

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

IUP 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.

Overview of the Main Steps

[Book an Appointment](#)
[Meet Your Tutor Online](#)
[End Your Session](#)
[Troubleshooting](#)

Book an Appointment

1. 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.

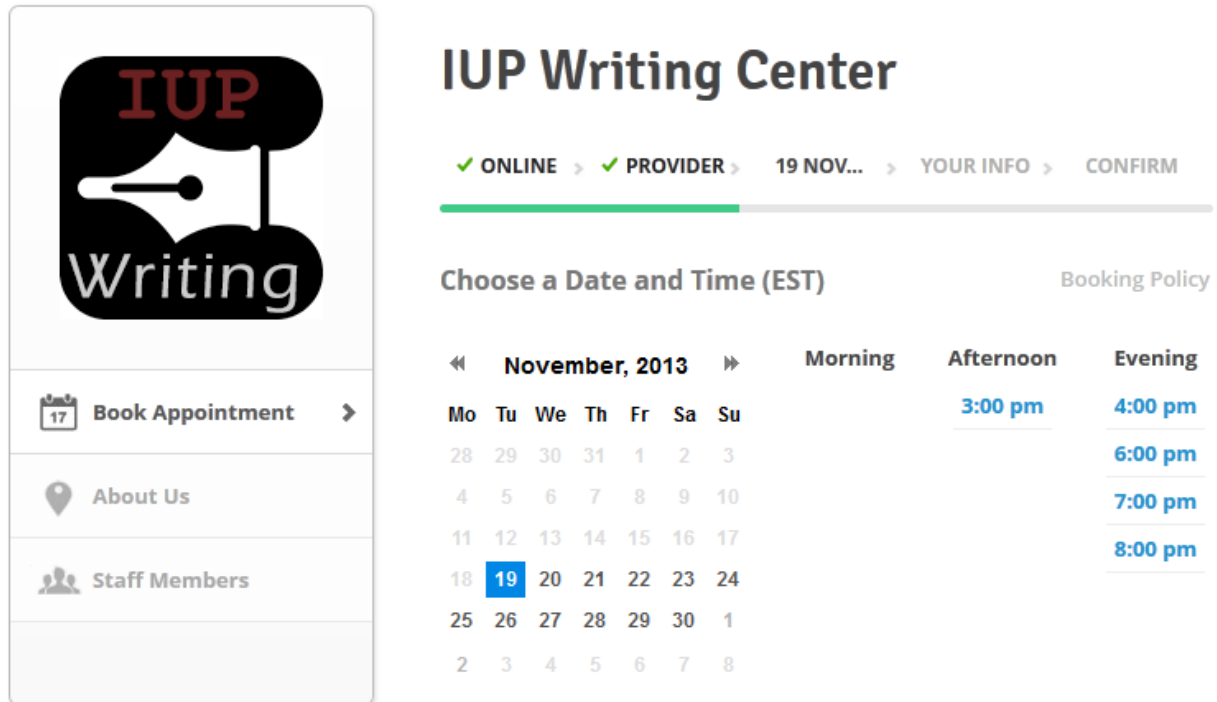
After the Writing Center sets up your WebEx session, you'll receive an e-mail from "Writing Center via Cisco WebEx" with a link to begin your session at your scheduled time.

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.

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4. On the SetMore appointment calendar webpage, select **Online Tutoring**.
5. Use the calendar to choose a **Date** and **Time** for your online session. Please note that the calendar begins on Monday, not Sunday.



6. Enter your contact details, including a **current phone number** and your **IUP e-mail**.
7. Tell us the **course, professor** and **description of the paper** that you'd like to discuss with your tutor.
8. Click **Continue** and confirm your information. You may choose to receive a text message reminder a few hours before your appointment.
9. Click **Book Appointment**.
10. Check your IUP e-mail. You will receive a confirmation e-mail from SetMore when your request is received.

