LU Online Appointment Consultation Troubleshooting Guide

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Thank you for using our Online Appointment System! Technology, while efficient, sometimes has its bugs and glitches that can hinder our progress, which can be stressful in a timed appointment scenario. Thankfully, for the WCOnline system, most issues can be solved by exiting and rejoining the consultation. This guide is intended to help solve any troubles as quickly as possible so the consultation can begin or resume, and will be updated as new issues arise. If you are experiencing problems, please use one of the methods listed below.

As a reminder, our appointment guidelines are as follows:

- Make sure to attach your paper. If you do not attach the paper, the consultation cannot take place. You will get an email to confirm that your file has been attached.
- Please log in five to ten minutes prior to your consultation. That way, if you experience any problems, you can email the consultant.
- There is a 10-minute grace period. Students who log in after that time will have to reschedule.
- You can call the Writing Center during business hours (9:00 a.m. – 4:00 p.m.) if you need assistance. (636) 949-4780.

Troubleshooting:

Please exit and rejoin the consultation if

- the chat box is not appearing.
- you are unable to upload your paper*.
- you are having general connection issues.

Please review your browser permissions if

- audio/video will not connect.

Please check your internet connection if

- audio/video is enabled, but still not connecting.

Please keep in mind that your choice of internet browser may affect functionality as well. If you are experiencing connection or permission issues, consider switching to a different browser. If your internet connection is causing problems, consider using a cellular connection if possible. WCOnline will work on phones and tablets.

*If the importation still fails after troubleshooting, please copy and paste your paper into the consultation pane and remove the highlighting (located in the toolbar) or email it to your consultant so he or she can attempt to upload from his or her end.