

# How to Book an Appointment with the Learning Resource Center



**URBAN COLLEGE**  
*of Boston*

# What is WCONLINE?

WCONLINE is a scheduling software used by academic resource centers across the world!

As of spring 2021, the Learning Resource Center at Urban College of Boston will use WCONLINE as its primary scheduling and virtual tutoring tool.

WCONLINE offers several tools to help Urban College students and LRC staff optimize the tutoring experience!

# Where is the LRC's WCONLINE website?

You can access the LRC's WCONLINE page with this link:

<https://urbancampus.mywconline.com/>

Or, you can "Request an Appointment" on the LRC's webpage on the UCB website:

<https://www.urbancollege.edu/learning-resource-center>

The first time you use WCONLINE, you will need to register for an account. On the homepage, there is a link leading you to the registration page.

ACCESS TEXT-ONLY/ACCESSIBLE & MOBILE VERSION



## Learning Resource Center

You have successfully logged out of the system.

**First visit?** Register for an account.  
**Returning?** Log in below.

### AVAILABLE SCHEDULES

LRC Tutoring Appointments

Check box to stay logged in:  ?

LOG IN

**Welcome to WCONLINE!** To get started, register for an account by clicking the link to the left.

You will need to fill out some basic information in order to register for an account.

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## Register for a New Account

Fill out the form below in order to create a new account on this system. Once you've successfully registered, you'll be able to log in to the system immediately. Questions marked with a \* are required.

**Email Address \***

**First Name \***

**Last Name \***

**Name \***

**Email \***

**Phone Number \***

You will need to fill out some basic information in order to register for an account.

**Primary Language \***

-- please select --



**PASSWORD**

Passwords must be ten or more characters long.

**Password \***

**Re-enter Password \***

**EMAIL PREFERENCES**

Send me an email when my appointments are made, modified or canceled:

YES  NO

Send me an email with center announcements or other mass mailings:

YES  NO

Send me an email to remind me of my upcoming appointments:

YES  NO

Include iCal links with appointment confirmation messages? 

YES  NO

**TEXT MESSAGING PREFERENCES**

You have the option of receiving appointment reminders and waiting list "appointment available" notices via text message instead of via email.

In order to enable text messaging, enter your ten-digit mobile phone number and select your carrier below. Once saved, you can [test text messaging](#) by returning here and selecting the new "test" link below.

**Depending on your mobile carrier and plan, you may incur charges for receiving text messages. By entering your number below, you agree to be responsible for those charges.** In order to opt out of receiving future texts, simply remove your number and carrier below.

**Mobile Number**

Ten Digits, Numbers Only

**Mobile Carrier:**

-- please select --



After you create an account, you will be able to view the LRC's Tutoring Appointment Schedule. Timeslots in white are still available to be booked. Timeslots in green are booked by other students.

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WELCOME, STEVIE ▾

May 5 - May 10, 2021

LRC Tutoring Appoin ▾

◀ PREVIOUS WEEK | CURRENT WEEK 📅

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Limit to: -- please select -- ▾

May 5: Wednesday	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm
<b>Ellie Wolf</b> <a href="#">🔗</a> ONLINE ONLY	Dark Grey		Dark Grey	Light Grey	Dark Grey	White	White	White
<b>Erika Decklar</b> <a href="#">🔗</a> ONLINE ONLY	Dark Grey		Green	Light Grey	Dark Grey	Green	White	White
<b>Maggie Rosemond</b> <a href="#">🔗</a> ONLINE ONLY	Dark Grey			Light Grey	Light Grey	White	White	White
<b>Sarah Horn</b> <a href="#">🔗</a> ONLINE ONLY	Dark Grey			Light Grey	Dark Grey	White	Dark Grey	
<b>Xiaoyun Song</b> <a href="#">🔗</a> ONLINE ONLY	Light Grey	Light Grey	Light Grey	Light Grey	Light Grey	Dark Grey	White	White

WAITING LIST: MAY 5, 2021

With the “Limit To” drop down menu, you can filter available appointment times by focus area. For example, if you need assistance in a Psychology course, select “Psychology” to see appointments with tutors who specialize in Psychology. If you need support in a language other than English, please select either “Spanish” or “Mandarin” to see the availability of tutors who speak that language.



