

Help is provided by Wormhole Assistants in the order that requests are received.

You can ask for help using the procedures described below.

Using the Physical Wormhole (appointments)

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

- 1) The Physical Wormhole is available by appointment. Appointments are scheduled by course.
- 2) Sign-ups are available using the link for each week's schedule on the [department Wormhole page](#).
- 3) You can sign up for one slot at a time. It gets you one hour in the Wormhole, where you may need to share the Wormhole Assistant with others in the room.
- 4) To request help when you're at your table, press the button for your course on the request box (see below).
- 5) Appointments are available to a single student. That person may bring up to two others from the course with them.
- 6) Please sit at the table associated with your appointment. This ensures distancing between groups.
- 7) Walk-ins are available at unreserved tables. One group of up to 3 students per table.

Requesting help in the Physical Wormhole

- 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>.

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.