Guide for Students
TLC Tutoring Platform (WCO)
New Version – Main Changes

Have you used our booking/tutoring platform WCO before? If so, catch up on a few improvements in our tutoring platform.

The key change is that now you have two options to find, book, review, and join your appointments: either via the Calendar View (same as before) or the Standard Display (NEW).

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Register for an account

Fill in the registration form by answering the questions.

Set up your password.

NEW Select your communication and system preferences: choose which email communication you would like to receive).

See the image below. You can always return to this section to update your preferences.

Image: Communication and System Preferences

Find and make an appointment

There are two options to find an appointment.

NEW Option A: You can select your preferences related to the day, time, tutor, session type, etc.

Option B: You can view the calendar showing all available appointments.

To switch to the Calendar View, click on the link at the bottom of this page.

If you prefer to always use the Calendar View, you may select this system option by clicking on the second link below. See the image below.
If you’re in the Calendar View and prefer to go back to Appointment Search View with the selection of preferences, click on the “Appointment Search” button in the top right corner. See the image below.

**Option A**
Once you have selected your preferences and clicked “Find Appointment”, you will see a few options to choose from.

Click the “Reserve” button either in the “Perfect Match” option or in a “Close Match” option.

See the image below.
Option B

In the Calendar View, you may narrow down your selection of appointments through the Display Options. From the drop-down menu, you may select a Tutor, a Schedule, and a Meeting Type, e.g. “face to face only” or “online only”. See the image below.

Image: Calendar View – Display Options
If you prefer to go back to Option A, you can click on the “Appointment Search” button in the top right corner of the Calendar View. See the image below.

Image: Appointment Search button in Calendar View

Create a New Appointment

Once you have opened the Appointment Booking window, follow the instructions to fill in the appointment details.

At the top, be sure to select the duration of your appointment. The default is 30 minutes, but you can change the appointment to 60 minutes.

Click the “Create Appointment” button.

In the image below, the appointment created is an online appointment, so it displays the link to your online session that you would use when it’s time to start your appointment.

Once the appointment was saved successfully, you can “Close” the appointment booking window or “Cancel” the appointment if you’ve changed your mind.

See the image below.
Review your upcoming appointments

There are two options to see your upcoming appointments.

**Option A**

NEW In the menu at the top of the screen, click on “My Appointments” to show any upcoming appointments from any schedule (e.g. English and Accounting).

Image: “My Upcoming Appointments”
NEW  Another way to see your appointments is via the home page. In the “Today’s Appointments” section, you will see a list of your appointments today.

To display your future appointments, click on the down arrow to show the details of your upcoming appointments.

Image: Today’s Appointments Preview

To display your appointment details or to join your online session, click the “Open Appointment” link. See the image below.

Image: Open Upcoming Appointment

Option B

In the Calendar View, your upcoming appointments show in yellow. See the image below.
Set Calendar View as your default setting

On your homepage, go to your Menu at the top of the page and click on “Welcome (your name) to open the drop down menu. Select Profile and Communication Options. See the image below.

Image: Profile and Communication Options
In your Profile and Communication Options, scroll down to the “System Preferences” page at the bottom of the page and click “Default to the calendar view” option. Save the change. See the image below.

Image: Update your Profile and Communication Options.

Join your online appointment

There are two options to join your online appointment.

Option A
On your Appointment Search page, open your upcoming appointment, as in the “Review your Upcoming Appointments” section above.
Click the “Start or Join your Online Consultation” button. See the image below.

**Image: Start or Join Online Consultation**

**Option B**

In your Calendar View, click on your booked appointment (it will show in yellow) and click on the “Start or Join Online Consultation” button. See the images below.

**Image: Your Booked Appointment shows yellow in your Calendar View**
### Cancel your Appointment

**Option A**

Follow the step of “Reviewing your Upcoming Appointments”, as above.

Click the “Cancel Appointment” button at the bottom of the page. See the image below.

**Image: Cancel your Appointment**
Option B

To cancel your appointment via the Calendar View, from your homepage, click the “Calendar Display” below. See the image below.

Image: Find an Appointment Window with link to “Calendar View”

Find the appointment you would like to cancel. The appointment will show in yellow.

Click on the appointment and then click the “Cancel Appointment” Button.

See images below

Image: Your Booked Appointment shows yellow in your Calendar View
Join Waitlist

Option A

**NEW** If you would like to be notified of an opening on a given day, in the Find Appointment window click Find Appointment, and then click on the “Waiting List” button in the top right corner. Select your preferences and click “Join the waiting list”. If there is an opening for that day, you will be notified through email.
Option B
If you would like to be notified of an opening on a given day, click on the “Waiting List” link below a given day’s appointment schedule. Note the waiting list is specific to a day, not the entire week. See the image below.

Image: Calendar View and Link to Waiting List

In the Waiting List form, use the drop-down menus to enter your preferences and click the “Join Waiting List” button. See the image below.

Image: Waiting List Window

Update Communication and System Preferences

At the top of the page, go to “Welcome (your name)” and click on the drop down menu. From the menu, select “Profile and Communication Options”. This action will open your registration
form so you can update it, including your communication and system preferences. You’ll find your preferences at the bottom of the page.

See the image below.

Image: Profile and Communication Options