How to Schedule an Appointment using MyWCOnline at ENC

MyWCOnline is used to sign up for appointments within the Center for Academic Success. The services offered through CAS including Writing Support, Math Support, Peer Tutoring Appointments, and Supplemental Instruction (SI). You can find MyWCOnline through the link below or through the CAS website.

Direct Link: http://enc.mywconline.com
CAS Website: www.enc.edu/cas

Registering for an account:

In order to view and utilize the schedule you will need to register for an account on the MyWCOnline website. This account can be used for all the CAS services so please only register once.

You must use your @lions.enc.edu email address for this system, but you can have a different password. You can also customize email and text notifications.

After registering for an account, you will receive a confirmation email. This email may go to your junk folder. Please make sure to mark it not as junk if it goes to that folder or you will not get emails from the system.

Once your account is created, you can login immediately.
Navigating the Schedules:

Now that you have an account, you can log into the system. You can select the schedule you would like to view near the bottom of this page. The system gives you the option to “stay logged in”. Please only do this on personal devices and not only public computers.

1. This selects the schedule. You can choose from Writing, Peer Tutoring, SI and Math Lab.

2. Limit to: Allows you to select the Course/Tutor Specialty if available.

3. Day or Week. This allows you to select the Date or the current week to view on the schedule.

Color Coding in MyWCONline

The system uses the following color coding system to show availability:

**Dark Blue** = Staff member is not available.

**Light Blue** = Staff member has an appointment

**White** = tutor is available for an appointment.

**Gold** = are your appointments in the system.
Making an Appointment

Once you have narrowed down your search to the week, schedule, and course you are looking for, click on a time that fits your schedule to make an appointment. Remember that white spaces are the available times.

You will be directed to an appointment form. Each service’s form is a little different, but make sure to fill out all sections marked with a red asterisk (*).

Some appointments default to a 30-minute session. If you and your tutor are both available, you can extend your appointment to 60 minutes by selecting a different time from the drop-down menu. If you choose a time when the tutor is unavailable, or try to make the session longer than 60 minutes, the system will prevent you from saving your appointment.

After entering this information, click “Save Appointment” at the bottom of the form.

Waitlist:

If you cannot find an open appointment that fits your schedule, consider joining the waitlist. The waitlist option is the white clock icon next to the date on the schedule.

This will bring up a short form where you can specify a resource you would like to work with and the times you would like notified if an appointment becomes available.

You will receive an email (and a text message if you have text messages enabled) informing you that an appointment has opened up for your desired times. This is only a notification and you must log in to the system and reserve this appointment for yourself.

Anyone who has signed up for the waitlist for the same slot has received the same notification you have, and they may reserve that time before you are able to. Receiving the waitlist notification does not guarantee you that appointment time.
Moving or cancelling your appointment:

You have several options if something comes up that would prevent you from making your scheduled appointment.

First, if the same consultant is available for the new time, you can simply open the appointment from your schedule and change the time. The system will not allow you to move your appointment to a time when that consultant is not available.

Second, you can make a new appointment with a different consultant at a different time. If you have not reached your daily or weekly limit yet, you can make the new appointment first, and then go back to the previous appointment and cancel it. If you have reached your limit, you must cancel your original appointment first, and then you will be able to make the new appointment.

Third, if you cannot reschedule the appointment, you can open the appointment and click on “Cancel This Appointment”.

If you are unable to access the schedule, please then call the Center for Academic Success at (617) 745-3771 to cancel your appointment.

Policies and Limits:

To ensure all students have access to the services provided by Academic Support Programs, please be aware of the following:

1) Each service provided by the Center for Academic Success has limits on how often you can use the service. These limits are explained at the top of every schedule.

2) If you cannot make your appointment as scheduled and cannot move it to a more convenient time, please cancel using the online system, calling us at (617) 745-3771, or stopping by the ground floor of Nease Library.

Not doing so will result in your appointment being marked as a “no-show.” If you are marked as a “no show” more than once in a semester across all schedules and services, your account will be disabled. CAS will then contact you to discuss further options.

3) Using someone else’s email address or account to use CAS in excess of these limits or after your account has been disabled is prohibited. Doing so can result in your privileges for these resources being revoked.