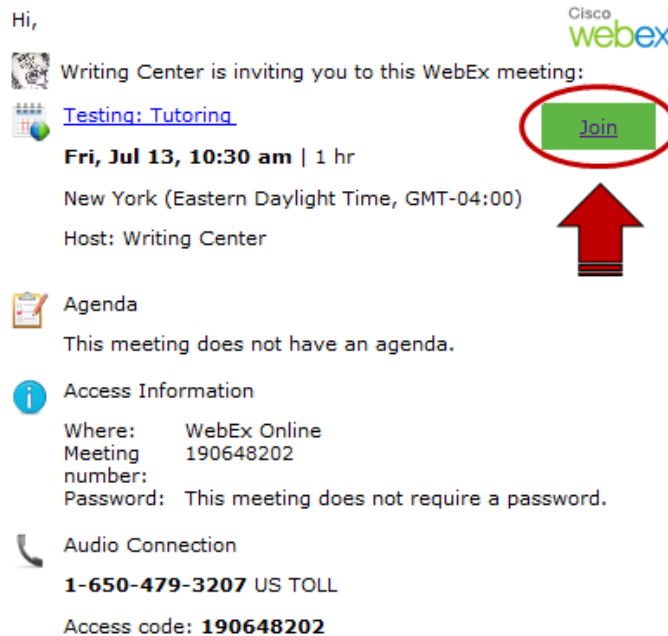
Enter Your Information [Booking Policy](#)

Name *	Bill	Shakespeare
Mobile	+1	724-555-5555
Email *	AJXI@iup.edu	
Address	Address	
	City	State Zip
Comments	(Optional)	
Course *	ENGLISH 202	
Professor *	Rafoth	
Assignment *	Final 10 page research paper	

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Meet Your Tutor Online

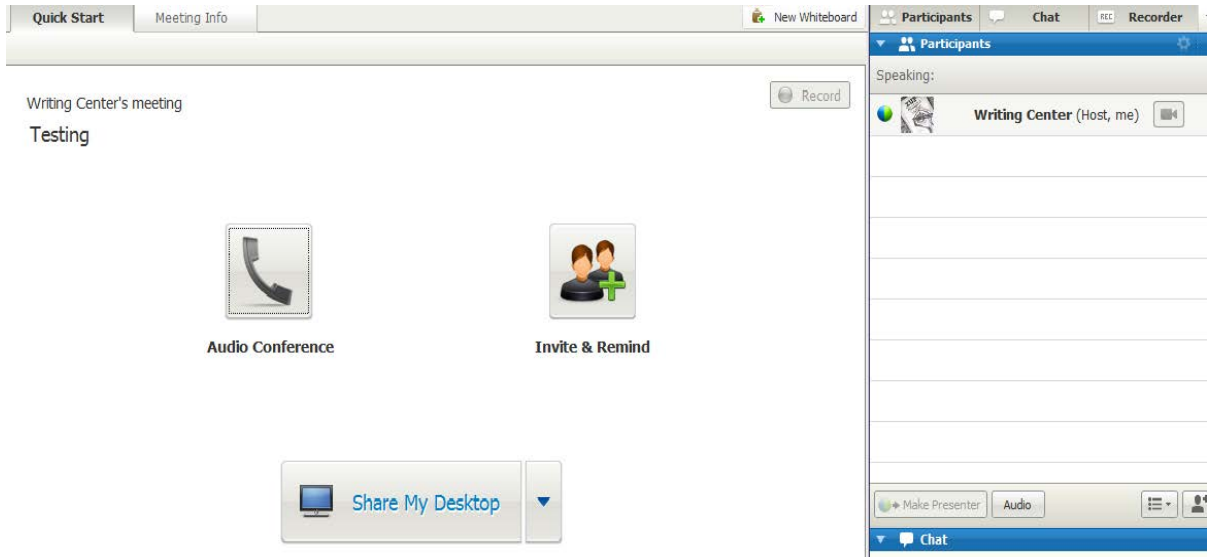
1. After scheduling your appointment, you will receive an e-mail from “Writing Center via Cisco Webex” containing a link to your meeting. **If you do not receive this email at least an hour before your session, check your JunkMail folder.**
2. To meet with your tutor, click the green Join icon in the e-mail at your schedule appointment time. Be sure to click this link **a few minutes prior to your appointment.**



