

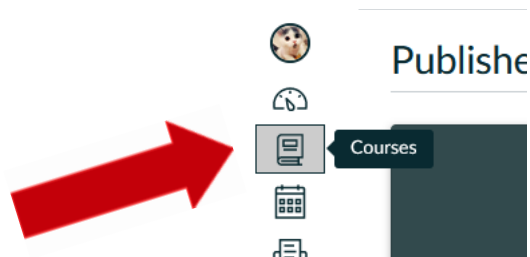
WAC Canvas and WCOOnline Troubleshooting Guide

Canvas

Issue	Solution
Can't access materials under Modules on Canvas	The orientation must be complete to unlock everything. Students must have a score of 100% on the orientation, which means they've completed all steps. The quiz must be retaken if the score is not 100.
Can't find the WAC Canvas page	See Solution 1 below and follow the steps
Missing points in Canvas	Please contact WAC @ wac@arc.losrios.edu or go to Chat on the WAC Canvas page to talk with a staff member during open hours.
Enrolled in WAC, but the WAC Canvas page is not showing up in Courses.	If someone just enrolled, it may take a day or 2 for Canvas to import. Wait and check again. If it's still not there, please contact staff @ wac@arc.losrios.edu .

Solution 1:

- 1) Click on the "Courses" icon on the side menu.



- 2) Then look down to the bottom and click on "All Courses."

All Courses

Welcome to your courses!

- 3) Find the WAC Canvas course and click on the star icon to make sure it pops up on your main screen next time.



WC Online

It's been 5 minutes, and the professor or IA is not on WOnline.	We ask that you wait 15 minutes before quitting the session as the person may have technological issues.
It's now 15 minutes into the session, and you haven't been seen.	Go to the WAC Canvas page. On the left hand column, click on Chat to talk with a live person immediately. Staff will be able to assist you.
Both participants are in the WOnline conference, but one of you can't see the other.	1) Have both participants refresh their browser page. 2) If that doesn't work, have both parties log out and then back into WOnline. 3) See Solution 2 to make sure that video and audio are enabled on their internet browser. 4) As long as the audio works, ignore the video problems and continue with the conference. Otherwise, try going to Zoom.
Both of you are in there, but the audio isn't working for one of you.	1) Have them refresh the page. 2) Have them log out and then back in to WOnline. 3) See Solution 2 to make sure that video and audio are enabled on their internet browser.

	4) If those fail, use the chat box OR set up a zoom meeting. Notes and comments can still be left on the page for reference.
The video keeps freezing.	If refreshing the screen does not work, just disable your video feed. In some browsers, there will be a camera icon in the address bar. You can click on it to disable the video.

Solution 2

Go to your web browser's settings.

- a) With **Firefox**, it'll be under "**Options**."
Next go to "**Privacy and Security**."
Scroll down until you see "**Permissions**."
Click on your **Camera** and/or **Microphone Settings** to make sure they are enabled for: <https://losrios.mywconline.com>
- b) For **Chrome**, it'll be under "**Settings**."
Next go to "**Privacy and Security**."
Select the last option "**Site Settings**."
Then go down to **Camera** and/or **Microphone** to make sure they are enabled for: <https://losrios.mywconline.com>
- c) For **Microsoft Edge**, click on (...) to access your options.
Find and click on "**Settings**."
Click on "**Site Permissions**" in the menu on the left.
Click on "**Camera**" and also "**Microphone**" to make sure you have <https://losrios.mywconline.com> enabled.

Once you've enabled video and/or audio in your browser, go back and refresh your conference webpage.