

Welcome to the Online Communication Center

Here is a guide to creating, joining, and using online consultation for the Communication Center. If you need individual help scheduling or accessing your appointment email commcenter@jmu.edu Visit jmu.edu/commcenter for test prep, presentation tips, and extra resources

Scheduling

Make sure you have your account set up, if you don't have one, take the time to make one. We recommend that you set up email reminders to help you remember your appointment times. When you log in please click the Online Communication Center Spring 2020 option.



Once you are logged in, find an open appointment time (one of the white boxes) that works for you. Click the box to open a new window to schedule your appointment.

Mar 23 Monday	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm
Amy Smith										
Aly Page										
Catherine Pierce										
Gabby Richardson										
Gaby Hirsch										
Helen Nguyen										
Kathryn Harper										
Miranda Terkins										
Olivia Miller										
Rachel Morgan										
Tony Manzanobas										

Fill out your information, we recommend uploading the files that you are working on for your project so your consultant can better help you. If you are working in a Google Doc or Google PowerPoint and would like to share it with your consultant you can put the link in the goals section, or share it with the tutor during the appointment.

Create New Appointment

Appointment Date
Monday, March 23, 2020, 2:00pm to 2:30pm

Staff or Resource
Catherine Pierce (Online Communication Center Spring 2020)

APPOINTMENT LIMITS: Appointments must be between 0 hours and 1 hour in length.

Meet Online?
 Yes. Schedule Online appointment.
If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open the appointment and click "Start or join Online Consultation."

Questions marked with * are required.

Course (if not for a course, select others) *

Course Number (see 103, 252 if not for a course, type 000 *)

Instructor's Last Name. If no instructor, select "Name" *

Are you an individual or group? (check all that apply) *

Individual (Consider making 30 or 60 minute appointment depending on how much you hope to accomplish)
 Group (Must make 60 minute appointment)

If group, how many members? (check all that apply)

1
2
3
4
5
6
6+

What is your assignment due? *

What do you hope to accomplish during your visit? (check all that apply) *

Brainstorm a topic
 Establish group roles & expectations
 Improve outline
 Find research
 Improve PowerPoint/visual aid
 Refine speech and receive feedback
 MREET test help
 Data visualization
 Job interview
 SCOM 1217/201/23 exam prep
 Research/paper already given speech
 other

What are your goals for this session? *

Do you want to record yourself? (check all that apply) *

Yes (I understand it takes 24 hours for me to receive my video link)
 No

Rate your confidence level for this assignment *

-- please select --

Do you need any learning accommodations? *

This schedule supports file attachments. To attach a file to this appointment, use the options below. File attachments must be 10MB or less and be one of the following formats: doc, docx, numbers, xls, pages, ppt, pptx, pdf, xls, ppt, vpp, xls, or .xlsx

File #1 Document Title

File #2 Document Title

File #3 Document Title

CREATE APPOINTMENT CLOSE WINDOW

APPOINTMENT

Please log back on to the appointment portal 10-5 minutes before your appointment to make sure everything is set up and working properly. Click on your appointment, this will open a new window.

Mar. 23 Monday	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm
Abby White										
Ally Fogel										
Catherine Pierce										
Gabby Richardson										
Gabby Hirsch										
Helen Nguyen										
Kaitlyn Harper										
Miranda Turkiss										
Olivia Miller										
Rachel Mangano										
Tony Menezes										

At the top of the screen, there is a red link “START OR JOIN ONLINE CONSULTATION” to join your online appointment, click the link. You will be brought to the page where your online consultation will take place.

View Existing Appointment

Client
Catherine Pierce

Appointment Date
Monday, March 23, 2020
2:00pm to 2:30pm [MARK MISSED]

Staff or Resource
Catherine Pierce

Post-Session Client Report Forms
Add New or View Existing

MEET ONLINE? ONLINE
If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

[START OR JOIN ONLINE CONSULTATION](#)

You can choose whether to allow camera and/or microphone access during the appointment. You may have to grant your browser access to use these tools. If you are not comfortable with microphone access, you can communicate with your consultant through the chat bar located on the right.

WELCOME TO YOUR ONLINE CONSULTATION! Below is a brief overview of this module. For more information, click the question mark at the top right of the screen.

WHITEBOARD: This area of the screen is the document collaboration whiteboard. Here, you can import or paste a document, or type text. Changes made to text in this window are highlighted and seen immediately by both individuals participating in the online consultation.

TEXT CHAT: You can use the area to the right of the screen to have a text conversation in real time.

TOOLBAR: The icons on the left side of the toolbar allow you to work with a document's formatting. The icons on the right side (or at the bottom if using a phone) include options for your online session, such as importing or exporting a document. Hover over any icon for a text label showing the icon's function.

DRAWING TOOLS: Clicking the pencil icon allows you to draw on top of the whiteboard. Within the drawing area, you can change the brush, clear your drawing, or use a solid background. You can also import images and export the entire drawing area. On a computer, hover over the drawing area to expand it, and hover away from it to minimize it. On a touch screen, touch the pencil icon once to open the drawing function, twice to expand the drawing area, and a third time to close it.

AUDIO AND VIDEO: If your center has enabled audio and video consultations, you can click on the camera icon to allow the other participant to see and hear you. The first time you use audio and video, your browser may prompt you to allow the use of your camera and microphone in your session.

AFTER YOUR SESSION: Your chat transcript and document will be saved in this online meeting. You can always come back by viewing your appointment and clicking the 'start or join online consultation' link.

Chat
Send Real Time Chat Updates

Type here to chat...

Once it's time for your appointment, your consultant will join as well.

When you are done with the appointment you can exit the browser to end it, if you need to revisit any of the work done during your appointment, you can reopen the page, by going back through the appointment portal, and going to your original appointment. The work from that session and chat transcript will still be there.

If you are still experiencing problems please email commcenter@jmu.edu and someone can help you.