How To: Access Online Waiting Room for Writing Walk-In Appointments

- SIGN OUT of any personal Gmail or other email accounts
- SIGN IN to your My ASU & ASU Gmail
- We recommend you access using Mozilla Firefox as your internet browser to ensure maximum connectivity

1. Go to https://tutoring.asu.edu/online-tutoring
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2. Select “Writing Tutoring” from the menu on the side of the home page if you are an undergraduate student.

3. Select “Graduate Writing Tutoring” from the menu on the side of the home page if you are a graduate student.

4. Verify the date and time and if Online Writing Tutoring Center is open.
   *NOTE* if the center is not open there are no opportunities for walk-in appointments

5. Under that heading there is a bolded sentence that starts “If all appointments have . . .”
   a. First, please read the Linked PDF on the online walk-in writing space policies
   b. Then select the “Click Here” hyperlink

   If all appointments have been taken, online walk-in writing tutoring may be available during scheduled times of appointment availability. To access the online walk-in writing space, click here. Please review these online walk-in writing space policies.
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6. Next you will see an authentication form page. You may have to log in with your ASURITE ID and password first.
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7. TROUBLESHOOTING TIP. If you see this image like this instead of the image in step #5:

![Google Form Permission Message]

- You need permission
  This form can only be viewed by users in the owner’s organization.
  Try contacting the owner of the form if you think this is a mistake.
  Learn More.

This form was created using Google Forms.
Create your own

a. That means you are still logged in to a personal email, most likely a Gmail account. You need to be logged into your MY ASU Gmail for it to automatically sync to your @asu.edu email and to allow you to see the form.
b. To solve this issue log out of ALL OTHER Gmail accounts, and then sign into your MY ASU and ASU Gmail.
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8. Fill out all the information boxes, then select “Submit”
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9. On the next landing page, read through the information shared and then click on the blue hyperlink to enter the Adobe Connect room.

10. You will be routed to an Adobe Connect page.

ADOBE® CONNECT™

Online Writing Walk-In Room

- Enter as Student or a Guest

Name

[Enter Room]

- Enter as an Instructor or Meeting Host (Required for hosts, recommended for registered users)
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11. Select Enter as a Student or Guest

ADOBE® CONNECT™

Online Writing Walk-In Room

- Enter as Student or a Guest

Name

Enter Room

- Enter as an Instructor or Meeting Host (Required for hosts, recommended for registered users)

12. Type your First and Last name and click on “Enter Room”

ADOBE® CONNECT™

Online Writing Walk-In Room

- Enter as Student or a Guest

Name

Enter Room

- Enter as an Instructor or Meeting Host (Required for hosts, recommended for registered users)
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13. You will enter the Adobe Connect Walk-In Waiting Room. Be sure to read through the policies on the screen as you wait for an appointment.

**Online Writing Walk-In Appointments**

Thank you for logging on to wait for a walk-in appointment with one of our online writing staff. Please read the policies below to learn how the process will work.

1. Walk-in appointments will be taken 15 minutes after a student has been seated to allow for the scheduled appointment time.
2. After that time, writing staff will check the walk-in list and come to the room to see who is present. Students will be taken on a first come, first served basis. You must have submitted your details on the initial Google Form and be present and responsive in the Adobe room.
3. You MUST remain in the room to secure a walk-in time. If you leave the Adobe room you forfeit your place and must log back in using the website form.
4. Tutor/Consultant staff will have “Not Available” after their name if they are currently working with a student and “Available” if they will be taking a walk-in.
5. After initially allowing a chat to offer a walk-in appointment, the tutor will wait 3 minutes for you to respond before moving on to the next student on the walk-in list.
6. Should a scheduled appointment and early, a staff member will come to the room to work with the student who is first in the queue for the remainder of the available appointment time. Your appointment could be anywhere from 30-60 minutes.
7. Please have your 10 digit student ID number available, should you have the opportunity for a walk-in appointment.
8. Graduate Writing Consultants will first work with graduate students in the walk-in room. If there are no graduate students waiting, they will work with the next undergraduate student on the list.
9. Abide by any of these policies or procedures will result in limited or blocked access from using this room and/or from scheduling future appointments.

14. **TROUBLESHOOTING:** You may need to download or upgrade your flash player to be able to enter the Adobe room.

15. **TROUBLESHOOTING:** Adobe works best in the Mozilla Firefox. Some users are also able access using Google Chrome or Safari browsers. If you experience difficulties in a different browser, please attempt to attend in a different browser.