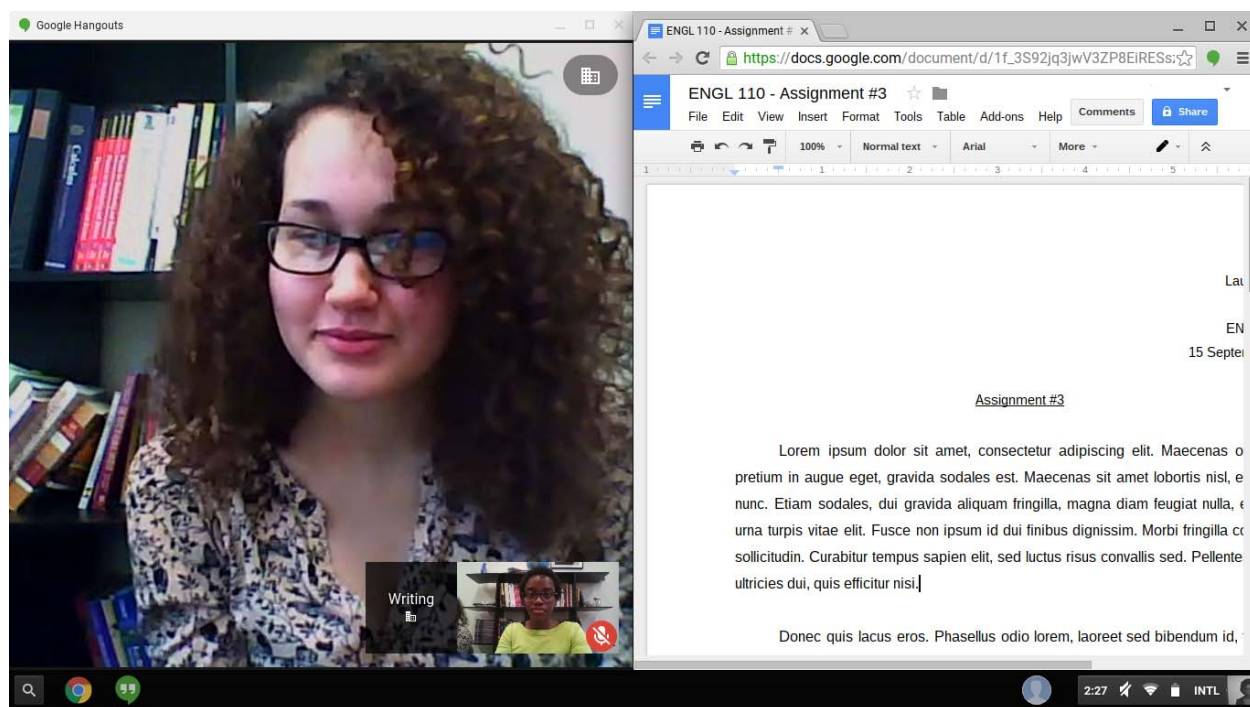# Online Tutoring Troubleshooting

The Writing Center's online tutoring will follow the same policies and procedures as in-person tutoring. The purpose of this document is to answer any questions students may have geared towards online-related issues.

My file will not open. What should I do?

Go back to your Google Drive, select your file, and click the More Actions button. Make sure that when you put your cursor over the Open With button, you click the **Google Docs** button.

What if the audio in the video call is not working?

Check that your computer's audio is not muted. If you are wearing earphones, make sure that they are properly plugged in.

What if I cannot see my tutor or they cannot see me?

Make sure that your video is turned on. Check that your computer's webcam is activated. At

the bottom or the top of your Hangouts call, check that the little camera icon is **not** crossed out.

Make sure your Google Chrome is up to date.

If all else fails, call the Writing Center at **718-862-7782**. the Office Assistant on duty will do their

best to make sure that your tutor has their video settings properly calibrated.

My tutor got disconnected from the call. What do I do now?

Try sending a message to your tutor via the Chat section in Hangouts. If you get no response,

leave the call and wait for 5-7 minutes. If your tutor does not call you back, call the Writing

Center to let them know that your session got cut short.

If my tutor is disconnected, do I get more time afterwards?

Unfortunately, students do not get extra time if their online session gets cut off. However, they

have the opportunity to reschedule the appointment with the Office Assistant for another day

and/or time, and the lost time will not count against them.

What if my tutor does not have access to my document or cannot edit it?

In your document, click on the Share button at the top right of the page; make sure that you

shared the document with **writingcenter@manhattan.edu**. This is the only way for your tutor

to have access to your assignment and to be able to edit it with you.

Can I message a tutor?

You can message your tutor during an online session. Once in Hangouts, there will be a Chat button on the sidebar. Alternatively, you can also message your tutor in your assignment: at the top right, there will be a chat bubble icon next to the Comments button. Through this chat, your conversation with your tutor will stay, even after they leave the video call and close the document on their end.

Are there any computer system requirements?

To be able to have an online tutoring session, your computer must have a working webcam and microphone. You must be logged into your Manhattan College e-mail address via a working and stable internet connection.

What if I get a notification about a plugin?

If you get a notification about downloading a plugin, follow the steps prompted by your computer's operating system. Chances are that you have not yet used Hangouts on your computer, and that you need to do a one-time install of the required plugin. Once the plugin has been installed, re-attempt to join the Hangouts call from your Manhattan College e-mail Gchat.

What do I do if I see an error message?

If you see an error message, exit the call, and log out of your Manhattan College e-mail. Log back in, click the Google Apps grid at the top right, then click More, and finally, click Hangouts. From there, you will be able to message the Writing Center and communicate with your tutor.

I shared my document with my tutor, but I cannot see them in it/they cannot see me in it. What should I do?

You can solve this problem in two ways:

#1: Creating a New Google Doc

- Select all the text in the document that you want to work on, and Copy it.

- Close the tab containing that document. Then, go to My Drive in your Google Drive, and click New on the left-hand side, then click Google Docs.

- In the new Google Doc, Paste the text that you copied earlier. From this new document, click the Share button at the top right corner, and type in the writingcenter@manhattan.edu e-mail address.

#2: Re-Uploading the Document as a Google Doc

- Locate the document in your Google Drive, and download it to your computer.

- In the left-hand pane, click New, then click File Upload. From there, find and open the document that you downloaded.

- Open that document with Google Docs, and click the Share button at the top right corner, and type in the writingcenter@manhattan.edu e-mail address.

Using the Hangouts Messenger, you can let your tutor know that you have re-shared the

document with them so that they can re-attempt opening it. Either one of these options should

allow both of you to have access to the same document.

Do I need to install specific software to have online tutoring?

No, you do not need any extra software. Just make sure that you are logged into your

Manhattan College e-mail address.

What hours are tutors going to be available online?

Tutors will be available for online tutoring during all active hours of the Writing Center, which

are Monday-Thursday 10am-7pm and Friday 10am-5pm.