If you are having trouble connecting with your tutor, or if more than 10 minutes have passed since your scheduled start time and you have not yet heard from your tutor, try some of these simple steps to resolve potential issues.

Note: If your Online appointment is scheduled during open business hours, feel free to call us at (313) 577 – 2544 and we can walk you through troubleshooting. If you are scheduled during our closed office hours, please try the following steps.

1. Make sure that you were scheduled for an Online appointment and not an in-person appointment.
   a. Login to our scheduling system and check your main profile page to see your currently pending appointments. Make sure you are scheduled for an ONLINE appointment and not a MAIN appointment (MAIN appointments are in-person; if this is the case, please call us immediately).
2. **Make sure your tutor has not sent you a message.** Check the box as circled in the image below. If you *have* received a message, it should appear at the top of your conversations.

![Gmail inbox showing a new message](image)

If you *do* see a message, simply click on the conversation, accept the invitation, and get started!
3. **Send your tutor an invite to chat:** Sometimes email addresses get mistyped; your tutor may be unable to contact you.
   a. In your Gmail inbox, click on the “+” sign on the left side of the screen
   b. Type in our Gmail account address, waynestate.writingcenter@gmail.com, in the search field next to the magnifying glass and hit enter.
   c. A dialogue box will pop up – click “Send Invite.”
If none of these steps resolve your issue, there may be a problem with your computer, your internet, your camera, or your microphone – all of which we are unequipped to deal with.

Please contact Wayne State University’s Computer Information and Technology desk to receive assistance with hardware issues:

HELPDESK@wayne.edu
(313) 577-4357

Then, either call us and leave a voicemail or write us an email explaining the situation to be rescheduled for another Online appointment once your hardware issues have been addressed.