How to Attend Online Tutoring Appointments

This guide walks you through joining online tutoring sessions via WebEx. Follow these steps to join and troubleshoot common issues for online appointments at the Academic Support Center.

Sign In to Your Harper Student Email

1. Go to mail.google.com.
2. Click **'Sign in'** button in the upper right corner.
3. Enter your full student address (■■■■■■■@mail.harpercollege.edu) at this screen:

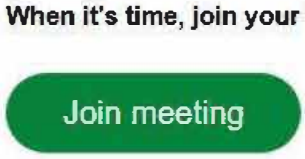


4. Enter your Harper password on the next screen and sign in.
   Login issues? Call the Student Service Desk at 847.925.6866.
5. Look for an email from your tutor containing the WebEx join link before your session start time.

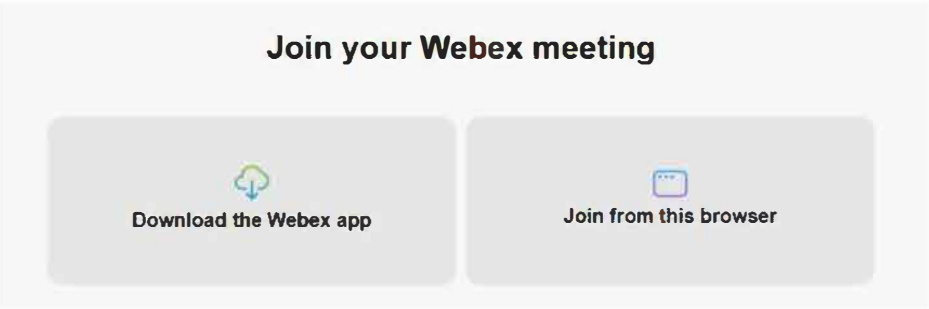
If you do not get an email with the link by the time your tutoring session is supposed to begin, email asc@harpercollege.edu or join the live chat on our website for help.

Join Your WebEx Tutoring Session

1. Open the WebEx join link from the tutor's email.

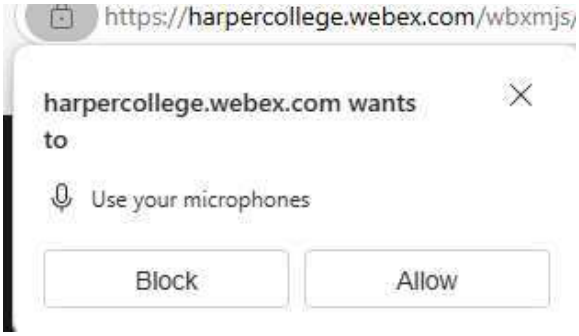


2. Click **'Join from this browser.'**



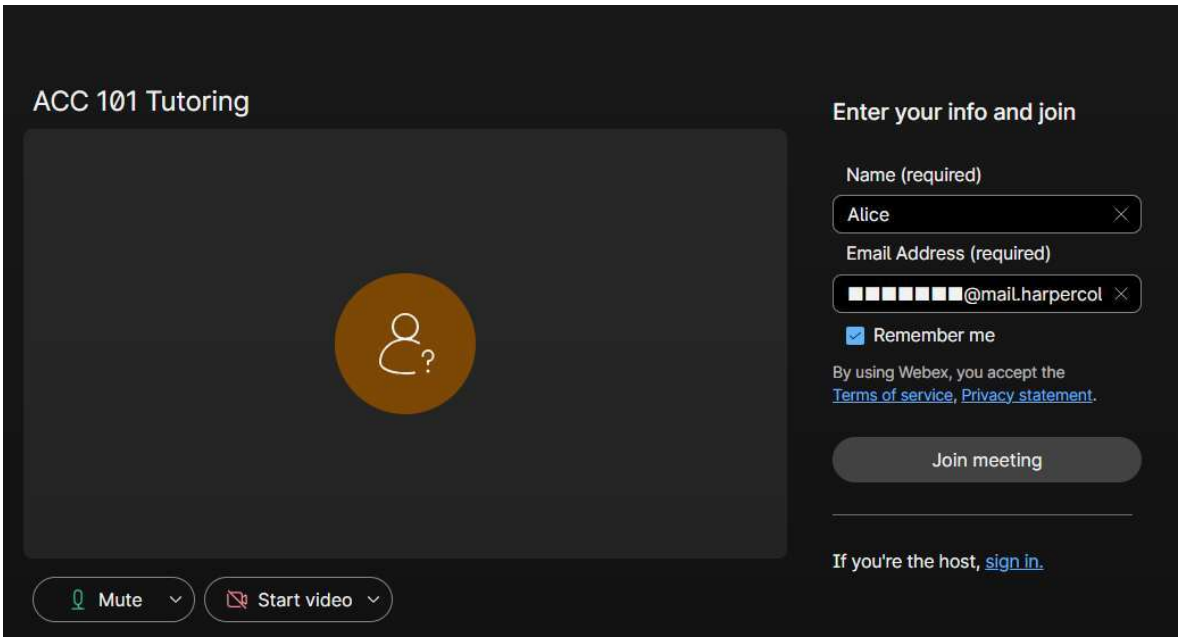
3. **Allow permissions**:

When prompted, click **'Allow'** or **'Allow while using the site'** for microphone and camera access.



