

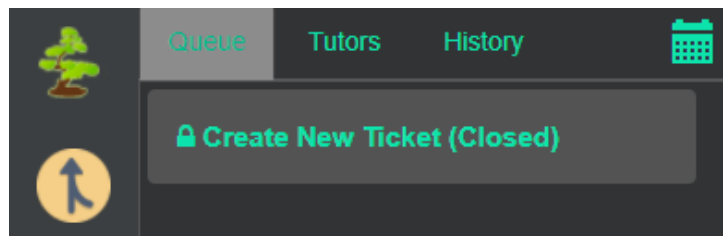
# Open Lab Hours with Zoom: Student Procedures

If you'd like to receive help from a tutor/TA, here's how you can receive interactive assistance remotely via Zoom:

The Autograder queue will be open during scheduled lab hours when at least one tutor is on duty. You will log-in with your UCSD email and SSO password at <https://autograder.ucsd.edu/> and you will be able to submit a ticket.

To submit a ticket:

1. Click on create a ticket on the top left.



2. Fill out the requested fields

A screenshot of the 'Create Ticket' form. The form has a green header with the title 'Create Ticket'. Below the header, there are two radio buttons for 'Is this ticket for a...' with options 'Question' (selected) and 'Checkoff'. Below this is a dropdown menu for 'Where are you?' with 'Hallway' selected. There is a text input field for 'Specify Exact Location'. Below that is a section 'I need help with:' with several buttons: 'Getting Started', 'Specifications', 'Algorithms', 'Programming Language', 'Implementation', and 'Testing'. Below this is a section 'Program Issue(s):' with buttons: 'Compile Error', 'Runtime Error', 'Wrong Output', 'Infinite Loop', 'Weird Behavior', and 'Weird Debug'. Below this is a text area for 'Description:' with a placeholder text: 'Please describe your questions or problems in detail, so the tutor is better prepared to assist you. 5000 character limit'. At the bottom, there is a checkbox for 'Hide from Classmates?' and a green button labeled 'Submit Your Ticket'.

3. Click on **Submit Your Ticket**

4. Watch out for the ticket you just submitted when it's close to the top - it may get accepted.
5. Once the tutor/TA accepts your ticket, they will send you their Zoom link as a comment on your ticket. Look out for the link, and go to the Zoom session to receive one-on-one help.
6. Please keep an eye on your ticket. If you do not join the meeting through the link sent by the tutor within 5 mins after the ticket is accepted, your ticket will be cancelled and you'll have to queue up from the bottom of the queue again.

**Note:** tutors/TAs have enabled waiting rooms, and they will let you into their Zoom rooms once they have accepted your ticket.