

Our student-tutors at [The Math, Science, & Subject Tutoring Center](#) and [The Writing Center](#) are available for virtual tutoring sessions through [RingCentral Meetings](#), the same system many of your professors are using for virtual class meetings. We've also have added **more available appointments** to our schedule, so check us out!

**Q. I've had in-person appointments with our student-tutors before. How do I make an appointment now? What's different?**

A. After you download RingCentral, visit [The Math, Science, & Subject Tutoring Center](#) or [The Writing Center](#)'s website. When you fill out the appointment form, make sure you upload your paper, math problems, or any other materials the tutor needs to help you. A few minutes before your appointment, your tutor will send you an email inviting you to a RingCentral Meeting. Simply click on the link in that email and you're there!

**Q. I've never used [The Writing Center](#) before. How do I make a virtual appointment?**

A. It's easy! First-time users will need to create an account. (Note: if you already have a Math, Science, & Subject Tutoring account, you'll have to register separately for a Writing Center account.) After you log in, you click on the white square that corresponds to the specific tutor, time, and day you want your appointment. Then, fill out the pop-up form (make sure you upload your paper!) and click "save." The square you chose will turn orange, showing that your appointment has been scheduled. Right before your appointment, your tutor will send a RingCentral invitation link to your email. The link will automatically **open in the app**, and you and the tutor will be able to see and hear each other.

**Q. I've never used [The Math, Science, & Subject Tutoring Center](#) before. How do I make a virtual appointment?**

A. It's easy! First-time users will be required to create an account. (Note: if you already have a Writing Center account, you'll have to register separately for a Math Center account.) After you log in, use the drop-down "Limit to" menu at the top of the page to choose the class or software you need help with. This will limit your choices to those students who can best help you. After you log in, follow the same instructions as you would for a Writing Center appointment (see above).

**Q. What happens during these virtual tutoring sessions?**

A. You and the tutor can chat face-to-face. The system allows you and the tutor to share your screens, so you can view any files simultaneously and discuss them in the same way you would during in-person tutoring. There's also a whiteboard that both you and the tutor can write on and work out math problems and formulas together.

**Q. How do I share files and materials with a tutor?**

A. When you fill out the appointment form, you'll see a place at the bottom where you can upload up to three attachments. Please note the type of attachments that the system can accept. If yours is not on the list, you can either convert the file yourself or attach it to the invitation file that the tutor sends you.

**Q. I like the idea of talking to a tutor, but I'd rather not have the tutor see me. Can we just talk and share materials?**

A. Yes! Simply click "Start without video" when you join or turn off the video icon in the lower left corner.

**Q. I'm having technical issues with my virtual appointment. What should I do?**

A. You have several choices.

1) You can email the tutor who sent you the link and explain your problem. They will email you. 2) If you provided your phone number on your appointment form, and you haven't resolved your issue through email, they will call you. Their caller ID will read "private number."

3) If neither the email nor phone call resolves your technical issues, you and the tutor can discuss your paper on the phone.

**Q. How do I cancel a virtual appointment?**

A. You can log back in anytime and click on the orange square to view, cancel, or modify your appointment. There are no limits to the number of cancellations or new appointments you may make.

**Q. What if I have more questions that aren't answered here?**

A. Contact Laurel DiGangi, Writing Center director and coordinator of tutoring services at [laurel.digangi@woodbury.edu](mailto:laurel.digangi@woodbury.edu) or 818-252-5216.