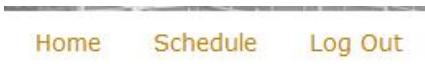


Common

[How do I see a single department's schedule?](#)

Select "Schedule" at the top right of the screen after logging in. Initially all course's schedules will be displayed. Select a course from the dropdown and that course's schedule will be displayed.



You may add additional courses to your selection that will be added to the display.

Schedule

Departments (Select Multiple):

Mathematics

	Monday	Tuesday	Wednesday	Thursday	Friday
	Mathematics - Robert Hart	Mathematics - Guy Beaulieu			
	Mathematics - Robert Hart	Mathematics - Guy Beaulieu			

[What is the main purpose of the U-Q system?](#)

The purpose of this system is to replace the previous pen and paper system. This system seeks to automate and streamline the process of getting help at the TLC. With this system, students will enter their id and the topic they need help with and the system then tracks the time they have waited in the lineup, how long they have spent with the teacher, and what they needed help with.

[How do I login to the system?](#)

Fill out the login page using your valid student/teacher id and password.

[How do I contact help?](#)

In order to get further help please contact the Heritage College Computer Services.

Student

[How do I join a lineup?](#)

To add yourself manually to the queue, attempt to find a device or computer the teachers have provided, teachers may also add you to their queue.

Current Subjects Available

Choose a Subject to Get Help

Mathematics

Waiting: 0

Time Period: 8:00 AM
to 0:30 PM

+ Join Queue

[Do I have any control of the lineup?](#)

Students may remove themselves from the lineup but that is the extent of their control over the lineup.

[How is my data being used?](#)

The only data that is saved within our system is data related to when students lineup up for help, how many students lineup up for help, their student numbers, and what topic they needed help with.

[Where can I find my student id?](#)

Your student id is displayed in your academic schedule on Omnivox.

If you are still having trouble finding your student id please consult Student Services in the college for further assistance.

Teacher

[How do I enter the mode that students can join?](#)

After logging in you will get an option to select “Student Entry”.

Student Entry 

Click that button and you will be taken to a screen where a student may select a subject's lineup to enter into using their student id and topic.

Current Subjects Available

Choose a Subject to Get Help

Mathematics

Waiting: 0

Time Period: 8:00 AM
to 0:30 PM

[+ Join Queue](#)

Join Queue



Student Number:

1111111

Topic:

(201-NYC-05) Linear Algebra



Close

Create Session

[How do I create a schedule slot for myself?](#)

Select "Schedule" at the top right of the screen after logging in.

Student Entry 

Select the edit icon next to the schedule title to proceed to the edit department page.



Use the dropdown at the top left of the screen to select which teacher to schedule. Clicking on an empty schedule will place a new schedule slot where you clicked. Clicking on an existing schedule slot will remove it.

Mathematics Schedule

Teacher to Assign:

Guy Beaulieu

Time	Monday	Tuesday	Wednesday	Thursday	Friday
08:00	Mathematics - Robert Hart	Mathematics - Guy Beaulieu			
08:30	Mathematics - Robert Hart	Mathematics - Guy Beaulieu			
09:00	Mathematics - Laurent Gagné-Dumais	Mathematics - Guy Beaulieu			
09:30	Mathematics - Robert Hart	Mathematics - Guy Beaulieu			

[How do I start my lineup?](#)

La programmation démarre automatiquement une fois que vous avez créé un créneau horaire et que l'heure du créneau horaire arrive. Veuillez consulter la question ci-dessus pour savoir comment créer vous-même un créneau horaire.

[Comment générer un rapport?](#)

Après vous être connecté, cliquez sur "Rapport" à droite de l'écran.

Report

Vous devez ensuite saisir les deux dates qui engloberont les rapports. Les rapports contiendront toutes les données de file d'attente entre ces deux dates.

From:

2019-07-08

To:

2020-07-15

Get Report

Cliquez sur "Get Report" pour voir la liste des rapports et les nouveaux boutons, "Full Report" et "Simple Report" pour télécharger respectivement une version complète du rapport et une version plus simple du rapport.

Download Reports

[Full Report](#)[Simple Report](#)

[Comment créer une nouvelle session dans ma programmation?](#)

Après vous être connecté et avoir configuré un créneau horaire. Cliquez sur le bouton "Créer une session" à côté du titre "À venir".

Upcoming [+ Create Session](#)

Saisissez l'identifiant et le sujet de l'élève et cliquez sur "Créer une session"

Join Queue



Student Number:

Topic:

[Close](#)[Create Session](#)

Cela ajoutera l'élève au bas de la file d'attente actuelle.

[Pourquoi je vois une programmation ouverte mais je n'ai pas de plage horaire sous mon nom?](#)

Tous les créneaux horaires du département ouvrent la liste pour chaque enseignant de ce département. La différence réside dans le fait que l'enseignant sera enregistré sous cette programmation lorsque le système se penchera sur le calendrier lors de l'impression des rapports pour cette file d'attente.

325, boul. Cité des Jeunes, Gatineau, QC, Canada J8Y 6T3 | T. 819-778-2270 | F. 819-778-7364
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