

Help is provided by Wormhole Assistants in the order that requests are received. You ask for help through the Wormhole queue using the procedure below.

Requesting help in the Virtual Wormhole

- 1) Click on <https://wormhole.physics.oregonstate.edu/createticket>. This link is also available on the physics department Wormhole web page and in the Virtual Wormhole channel. Your instructor may have posted it on Canvas.
- 2) Fill in your name and choose your course. If you're working in a group, only one member needs to submit a request.
- 3) After you submit a request, post a screenshot, pdf, or other copy of your problem or question as a message in the Virtual Wormhole channel. Note that the Assistant may not have access to your assignment, so share more than just the problem number.
- 4) When your request is assigned to an Assistant, they will use the identifying information you provided to find and respond to your post.
- 5) You can check the status of your request at any time using the live queue at the request website.

Using the Physical Wormhole (appointments)

Masks must be worn at all times in the Physical Wormhole.

- 1) The Physical Wormhole is available by appointment only. Appointments are schedule according to course.
- 2) You can sign up using the link for each week's schedule on the [department Wormhole page](#).
- 3) Please don't sign up in advance for more than one slot in a week. If a slot is still open the day of the appointment, you can sign up then.
- 4) Appointments are available to a single student who may bring up to two others from the course with them.
- 5) Appointments are 15 minutes long. A group can use the Wormhole hole 20 minutes before and 20 minutes after their appointment slot, but the Wormhole Assistant is only guaranteed to be available for your 15 minute slot.
- 6) Please sit at the table associated with your appointment. This helps ensure distancing between groups.
- 7) While we're using appointments the queue system is suspended in the physical Wormhole.

Requesting help in the Physical Wormhole

~~(Temporarily superseded by the appointment system above)~~

- ~~1) Use the request box on your table. Just press the button for your course and a help request will be entered for you in the queue. If you're working in a group, only one person in your group needs to request help.~~
- ~~2) When your request reaches the top of the queue, a Wormhole Assistant will come to your table.~~
- ~~3) You can check the status of your request at any time using the live queue at the request website <https://wormhole.physics.oregonstate.edu/createticket>.~~