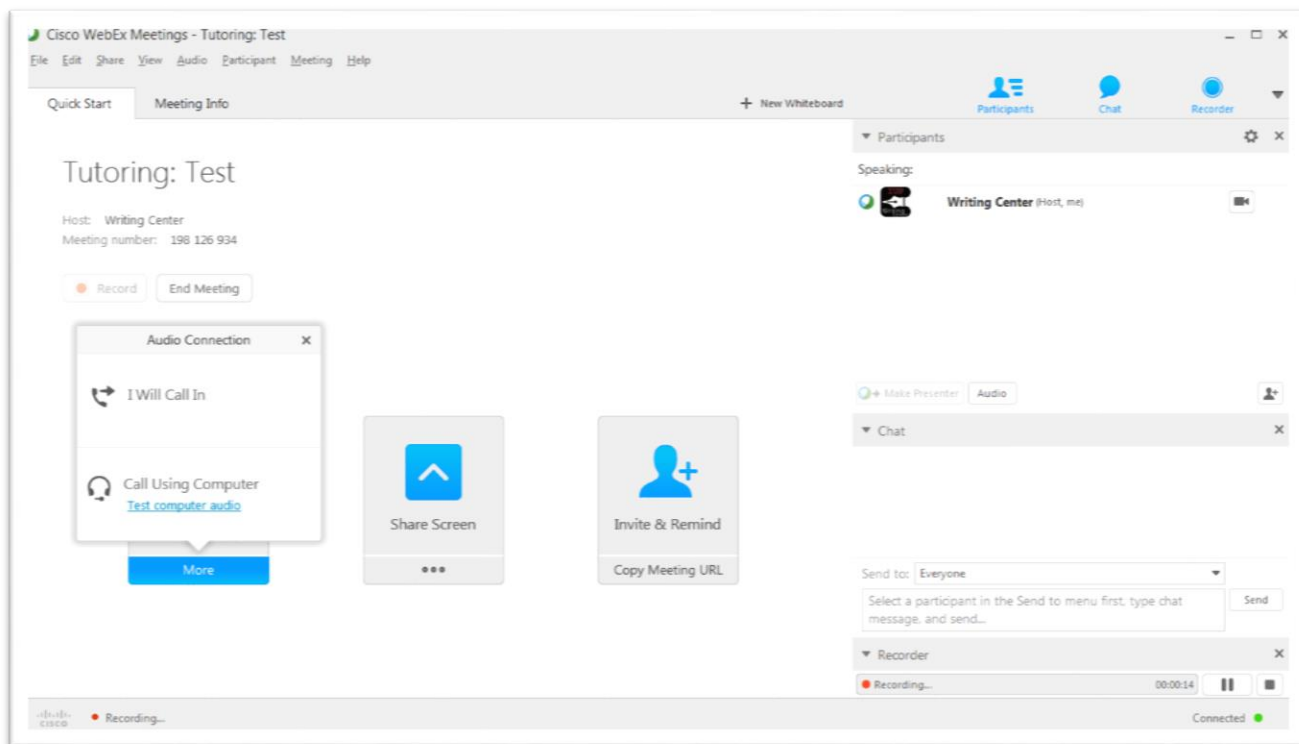
2. Well before your session time, run a test meeting to make sure your computer is ready to run WebEx. You don't have to install any software, but you might need to install an add-on to your browser. You can run a test meeting here: <http://www.webex.com/test-meeting.html>.
3. If you encounter any issues during the test meeting process, try [troubleshooting](#) using the last part of these instructions. If that doesn't help, call or email the Writing Center right away at (724) 357-3029 or w-center@iup.edu.
4. Otherwise, when your appointment time arrives, click the green Join icon in the WebEx e-mail.



5. Your browser will open a new window to connect you to the tutor. If you are asked to Run the program, click **Run** or **Allow**.
6. You may need to click **Run a temporary application** if your computer's Java is not up-to-date. This will allow you to connect to the tutor without having to update. You will then be able to join the meeting.

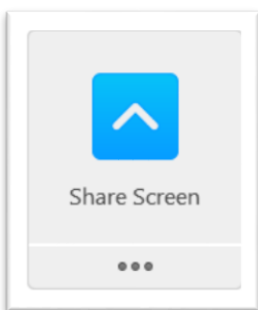
These instructions are available online at <https://www.iup.edu/page.aspx?id=135869>

The meeting space will open in a new window. When you see this, you've been connected to the tutor.



