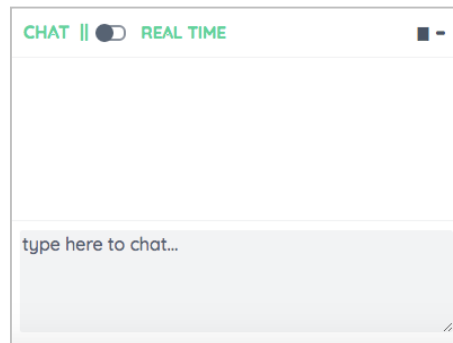# WCOnline Troubleshooting and Technical Information
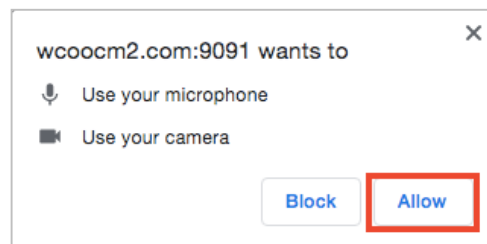
1. **Don't have webcam?**

   Unfortunately, WCOnline will not allow your microphone to connect without a webcam. If you cannot connect to a microphone, let your consultant know via the chat box.



2. **You have a webcam, but your microphone is not connecting.**

    Try these steps:

      - Close the window
      - Re-join the consultation
      - Allow the platform (WCOnline) to access your microphone and camera

3. **Whiteboard  - A  "working space" for you and your consultant.**

    Copy/paste your work or import your document onto the Whiteboard.

| | |
|---|---|
| 1 | WELCOME TO YOUR ONLINE CONSULTATION! Below is a brief overview of this module. For more information, click the question mark at the top right of the screen. |
| 2 | |
| 3 | WHITEBOARD: This area of the screen is the document collaboration whiteboard. Here, you can import or paste a document, or type text. Changes made to text in this window are highlighted and seen immediately by both individuals participating in the online consultation. |
| 4 | |
| 5 | TEXT CHAT: You can use the area to the right of the screen to have a text conversation in real time. |
| 6 | |
| 7 | TOOLBAR: The icons on the left side of the toolbar allow you to work with a document's formatting. The icons on the right side (or at the bottom if using a phone) include options for your online session, such as importing or exporting a document. Hover over any icon for a text label showing the icon's function. |
| 8 | |
| 9 | DRAWING TOOLS: Clicking the pencil icon allows you to draw on top of the whiteboard. Within the drawing area, you can change the brush, clear your drawing, or use a solid background. You can also import images and export the entire drawing area. On a computer, hover over the drawing area to expand it, and hover away from it to minimize it. On a touch screen, touch the pencil icon once to open the drawing function, twice to expand the drawing area, and a third time to close it. |
| 10 | |
| 11 | AUDIO AND VIDEO: If your center has enabled audio and video consultations, you can click on the camera icon to allow the other participant to see and hear you. The first time you use audio and video, your browser may prompt you to allow the use of your camera and microphone in your session. |
| 12 | |
| 13 | AFTER YOUR SESSION: Your chat transcript and document will be saved in this online meeting. You can always come back by viewing your appointment and clicking the 'start or join online consultation' link. |

4. **Import/export documents.**

   To import your work (i.e. upload) or export (i.e. save) what's on the Whiteboard at the end of your appointment, select the opposing arrows symbol:
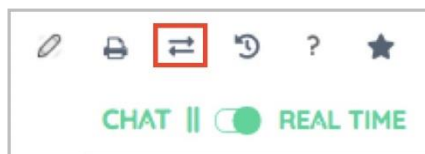
   

   - **To Import:** Select a file from your computer to <u>upload</u> into the Whiteboard.
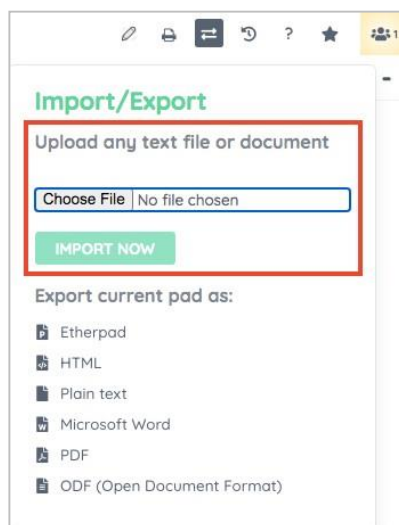
   

   - **To Export:** Select your preferred format (e.g. Microsoft Word) to <u>save</u> your work from the Whiteboard at the end of your consultation.
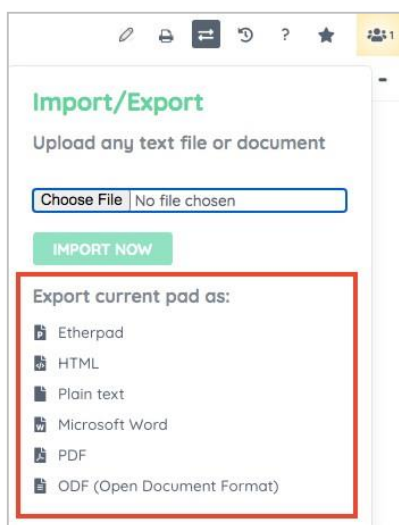
5. **Remove authorship colours.**

   When you and your consultant work on the Whiteboard, the text will be highlighted in different colours.

   Example:

   **What is a thought paper?**
   It is an assignment that asks you to answer questions, and you are also encouraged talk about real-world examples and even personal experiences. Note that you could be asked questions about something BEFORE there has been a lecture on that topic. This gives you the chance to do more than just summarize lecture content. In order to answer the questions, you should use some combination of original thoughts and experiences, information presented in class, readings, and research articles.

   If you want to remove these authorship colours, select the "eye icon".

   

6. **Questions?**
   - Contact **learning-commons@sfu.ca**
   - Ask your consultant! They're here to help. The SLC is a judgement-free zone.

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Room 3020

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