

Duquesne University

Writing Center

216 College Hall | 600 Forbes Avenue | Pittsburgh, PA 15282

412.396.5209 | duq.edu/writing-center



Online Writing Center Guide for Students February 2019

The Writing Center is providing this resource to guide you through the information provided to you as a student for your [Duquesne University Online Writing Center](#) appointment. It includes information about the email your consultant will send you and basic information about attending your meeting.

Black text that is bolded and underlined will direct you to a different part of the document. Text that is blue and underlined is links that will take you to a web browser. Bolded blue and underlined links go to email addresses. If there are any technical issues, contact the [Writing Center Director](#), Assistant Director, or an Online Writing consultant.

Note

If there is something you feel that this guide didn't address, contact to the **Writing Center Director**, Assistant Director, or another Online Writing consultant for assistance.

Prepared by Brie Sheldon (2018) and revised by Angela Gallagher and Kathryn Koller (2019), under the care of [Dr. James Purdy](#), Writing Center Director.

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Your Writing Center Appointment Email

After you have [scheduled an appointment](#) through the Writing Center portal an online writing center consultant will email you information about your upcoming appointment. This email will also include instructions on how to test your computer and join the meeting. You should refer to this email as your appointment comes up so that you are prepared to meet the consultant on Zoom. The email you receive will look similar to the one below.

After the session, please complete the session evaluation survey at <https://duq.mywconline.com/survey.php>.

Dear Angela Gallagher

Please see below for your invitation

to meet for your session via Zoom with the [Duquesne University Writing Center](#) on Tuesday, January 29th at 3pm

for one hour. Please note times are for the Eastern Time Zone. At the time of your appointment, please

join the session from your computer, tablet, or smartphone by clicking on the following link below. Please note the session will be unavailable prior to your scheduled time.

--

Angela Gallagher is inviting you to a scheduled Zoom meeting.

Topic: Angela Gallagher Online Writing Center Appointment

Time: January 29th, 2019 3:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/386057150>

One tap mobile

+16465588656,,386057150# US (New York)

+14086380968,,386057150# US (San Jose)

Dial by your location

+1 646 558 8656 US (New York)

+1 408 638 0968 US (San Jose)

Meeting ID: 386 057 150

Find your local number: <https://zoom.us/u/aduFuS10Qq>

Introduction and Basic Appointment Information

This section will list the date, time, and location of your meeting (Zoom), as well as instructions indicating that you should be at a computer or other device that can use Zoom. This is an [Online Writing Center](#) appointment email. If you didn't want an online appointment, you can cancel this appointment and schedule with another consultant. If you did want an online appointment and your appointment is missing this information, contact the Writing Center at writingcenter@duq.edu or 412-396-5209.

All Online Writing Center Appointments are 1 hour in length with 45 minutes devoted to active consultation and 15 minutes for after session evaluations and summaries. You may schedule up to 90 minutes of consultation per day, however, through the creation of two appointments on the online portal.

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This section also has a link to the after-session evaluation so that you have it for easy reference.

<https://duq.mywconline.com/survey.php>.

Zoom Appointment Information

This section includes all of the information about your Zoom appointment, including the date, time, duration, and the link for the meeting. It also includes call-in information.

Angela Gallagher is inviting you to a scheduled Zoom meeting.

Topic: Angela Gallagher Online Writing Center Appointment

Time: January 29th, 2019 3:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/386057150>

One tap mobile

+16465588656,,386057150# US (New York)

+14086380968,,386057150# US (San Jose)

Dial by your location

+1 646 558 8656 US (New York)

+1 408 638 0968 US (San Jose)

Meeting ID: 386 057 150

Find your local number: <https://zoom.us/u/aduFuS1OQq>

Using this information, you can attend the meeting by clicking the link under 'Join Zoom Meeting'. Please be aware that the room will not be available prior to the meeting time. However, you are welcome to check your connection and your Zoom access prior to the meeting by clicking the 'test my connection' link in the latter half of the email. This will allow you to test your audio input as well as your connection.