Mac users: Follow **these steps** first if permissions don't work.

4. Enter your name and Harper email address.



5. Click **'Join meeting'** to enter.

During the Session

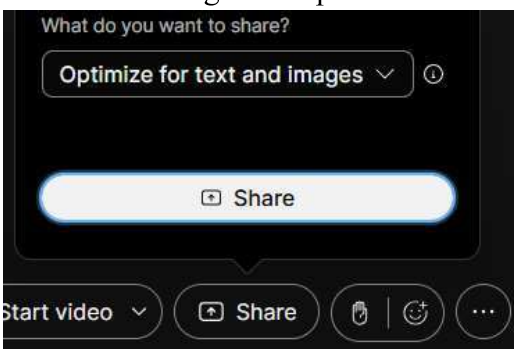
To Speak

Click **'Unmute'** (bottom toolbar) or hold down the **spacebar** while speaking.

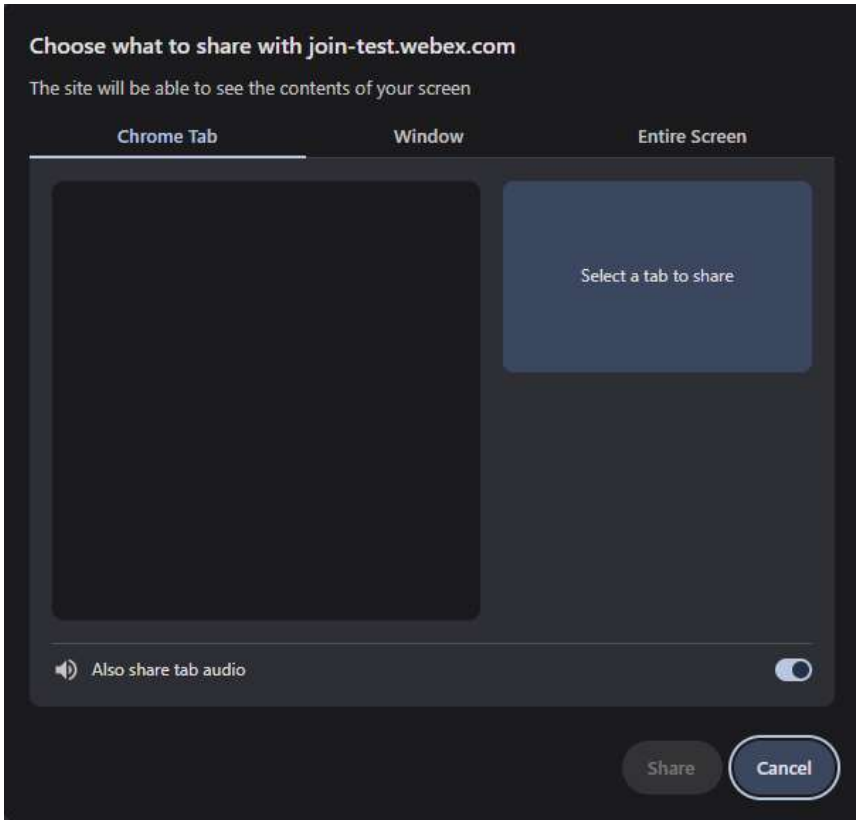
To Share Your Screen

1. Open the document/website you want to share.
2. Return to Webex, and click **'Share'** at the bottom toolbar.

3. Click ‘**Share**’ again to open the ‘**Choose what to share…**’ pop-up.



4. Choose **'Window'** and select the exact tab or document you're working on.

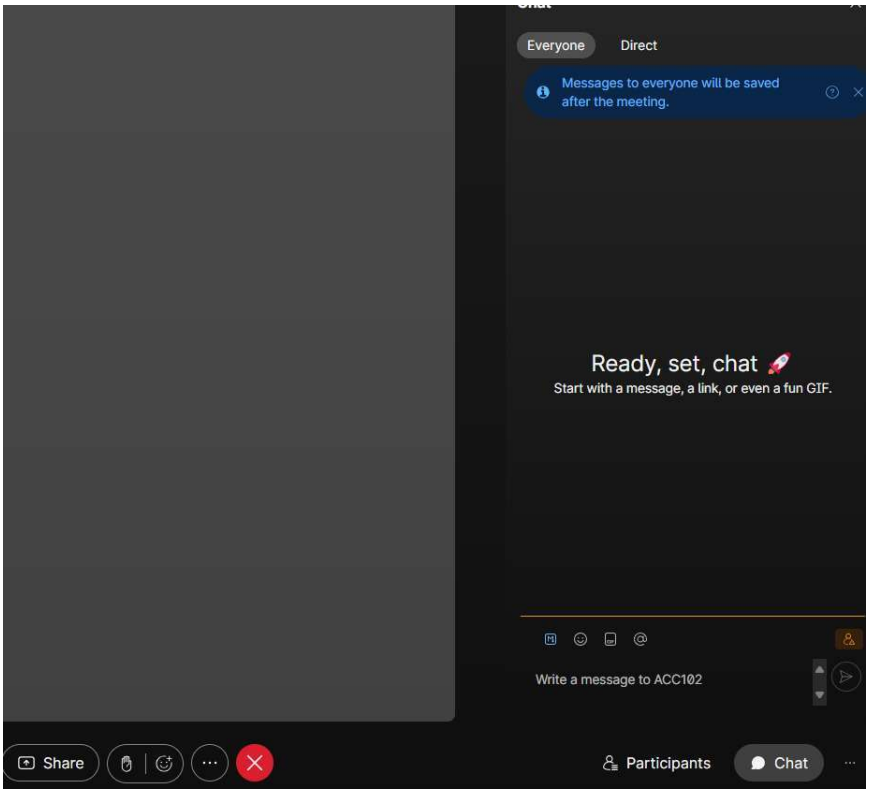


5. Click **'Share'** (the tutor will now see your screen).
6. Click **'Stop sharing'** (red button) when done.



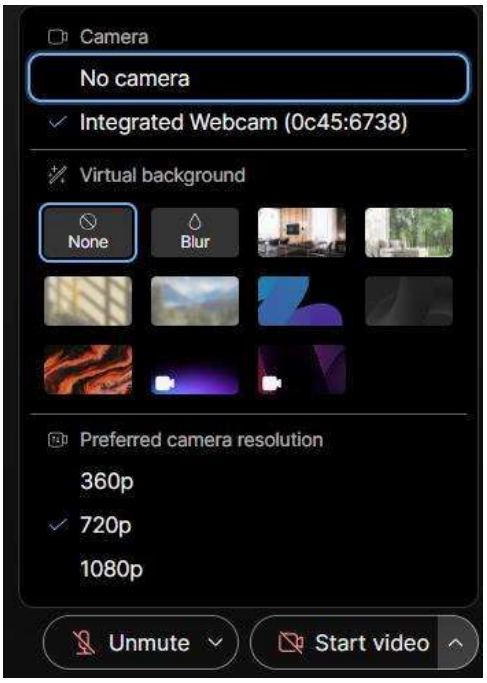
To Use Chat

1. Click the **'Chat'** icon (bottom-right corner).
2. Type your message in the box at the bottom and press **Enter**.



To Use Camera (optional):

1. Click '**Start video**' to enable your camera.
2. Use the arrow next to the button to adjust settings (e.g., virtual background, camera resolution).



Testing / Troubleshooting

