

Booking a 1:1 Appointment at Student Academic Success Services (SASS)

SASS uses WOnline scheduling software for various 1:1 programs, including professional writing and learning strategies appointment, peer writing assistant appointments, and some specialized ESL appointment. Having trouble with the WOnline scheduling software? Answers to some of the most frequently asked scheduling questions are provided below.

How do I make an appointment?

1. Log into the [SASS appointment booking system](#).
2. If you have not used one of our 1:1 appointment programs before, you must register before you are able to make an appointment.
3. Select a date, timeslot, and a consultant. Available appointment timeslots are **WHITE**. **RED** indicates a timeslot is already taken, and **BLACK** indicates that appointments are not available during that time. A **GREY** timeslot indicates an appointment that has already occurred.
4. All appointments begin on the hour or on the half-hour. For example, if you want sign up for a 25-minute appointment at 10 a.m., reserve the time between 10 a.m. and 10:30 a.m.
5. Click on an open (white) appointment time to open the Reservation window.
6. When the Reservation Window opens, you must complete the required information in order to continue. We ask this information to ensure you receive the best possible consultation. This information is considered private and is accessible only to relevant SASS staff.
7. After completing the form in the Reservation Window, click "Save" to finish. Your appointment will now appear on the schedule in red, and you will receive a reminder email with the date and time.

How do I cancel an appointment?

If for any reason you must cancel your appointment, here's what you should do:

- Ensure that you are cancelling 24 hours in advance of the appointment, in accordance with our cancellation policy (**this policy does not apply to peer writing appointments**)
- Log into the [SASS appointment booking system](#).
- Locate your appointment on the schedule.
- Select your appointment to open the reservation window.
- In the reservation window, scroll to the bottom and locate the check box labeled "Cancel this Appointment."
- Click the "modify" button.

Your appointment is now cancelled. You may also call the front desk 24 hours in advance to cancel an appointment (leave a Voicemail message if your call is not answered; phone messages are date and time-stamped, so you will not be charged if you have called 24 hours in advance of the appointment). Failing to provide 24 hours' notice when cancelling appointments will result in a \$25 fine levied against your Queen's account (**this policy does not apply to peer writing appointments**). Note that students who "no-show" (fail to cancel appointments with 24 hours' notice and do not show up for the appointment) are not entitled to further appointments until the fine has been paid.

Other Frequently Asked Questions

I want to make my first appointment but I can't log in

If you are making an appointment for the first time, you have to register with the system before it allows you to make an actual appointment. Please register using the link to the [SASS appointment booking system](#) . After completing the registration form, you will be ready to make appointments. You will not need to register again.

How do I navigate in WOnline?

The main page of WOnline is the Main Schedule, and you will automatically be brought to it when you log in. If you navigate away from the Main Schedule, you can select “View Schedule” from the main menu drop-down (hover over your name in the upper left-hand corner).

When using WOnline, it is important to use the menu and pop-up windows. Using the "back" option in your browser does not always help. It can sometimes cause the browser to require a manual refresh (the browser will prompt you to do so if this occurs).

WOnline uses pop-up windows. If your computer uses a pop-up blocker, please allow WOnline to use pop-ups. You will not be able to make appointments without them. Sometimes the pop-up windows can “hide” behind the main window, so if a pop-up window is not showing and you have not disabled pop-ups, try minimizing the main window—the pop-up is probably behind it.

My account won't let me reserve appointments

If you have missed an appointment that you did not cancel with sufficient notice, and you have not yet paid the fine, your account has been disabled and you will not be able to make online appointments **OR** you have already met the appointment limit for the day, week or academic year. Please contact the front desk at 613-533-6315 if you want to speak to the Director about securing additional appointments.

The reservation window isn't appearing

The reservation window is a pop-up. Be sure you have pop-up windows enabled for WOnline. On a rare occasion, it may open behind your current window. In that case, simply minimize the browser and it should be open behind it.

I want to change my password

You can change your password through the main menu. On a laptop or computer, hover over "Welcome" with the cursor on the upper left portion of the screen, and a drop down menu will appear. On a smartphone or tablet, you will need to tap or touch the "Welcome" message. Select "Update Profile and Password" and follow the instructions on that page. Please note that changing your password is only possible if you have filled out all the required information! WOnline will not save your password if you do not have all required responses (fields marked with * are required).

I forgot my password

If you don't remember your password, all you have to do is reset it from the log in page. Simply click the prompt towards the bottom of the page and a new password will be emailed to your account. The new password will be case sensitive, so it's best to copy and paste the new password into the system rather than trying to retype it. Once you are back in the system, follow the steps above for "I want to change my password."

I need a text-only version

You can access a text-only version of our online scheduling service from the log in page. Below the log in information and password reset link, there is a link to the text-only scheduler. Simply click that link, and continue into the WCOonline scheduler.