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Your Zoom Account

In the next section, you will see information about how Duquesne University students have access to their own unique Zoom Account. You can follow the instructions here to [create your Zoom account](#), and initialize it at the start of each semester.

Testing Your Computer

The final section of the email before the signature includes information about how to test your hardware and software before using Zoom.

I encourage you to test your connection and audio prior to each session. To test your connection and audio from a computer or mobile device, use the following URL: <https://zoom.us/test> (This is not your meeting link - it is a test session.)

The link will automatically launch you into a session.

Desktop users – If you have not yet installed the Zoom desktop application, the download will automatically begin. See [Install on Windows](#) or [Install on Mac](#) for more information.

Mobile users – If you have not yet installed the Zoom app, the link will direct you to the app store to download it.

If you see a "Waiting for Organizer" message, you've successfully joined the test session. You should be able to join your writing center session at the time of your appointment. Close the "Waiting for Organizer" window to exit the test session.

I look forward to working with you!

You should test your connection and audio before each session if you can, as noted in the email, and it is important to keep in mind that anything that will affect your internet connection has a possibility of affecting the sound quality or speed of the GoToMeeting software. Your consultant will always make the effort to be available for you through tech troubles, so make sure you communicate any issues if possible.

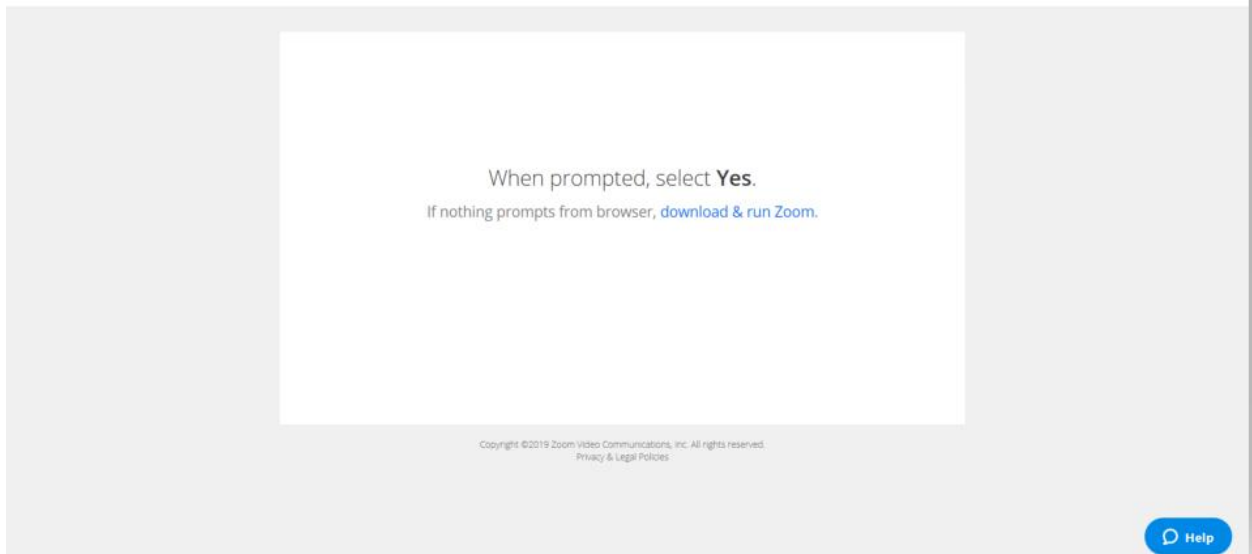
If you schedule an appointment and find that you're having trouble with a test session, try looking for assistance through the [Zoom help site](#). Notify the Writing Center via writingcenter@duq.edu or 412-396-5209 if you can't make it to your appointment, to reschedule, or to see if it's possible to continue the meeting through the call-in meeting (details provided in [Zoom Appointment Information](#)).

