Why am I having trouble registering for an account?

When creating an account in www.cod.mywconline.com, try these tips:

- Make sure that you have chosen a password of **10 or more** characters. This can be any combination of letters, numbers, or symbols, and you do not have to use your MyAccess/BlackBoard password. Create a password that you can easily remember!

- Review the registration form for any fields that have been missed or skipped. All fields marked with a red asterisk (*) must be completed. If a required field is left blank, the system will reject the registration request.

Why am I having trouble logging in to my account?

When logging in to your WConline account, please note:

- Your username and password **ARE** case sensitive, so make sure that you do not have the caps lock key turned on when trying to log in to the system. If you used capital letters in your username or password when registering, you will always use capital letters to sign in.

- The spelling and punctuation in your email address and the email domain must be correct—do not leave out any letters or punctuation marks. Student email accounts issued by the College of DuPage should end in @dupage.edu.

- If you have forgotten your password, you can reset it by clicking here on the login page:

Writing, Reading, Speech Assistance in the Learning Commons

Mon. to Thur.: 8 a.m. to 7 p.m. | Fri.: 8 a.m. to 2 p.m. | Sat.: 9 a.m. to noon | Sun.: 1 to 4 p.m.

College of DuPage | wrsa@cod.edu | (630) 942-3355

- If you have missed two or more appointments during the current semester, without canceling in advance, your account may have been disabled. If your account appears to be disabled, you must contact Writing, Reading, Speech Assistance via phone or email to enable your account and be able to schedule appointments again. It very important to always cancel any appointments that you cannot attend!

Why am I having trouble scheduling an appointment at the time that I want?

When trying to schedule an appointment in WConline, keep in mind:

- Appointments must equal 45 minutes in length (three white boxes in a row.) Each white box represents a 15-minute increment, so if you try to select a time that has less than three white boxes in a row, the system will reject the appointment.
- Face-to-face online appointments **can be scheduled on the hour (:00) or the half hour (:30).** (For example: 1:00PM or 1:30PM.) Appointments scheduled on the (:15) or (:45) time marks will not be saved. Email coaching appointments must be scheduled on the hour (:00).
- Appointments book up quickly! If you have followed the steps to successfully create your appointment but still receive a rejection message, refresh your page and try again. The time that you were trying to schedule an appointment may have already been reserved.

If you continue to experience difficulty registering for an account, logging in to the scheduling system, or creating an appointment, please contact the Writing, Reading, Speech Assistance area for further assistance.

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