

## Online Video Appointment Guide for Clients

### How Video Consultations Work:

The WMC's Video Consultations are conducted through WOnline. All online consultations are synchronous, meaning the tutor and student are simultaneously present. The tutor and the client interact in real-time, using video, document sharing, and chat features.

1. Log into your WOnline account or register for an account.
2. Create an Online Video appointment by selecting **(Online SS20 - Video)** from the drop list and select your time. The white spaces are available video appointment slots and blue means there is an appointment scheduled. The appointment you schedule will appear in red.
3. Enter your upcoming appointment in WOnline by clicking on the red box 5-10 minutes before it begins.



WELCOME, MARGARET ▾ April 6 - April 12, 2020 Ames Public Library ▾  
NEXT WEEK ►

HELP?

Apr. 6: Monday	5:00pm	6:00pm	7:00pm
Margaret Kaus ONLINE ONLY			

WAITING LIST: APRIL 6, 2020

4. A pop-up will appear with your appointment's information. Click on the link **"Start or Join Online Consultation."**

### View Existing Appointment

#### Client

Administrative Assistant

#### Appointment Date

Monday, April 6, 2020

6:00pm to 6:30pm [MARK MISSED]

#### Staff or Resource

Margaret Kaus

#### ONLINE

CREATED: Mar. 16, 2020 12:27pm by Administrative Assistant

#### Post-Session Client Report Forms

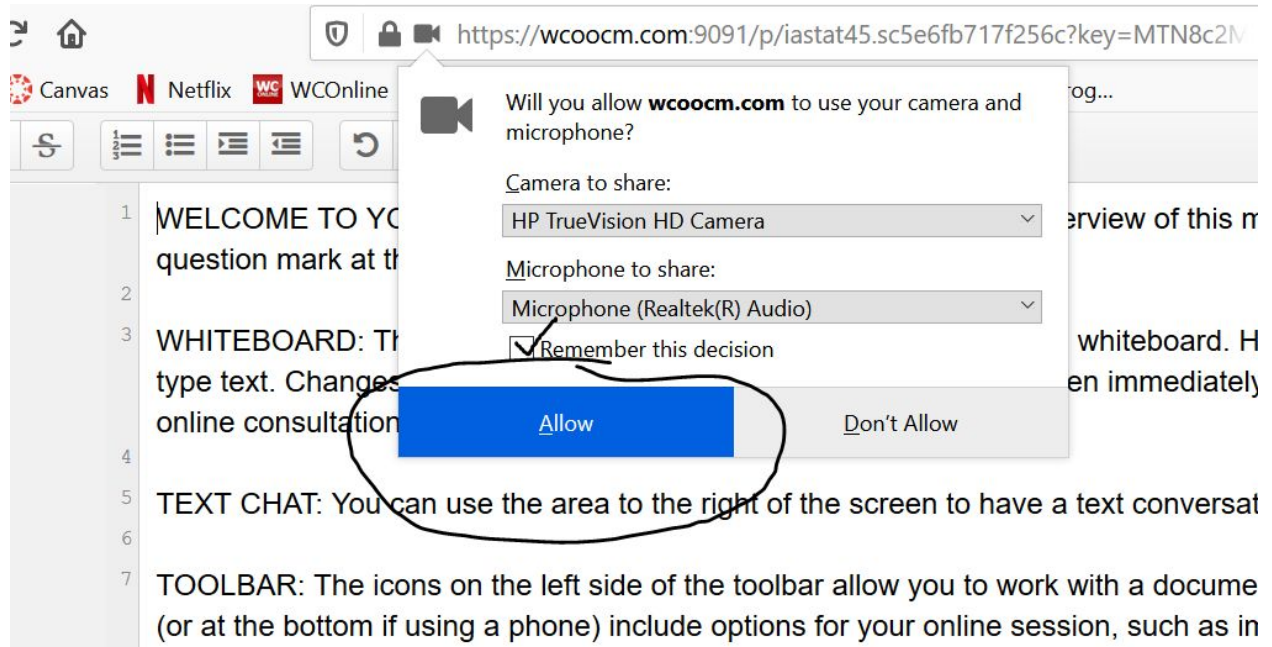
[Add New](#) or [View Existing](#)

#### MEET TUTOR ONLINE? ONLINE

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."

**START OR JOIN ONLINE CONSULTATION**

5. When you click the link, a new tab will open. You will be working with your consultant within this document.
6. In order to have your video and audio work, you will need to click **“Allow”** wcoocm.com to use your camera and microphone.
7. Check **“Remember this decision”** so, in the future, your computer connects automatically.



8. Copy and paste your document into the text box. and work with your consultant through the video conference as well as the chat function.