

Writing Services at the ULC

New OWL procedures:

1. Log into OWA:



Online Toolbox Logins

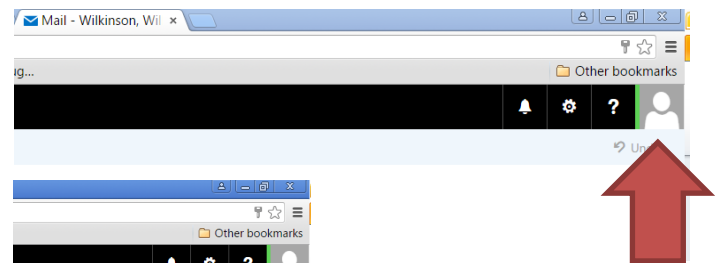
- [Outlook Web Access \(OWA\)](#)
- Change Password
- Blackboard Learn
- Campus Map
- MySeaport

Academic Information

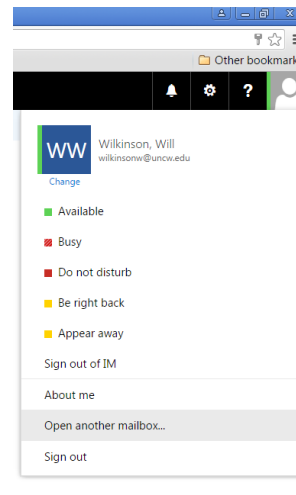


- Academic Calendar
- Academic Departments
- Student Academic Achievements
- Commencement

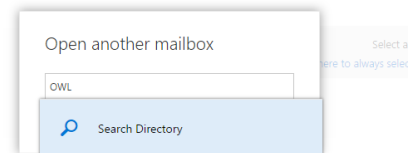
2. Click the image icon in the upper-right corner:



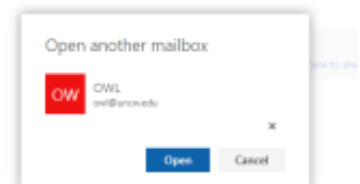
3. Click "Open another mailbox...":



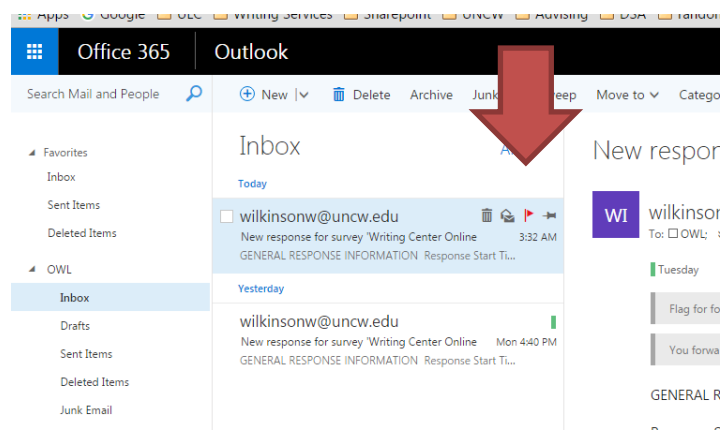
4. Type 'OWL' in the pop-up window and click "search directory":



5. Select "OWL" (top choice) and click "Open":



6. A new tab opens displaying the OWL folder.
7. Search the OWL Inbox for the OWL you have been scheduled. Once you've located your OWL, follow the usual procedures:
 - a. Copy and paste the paper into a word document.
 - b. Use Word's comment function to respond to the paper.
 - i. NEVER USE 'TRACK CHANGES'!
 - ii. DO NOT EDIT – Ask questions, comment, provide links, etc.
 - iii. Limit yourself to 3-5 comments per page.
 - c. Save the document to the flashdrive ('studentlastname – yourname – date').
8. Back in the OWL Inbox, copy the student's e-mail address into a new message, follow the usual procedures:
 - a. Attach the word doc with comments.
 - b. Compose a message to the student providing general feedback (think "compliment sandwich").
 - c. **Copy and paste this message into the 'Visit Notes' box in TutorTrac.**
 - d. Send.
9. Back in the OWL Inbox, hover your mouse cursor over the message and click the small flag icon till it turns red:



10. You're finished!