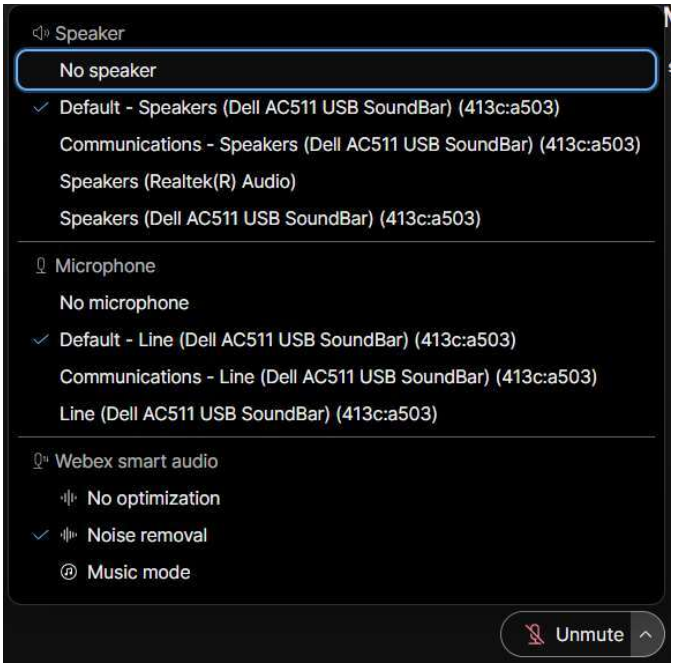
If the steps below are not applicable or do not resolve your issue, please try copying the WebEx session link and opening it in a different web browser.

Mac OS users will need to take extra steps to grant microphone and screen share access:
https://help.webex.com/en-us/article/73zvl3/Support-for-Cisco-Webex-Meetings-for-macOS-Catalina

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If Your Microphone Doesn't Work

- Click the **arrow** next to **'Unmute'** (bottom toolbar) to select a different microphone/speaker.



- *Still not working?* ***C*all in as a last resort**:
  - Click **'Switch Audio'** then the **'View'** button for a **'Call In'** phone number and attendee code.
  - **Do not leave the meeting**—stay connected to share your screen with the tutor.

If Screen Sharing Fails

- Copy the WebEx link and reopen in a **different browser** (e.g., Chrome, Microsoft Edge).
- **Mac users:** Double-check you've granted **screen share permissions** (see link above).

For any additional questions or for help practicing an online session, email asc@harpercollege.edu or join the live chat on our website.