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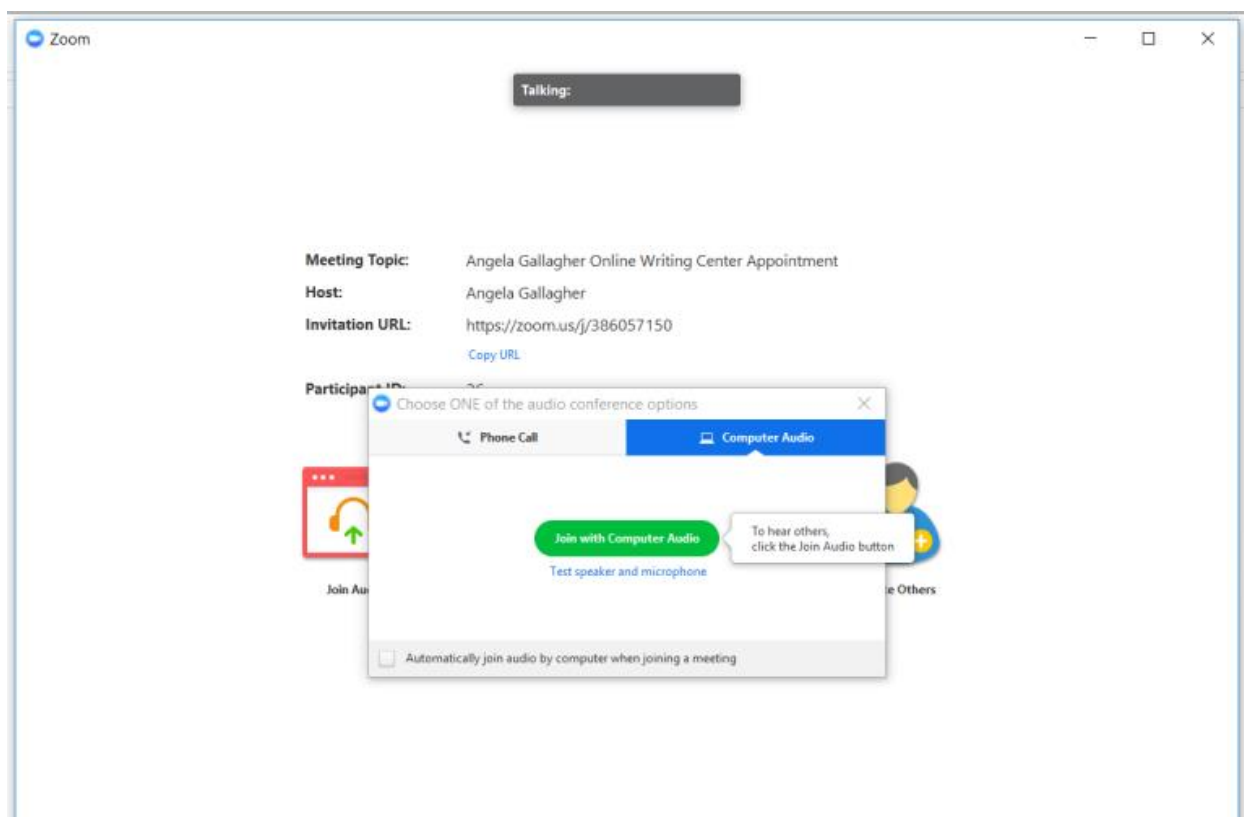
Attending Your Meeting

Click on the Zoom link under “Please join my meeting from your computer, tablet, or smartphone” and it will open. It may ask to download Zoom software. Click “yes”.



The next window has Zoom logos, and an additional dialog will pop up with a loading dial verifying your meeting ID.