WELCOME, STEVIE ▾

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◀ PREVIOUS WEEK | CURRENT WEEK 📅

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Limit to: -- please select --

- Early Childhood Education
- English
- English Placement Test
- Mandarin
- Math
- Psychology
- Spanish
- Writing

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<b>Erika Decklar</b> ONLINE ONLY								
<b>Maggie Rosemond</b> ONLINE ONLY								
<b>Sarah Horn</b> ONLINE ONLY								
<b>Xiaoyun Song</b> ONLINE ONLY								

WAITING LIST: MAY 5, 2021

Here is an example of what happens when I choose to filter appointments by focus area. Since I selected “Spanish” as the focus area, WCONLINE now *only* shows me tutors who speak Spanish and their availability.

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WELCOME, STEVIE ▾

May 5 - May 10, 2021 LRC Tutoring Appoin ▾

◀ PREVIOUS WEEK | CURRENT WEEK 📅

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Limit to: Spanish ▾

May 5: Wednesday	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm
<b>Erika Decklar</b> ✎ ONLINE ONLY								
<b>Maggie Rosemond</b> ✎ ONLINE ONLY								

WAITING LIST: MAY 5, 2021



If you want to reserve an appointment with a tutor, you click the white box during the time and day that you want to meet.

ACCESS TEXT-ONLY/ACCESSIBLE & MOBILE VERSION



WELCOME, STEVIE ▾

May 5 - May 10, 2021 LRC Tutoring Appoin ▾

◀ PREVIOUS WEEK | CURRENT WEEK 📅

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<b>Maggie Rosemond</b> ✎ ONLINE ONLY								
<b>Sarah Horn</b> ✎ ONLINE ONLY								
<b>Xiaoyun Song</b> ✎ ONLINE ONLY								

Reserve 5:00pm on May 5.

WAITING LIST: MAY 5, 2021

Once you've clicked the timeslot you want to schedule your appointment for, you will need to fill out some information on the "Create New Appointment" page. Here, you can edit the length of your tutoring session and answer some questions to help your tutor prepare for the session.

Edit the  
length of your  
tutoring here

## Create New Appointment

### Client

Billow, Stevie (stevie.billow@urbancollege.edu)

To select a different client, begin typing a name or email above and then select from the resulting list.

### Appointment Date

Wednesday, May 5, 2021: 5:00pm to 5:30pm [Show REPEAT Options](#)

### Staff or Resource

Ellie Wolf (LRC Tutoring Appointments)

**APPOINTMENT LIMITS:** Appointments must be between 5 minutes and 1 hour in length.

**STAFF/RESOURCE EMAIL:** [ellie.wolf@urbancollege.edu](mailto:ellie.wolf@urbancollege.edu)

### Meet Tutor Online?

Yes. Schedule **Online** appointment.

If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

Questions marked with a \* are required. Questions marked with **ADMIN ONLY** are only available to and shown to administrators. (As an administrator, you can save an appointment without filling in required fields-- except if those required fields are also tagged as administrator-only questions.)

### What is the reason for your appointment? \*

-- please select --

### Do you need tutoring for a specific course? If so, which course?

-- please select --

You will be required to answer the following questions on the “Create New Appointment Page”. The first question is about *why* you are requesting an appointment and the second will be what language you want the session to be held in. You may also tell your tutor the specific course you need help with if you want!

Questions marked with a \* are required. Questions marked with **ADMIN ONLY** are only available to and shown to administrators. (As an administrator, you can save an appointment without filling in required fields-- except if those required fields are also tagged as administrator-only questions.)

