

Instructions for Online Chat Appointments

While we strongly encourage in-person visits, starting Fall 2016 we will have several tutors available for real-time chat, online tutoring (available to all Albright students). This option allows you to have an interactive discussion about writing even if you are unable to visit in person. During online chat, a whiteboard is available on which you and the tutor can brainstorm or pull up an essay. Online chat appointments can be made for 30 or 60 minutes, just like an in-person appointment. To sign up for an online chat appointment time:

1. Create an account at our appointment system alb.mywconline.com using your Albright College email as your username. If you have used the Writing Center before, then you already have an account. Contact us at 610-921-7540 if you need help resetting your password.
2. After you sign into our appointment system, look for a white box indicating an open time. For an online chat appointment, select a time next a tutor who is listed as "Face-to-face or online." (Not all of our tutors do online tutoring).
3. In the pop-up box that appears, select "Yes—Schedule Online Appointment." The default appointment length is 30 minutes, but you can change the end time to make a full hour appointment if you feel you would like more time. After you save the appointment, it should show up as a red box in the appointment system to indicate it is an online appointment. (An in-person appointment would show up in blue). It will also give you the option of attaching your paper.
4. If you need to cancel or reschedule your appointment, click on the appointment and then hit the red cancel button at the bottom of the pop-out box.
5. A few minutes before your appointment time, log in, click on your appointment, and select the red "Start or Join Online Consultation" link.
6. A large whiteboard screen should appear on the page with instructions on how to upload your essay so that you and the tutor can view it. The chat box is in the lower right part of the whiteboard screen. We do not currently have audio/video enabled, just the chat feature.
7. If you are having technical problems during the session and would like to talk with your tutor by telephone, please call 610-921-7540.
8. After your session, click back on the appointment (in the chatroom) to re-read the transcript of the chat at any time. If you click on the icon of the clock in the upper right, you can scroll through the steps of the appointment.
9. You will be emailed a short survey after the session. Please complete the survey. Your feedback is important to your tutor.

Additional Tips for Online Tutoring: We recommend you have your paper saved in an easy-to-find location and in Microsoft Word format. Please have questions in mind to ask your tutor and be ready for an interactive session. You may also want to have your email account open in case you or the tutor decide to email each other documents or links.