**WCOnline Help**

[https://nymc.mywconline.com/](https://nymc.mywconline.com/)

Making an account:
- You must use a @student.nymc.edu or @student.touro.edu email.
- If you forget your password, please email academic.support@nymc.edu.
- Enter your phone number to receive text message reminders!

When entering the system, you must choose a schedule:
- SOM 2019-2020
- GSBMS/SHSP 2019-2020
- TCDM 2019-2020
Have you selected a course ("focus")?
- When viewing the schedule, you can "Limit to: Course Name" to see who is available for that particular subject.
- WCOnline will then force you to pick a course ("focus") when making the appointment.

Are you on the right date?
- Because our schedule is so large, the view is limited to one day at a time.
- The schedule will always default to the current day.
- Click "Next Day" or the calendar icon to view other days.
- You will typically be able to see up to 2 weeks of availability.

Is that appointment available?
- Appointments cannot be booked and held on the same day. This is to give the Peer Learning Partners a chance to prepare for your session.
- Only the white boxes are free to make an appointment.
Have you defined the correct time length for your appointment?
- The default is 1 hour. In the appointment form, you must change the start/end time if they want a longer appointment.
- You can make 1 hour or 2 hour appointments.

Did you fill out all of the required items in the appointment form?
- Required: A specific focus (subject) to be selected.
- Required: Date, time, length of appointment.
- Required: What would you like to work on?
- Required: How can the session best match your learning styles?
- Optional: Location for Session (On Campus Appts Only)

Be mindful of the Peer Learning Partner options to ensure that you select a PLP who is available to meet in your preferred location (in person or online).
- Name – On Campus
- Name – Off Campus
- Name - Online

You will receive an email from your scheduled Peer Learning Partner to confirm the meeting location.
- Your PLP might also ask for further information on what you want to discuss.
Online sessions can occur directly in WCOnline.

- At your appointment time, open the appointment box in WCOnline. A link will be provided to open the online meeting.

Fill out a survey to help improve our services.

- When the Peer Learning Partner has completed the client report for your session, an email is triggered to encourage you to fill out a survey about that same session.
- The Office of Student Academic Support staff will monitor these survey responses. The Peer Learning Partners cannot see what you submit.