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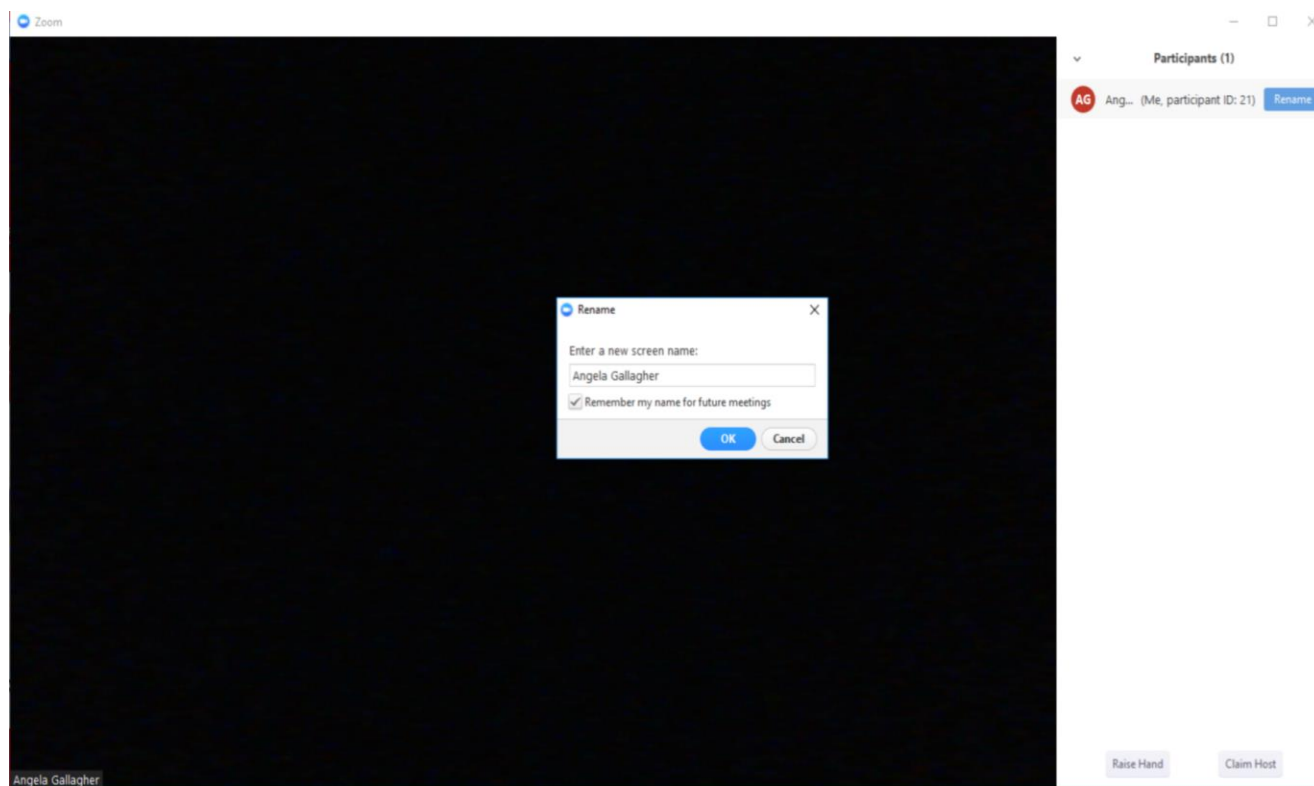
The screen will then ask you to choose audio input options. You may set the audio to default to your preferred choice. While headphones that contain a microphone are recommended due to potential to audio feedback you can also choose your computer microphone or a cell phone for audio input.

Screen Shot of Zoom Appointment Initializing

Chosen Name and Pronouns

If you would like to change your chosen name and/or pronouns during the zoom , (1) click the “Attendees” section of the Zoom window and choose “Rename” option When the pop up comes up, (2) enter your name and/or pronoun(s) in the “Name” box. When you click “OK,” it will update your name in the Attendees section and the consultant will see it. Click “remember my name for future meetings” to make this your default setting.

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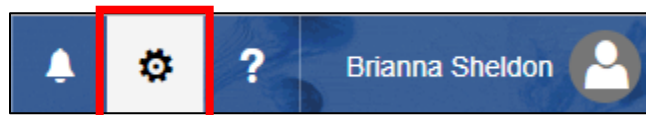


Whitelisting Emails

If you are not receiving emails, check your Junk Mail to find the email, contact the Writing Center via writingcenter@duq.edu and/or contact your consultant directly. You may also whitelist the email addresses used by the Writing Center. “Whitelisting” gives authorization for emails from that sender to come into your inbox, preventing it from entering the Junk Mail inbox. Use the email for your consultant (ex.: gallaghera1@duq.edu) and/or the email of the [Writing Center Director](#) (currently purdyj@duq.edu). You can also whitelist the writingcenter@duq.edu email.

