Troubleshooting WCONLINE

Question: My password is not working, and I cannot sign into my appointment.
1. Password resets are a two-part email process. To reset your password, from the WCONLINE home page, scroll down the page and click on ‘reset your password.’ You will be prompted to provide your Walden student email for the password reset to be sent. The first email contains a link that prompts the system to generate a new temporary password that matches your Walden student email address. A second email will be generated that has a link to the WCONLINE home page for you to enter the new password.
2. Once you log-in with the new temporary password, go to ‘Update Profile and Email Options’ to recreate your personal password for your WCONLINE account.

Question: I have followed the instructions above, but I am still having trouble creating a new password.
1. If you are having difficulty resetting your password the tutoring staff administrators can create a new password for a student account in WCONLINE. Please email ASCTutoring@mail.waldenu.edu only once you attempted the formal confidential process detailed above. In your email, provide your name and your Walden student email address that is connected to your WCONLINE account.

Question: I went into the WCONLINE system, clicked on the appointment box, and nothing happened.
There may be several possible reasons this occurred.
1. Check to make sure your pop-up blocker is turned off; this might prevent the tutoring room screen from opening after you click on the appointment square in the schedule.
2. Did you click on the correct appointment box: ☐ Gold box is your appointment; ☐ teal box is unavailable.
3. You may already have an appointment open but have that window behind the schedule webpage. In this situation, when you click on another appointment, the appointment is opened, but can’t be seen because it is a separate browser behind the schedule. To fix, simply close all browser windows (or the browser itself) to address the issue.
4. Try using a different browser; WCONLINE works well in all modern browsers including Safari, Edge/IE, Chrome, and Firefox.

Question: I went into the appointment room, and my tutor was not present.
1. Please double-check the time zone difference. All appointments are made and attended in Eastern Standard Time.
2. If you arrive into the appointment room 15 minutes after your scheduled start time, the tutor reserves the right to leave the appointment room and to mark your appointment as ‘missed.’ Being prepared and timely are expected of the tutor and student. Please review our policies under appointment guidelines.
3. Check your Walden email to make sure that the tutor did not email you with an update regarding your appointment (i.e., they are running behind schedule due to a prior appointment, possible internet issue or they needed to reschedule due to an unforeseen emergency).

Question: My account is disabled, and I cannot set an appointment.
1. More than three missed appointments will automatically disable your account. You will be notified via email if your account is disabled. You must email asctutoring@mail.waldenu.edu to request your account be re-enabled. The tutoring administrators will respond within 24 hours.
2. After three more missed appointments (six in total) will result in your account being permanently disabled.

If you have any further questions, feel free to email asctutoring@mail.waldenu.edu. If you’d like more information on our appointment guidelines, you can visit the ASC Tutoring website.