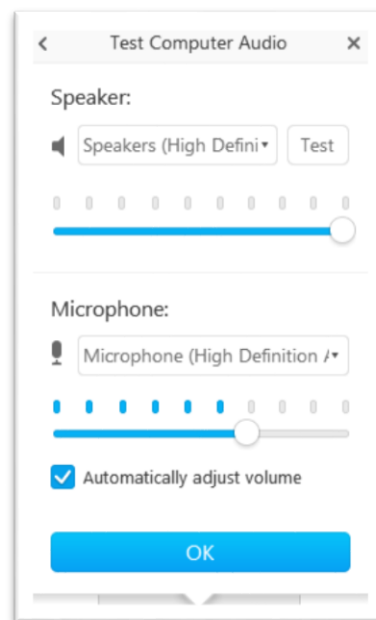
Click **Call Using Computer**.

You may want to test your microphone and speakers when prompted.



Once the audio is ready, you can speak to and hear your tutor. The tutor will pass presenter privileges to you. You can share your screen with him or her so you can both see your paper. Click **Share Screen** to do this.

This will allow your tutor to only *view* your screen. He or she cannot make any changes to your paper or view anything that you do not display on your screen.



Step 3: End Your Session

1. When it's time to wrap up your session, your tutor will pull up an electronic session summary form, and you'll complete this form together.
2. If you want, you can have a copy of this form forwarded to your instructor or to your email.
3. Once the summary is done, your tutor will send you a link to an optional evaluation form that you can use to provide feedback to the Writing Center.
4. To end the session, close out of the meeting window.

Troubleshooting

Do I need a WebEx account to use the Online Writing Center?

No. When you click the green "Join" link in your meeting e-mail, you will be asked to enter your name and e-mail address or log in to WebEx. If you don't have a WebEx account, just enter your name and e-mail address. This only provides your name for the meeting space—you will not create an account by providing your name and e-mail.

Will WebEx work with my Mac?

Yes, but you'll need to use Safari to start WebEx sessions.

Will WebEx work on my smartphone/tablet?

WebEx has apps available for iPhone and iPads, some Android phones, Windows Phone 8, and BlackBerry 10. Since there's a wide range of devices that could run WebEx, we have not tested WebEx on many smartphones or tablets. If you can successfully run a test meeting from your device, you're welcome to use it to meet your tutor. Keep in mind that you will need to be able to pull up your paper and work on it with your tutor. If your device won't let you do that, use a computer instead.

I never received an e-mail from WebEx with a *Join* link.

If you haven't received an e-mail from WebEx three to four hours prior to your session, try the following:

1. Verify that you received an e-mail from the SetMore appointment calendar. If you did not receive an e-mail right after you booked your appointment, we never received your request for a session. Please reschedule a session or visit the Writing Center in 218 Eicher Hall or the Library Satellite during our normal hours.
2. If you do have an email from the SetMore appointment calendar confirming your booked session, check your JunkMail folder in your IUP e-mail account. Look for an e-mail with "Writing Center via Cisco WebEx" in the subject line.
3. If you have an email from SetMore but you don't see an e-mail from WebEx in your JunkMail folder, you'll need to contact your tutor. Here's how:
 - a. If your session is taking place on Monday, Tuesday, Wednesday or Thursday, call the Writing Center at (724) 357-3029 and ask for the Online Writing Center tutor.
 - b. If your session is taking place on Saturday or Sunday, call (724) 343-1433. The tutor scheduled to work with you will be available at that number.

These instructions are available online at <https://www.iup.edu/page.aspx?id=135869>

When I tried to start a session, I saw a pop-up asking me to install/update Java.

WebEx and many other applications won't work on your computer unless you have Java installed and up to date. You may allow Java to install on your computer. You may also choose to "Run a temporary application" instead of updating, which will connect you to the tutor without updating Java.

I started the meeting but can't hear my tutor. What should I do?

If the meeting space loaded properly but you can't hear anything, try the following:

1. Make sure that your speakers are on and turned up.
2. If your computer has an internal microphone, use the "Call Using Computer" pop-up to test your microphone and speakers.
3. If your computer does not have an internal microphone, you will need an external microphone. Make sure this mic is plugged in and set as the microphone device for your computer.

If you still cannot hear your tutor, use the chat box on the right side of the meeting screen to type a message to the tutor. He or she may be able to help you solve the problem, or you may decide to use the chat box or another communication tool to speak to each other.

I'm using Google Chrome, and my browser asked me to install WebEx as an Add-on.

Just install the Add-on as instructed. WebEx is not adding software to your computer when this happens.

I'm having trouble connecting to the meeting for another reason.

If you're having technical difficulties not explained here, contact the Writing Center as soon as possible. Here's how:

- a. If your session is taking place on Monday, Tuesday, Wednesday or Thursday, call the Writing Center at (724) 357-3029 and ask for the Online Writing Center tutor.
- b. If your session is taking place on Saturday or Sunday, call (724) 343-1433. The tutor scheduled to work with you will be available at that number.

Your tutor will wait about 10 minutes for you to join the meeting, but he or she will wait longer or help you to connect to the meeting if you're having technical difficulties.