To whitelist emails from the Writing Center:

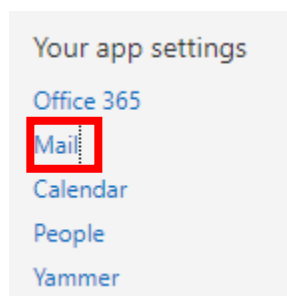
[Open your Duquesne email account](#) and click the gear icon in the top right corner of the page. This opens a right side panel.



On the right side panel, scroll to the bottom of the page. Choose “Mail” under “Your app settings.”

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The Mail Options page will open. (See following page)

On the Mail Options screen, click “Block or Allow” under Accounts. This will open the Block or Allow page.

A screenshot of the Outlook 'Mail options' page. The left sidebar shows the 'Options' menu with 'Accounts' > 'Block or allow' highlighted by a red box and an arrow. The main content area is titled 'Mail options' and includes a 'Block or allow' section with two radio buttons: 'Don't move email to my Junk Email folder' (unselected) and 'Automatically filter junk email' (selected). Below this is the 'Safe Senders and Recipients' section, which has a text input field containing 'SM764@bncollege.com' and a plus sign to its right. Underneath, there is a checked checkbox for 'Trust email from my contacts'. The 'Blocked Senders' section is also visible, with a text input field containing 'hannahm@borrowastudent.org' and a plus sign to its right. At the bottom, there is an unchecked checkbox for 'Don't trust email unless it comes from someone in my Safe Senders and Recipients list'.

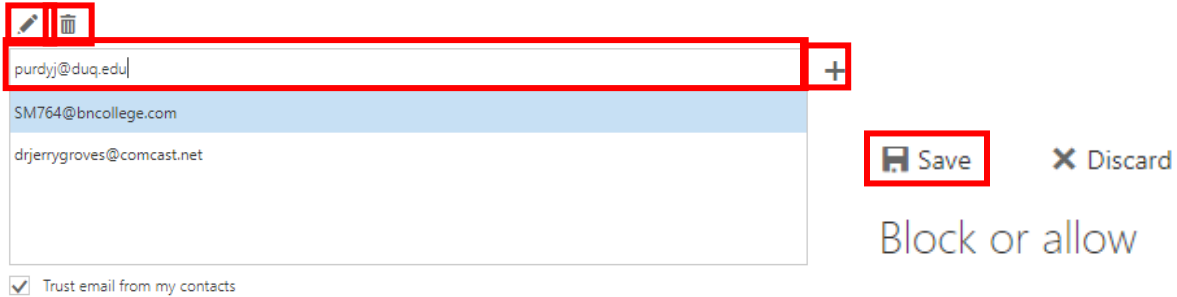
Under “Safe Centers and Recipients,” click into the box that says “Enter a sender or domain here” and type or paste in the email you are whitelisting. Click the plus (+) sign next to that field to whitelist the email. Save the Block or Allow page by clicking the Save button above the title. You can change this list by using the trashcan icon to delete emails or the pencil to edit.

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Safe Senders and Recipients

Don't move email from these senders or domains to my Junk Email folder.



Other Email Services

To whitelist emails in any other email service inbox, use one of these two links depending on your email service:

[Constant Contact](#): AOL, BellSouth/AT&T, Cox.net, EarthLink, Entourage, Gmail, MacMail, McAfee Spamkiller, Mozilla Thunderbird, MSN, Norton Antispam, Outlook, Outlook.com (Hotmail), Road Runner, Spam Assassin, Verizon, Windstream.

[WhatCounts](#): AOL, Comcast, EarthLink, Gmail, Apple Mail, NetZero, Windows Live Hotmail, Yahoo! Mail, Outlook 2003, Outlook 2007, Outlook 2010, Mozilla Thunderbird, MacMail, iPhone/iPad, Android.