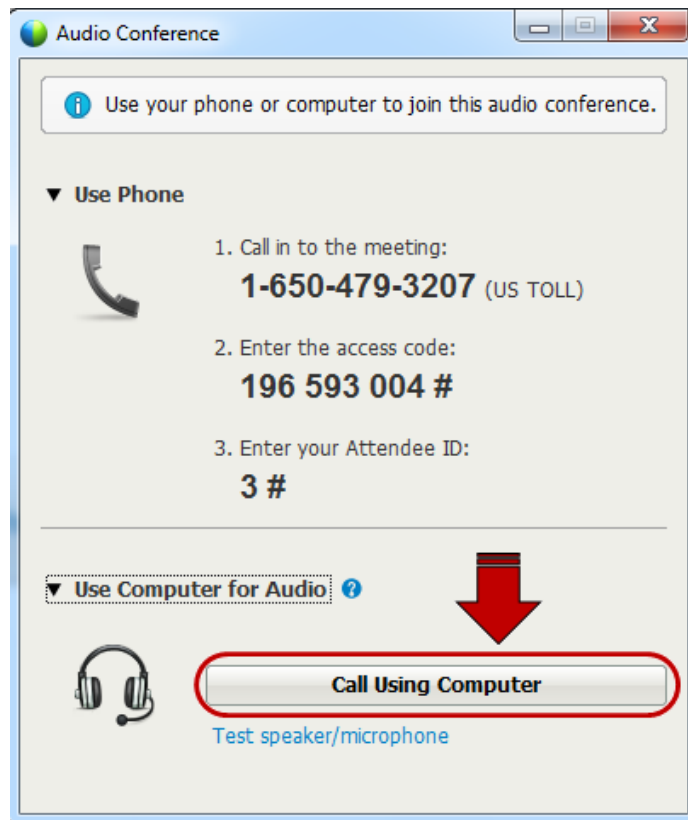
3. Your browser will open a new window to connect you to the tutor. If you are asked to Run the program, click **Run** or **Allow**.
4. You may need to click **Run a temporary application** if your computer’s Java is not up-to-date. This will allow you to connect to the tutor without having to update.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

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5. When you see this window, you have been connected to the tutor:



6. Click **Call Using Computer** when prompted. You may want to test your microphone and speakers when prompted.



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7. Once the audio is ready, you can speak to and hear your tutor.
8. 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 My Desktop** 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.

End Your Session

1. The tutor will ask you if you would like a faculty report form sent to your instructor. You may be asked to provide additional information about the course or assignment title if you choose to have a report sent.
2. You can also ask the tutor to provide you with access to the recording of the session you just completed. It may be helpful to review your session as you continue to work on your assignment. If you choose to view your recorded session, you will receive another e-mail from “Writing Center via Cisco Webex” containing a link to view the session.
3. You may schedule another online appointment by following the same procedure.

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?

Mac users should use Safari to start WebEx sessions. Other browsers are incompatible because of recent WebEx updates. Windows users may use any browser to launch WebEx.

My meeting is supposed to start soon, but 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:

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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. Please reschedule a session or visit the Writing Center in 218 Eicher Hall or the Library Satellite during our normal hours.
2. 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 received an appointment confirmation from SetMore and the e-mail from WebEx is not in your JunkMail folder, please call the Writing Center at (724) 357-3029 or e-mail w-center@iup.edu.

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

What should I do?

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.

If it takes more than a minute or two to install Java or the temporary application, please call the Writing Center at (724) 357-3029 or e-mail w-center@iup.edu to let us know that you'll be a few minutes late to your online session.

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.**
4. 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 diagnose the problem, or you may decide to use the chat box or another communication tool to speak to each other.

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 so we can let your tutor know. Call (724) 357-3029 or e-mail us at w-center@iup.edu. 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.