**What is the reason for your appointment? \***

English



**Do you need tutoring for a specific course? If so, which course?**

ART202




**Language \***

Spanish



Additionally, you have the opportunity to write a brief message to your tutor or upload specific documents for them to assist you with. Giving your tutor specific information on what you need help with enables you to get the most out of your session.

What would you like to work on today? \*

 **This schedule supports file attachments.** To attach a file to this appointment, use the options below. If making a repeating appointment, files will only be attached to the first (this) appointment. **File attachments must be 5MB or less and in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx.**

File #1

Choose File No fil...hosen

Document Title

Notify Client? 

No 

File #2

Choose File No fil...hosen

Document Title

Notify Client? 

No 

File #3

Choose File No fil...hosen

Document Title

Notify Client? 

No 

Once you create your appointment, this announcement will pop up at the top of the screen and you will be redirected from the “Create New Appointment” page to the “View Existing Appointment” page.

## View Existing Appointment

**The appointment was saved successfully.** Continue working with the appointment below or close this window if finished.

Your appointment will be visible on the LRC's Tutoring Schedule. You and your tutor will receive a confirmation email once the appointment is scheduled.

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The tutor will send you an online meeting invitation before the appointment. Check your Spam/ Junk Email if you don't see the link. You may also email your tutor for any assistance before the meeting.

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May 5 - May 10, 2021 LRC Tutoring Appoin

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<b>Sarah Horn</b> ONLINE ONLY								
<b>Xiaoyun Song</b> ONLINE ONLY								

Stevie Billow  
No Client Report Form

WAITING LIST: MAY 5, 2021

If you want to ask the LRC a question, but *don't* want to make a tutoring appointment, you can send our staff a message with the “Send Message to Center” function.


ACCESS TEXT-ONLY/ACCESSIBLE & MOBILE VERSION



WELCOME, STEVIE ▾ May 6 - May 10, 2021 LRC Tutoring Appoin' ▾

◀ PREVIOUS WEEK | CURRENT WEEK 📅

Appointment to: -- please select -- ▾

	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm
ADMINISTRATIVE OPTIONS	[Dark Grey Block]						
Client & Record Management	[Dark Grey Block]						
Schedule & Staff Management ▶	[Dark Grey Block]						
System Utilities & Reports ▶		[Dark Grey Block]					
System Configuration ▶		[Dark Grey Block]					
Product Manual & Support	[Orange Block]	[Orange Block]					
Log Out							
Xiaoyun Song  ONLINE ONLY							[Dark Grey Block]

WAITING LIST: MAY 6, 2021

*Note: An orange arrow points from the top of the page to the "Send Message to Center" option in the dropdown menu.*

After clicking “Send Message to Center” in the drop down menu, a text box will appear where you can write and send your message to the LRC staff.

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### SEND MESSAGE TO CENTER

Use this form to send a question or comment to the Learning Resource Center. If a response is needed, the center will respond to the email address that you use to access this system.

#### Message

SEND MESSAGE

WELCOME, STEVIE ▾

May 6 - May 10, 2021

◀ PREVIOUS WEEK | CURRENT WEEK

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Limit to: -- please select

May 6: Thursday	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm
Ellie Wolf  ONLINE ONLY								
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Sarah Horn  ONLINE ONLY								
Stevie Billow  ONLINE ONLY								
Xiaoyun Song  ONLINE ONLY								

WAITING LIST: MAY 6, 2021



# Questions?

If you have any questions about using WCONLINE, please feel free to email the LRC at [urbancollegegetutors@gmail.com](mailto:urbancollegegetutors@gmail.com)

# FAQs

**Q: Why is the LRC using WCONLINE?**

A: WCONLINE functions as a schedule management system, record keeper, and tutoring tool in one. Using this platform will help LRC staff better understand when and how to serve UCB students.

**Q: Can I still make appointments via email?**

A: You can still contact the LRC via email, yes, but we will ask all tutoring appointments be scheduled in WCONLINE for our records. Remember, if you need help setting up WCONLINE, just ask us!