



<http://www.rich16.com/gwc/> or from our website, <http://www.tc.edu/centers/writingcenter/>

1. Register as new user or sign in

- a. Please note, you must have a TC.EDU or COLUMBIA.EDU email address in order to register. You may change this later.

2. Add hours

- a. You may purchase hours direct at the Graduate Writing Center or online with a credit/debit card or with a PayPal account. To pay online, click on the desired number of hours (at the top of the screen). This will take you to a secure PayPal website. The amount will already be filled.
- b. To pay with a credit or debit card, select the country where the card is from, and fill out your name.
- c. When you select "Card Type", further spaces will appear for you to insert the card number, expiration date and security code.
- d. Fill out your billing address, contact information as well as the security code.
- e. Click "Continue Checkout".
- f. On the next page, click "Pay" (You will receive an email notification).
- g. On the next page, click "Return to Merchant" at the bottom left of the screen.

3. Check number of remaining hours

- a. Click "My Control Panel" at top of screen
- b. Click "Change My Profile Information/Password/View Purchased Hours Remaining".
- c. At the top of the page, in the second line it will display the number of purchased hours. This indicates the number of remaining hours.

4. To make appointment

- a. Locate the date and time of the appointment you want. When switching between weeks, you can use the "Prev Week" and "Next Week" links or "View Monthly Calendar" to navigate to the desired date.
- b. Click on a white spot, which means a consultant is available. A window like the following will pop up. The square with your appointment will become a dark blue to indicate you have scheduled that appointment.

