

Write Site Drop Box Student Manual

Welcome to the Write Site! Please use this manual to help you successfully log in to the Write Site Drop Box. This manual covers the following:

1. How to Login
2. Login Errors
3. Drop Box Screen
4. Successful Submission
5. Submission Errors

Please read more below, and contact writesite@athabascau.ca with any questions.

1. How to Login

A valid student ID is required to gain access to the Drop Box via the login screen as shown in Figure 1 below. A **private browser** window is recommended to avoid technical errors. Learn more here: <https://www.howtogeek.com/269265/how-to-enable-private-browsing-on-any-web-browser/>

Figure 1 – Drop Box login screen

Athabasca University

myAU

Student ID or Staff Username:

Password:

Change Password

Secure Login

[Reset your password](#)

For security reasons, please [log out](#) and exit your web browser when you are done accessing services that require authentication!

Students

[Help for students](#)

[Contact us](#)

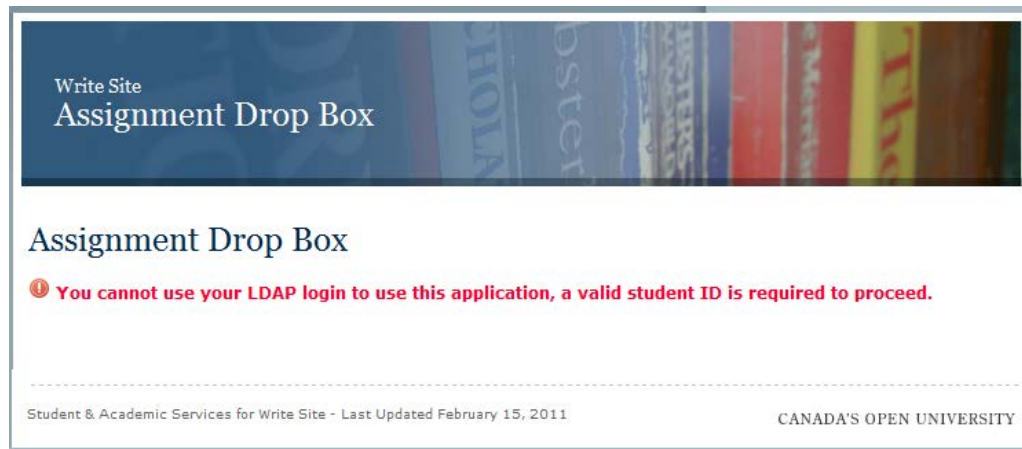
Staff

[Help for staff](#)

2. Login Errors

If you do not use a private browser, you may sometimes see the error message seen in Figure 2 below.

Figure 2 – Error message: "You cannot use your LDAP login to use this application."



This often happens to students when login credentials have been saved in the browser's cache. It can also happen to staff members whose staff credentials are automatically inputted. In both cases, an assured way to solve the problem is to **clear the browser cache**, close, and reopen the browser to ensure the cache is cleared, and attempt to login again.

As mentioned above, to avoid this issue altogether, it is recommended to **use a private browser**.


Other issues preventing a student from logging in include the following:

- The Drop Box has reached maximum capacity. Please try again later, preferably the next morning.
- You already have a pending submission in the Drop Box. You will receive your coach's feedback within three business days.
- Your previously coached submission was returned within the last 24 hours. Please incorporate your coach's feedback into your next assignment before submitting it.
- The maximum allowable submissions for a given one year time period has been exceeded. Contact writesite@athabascau.ca to reset your access.

3. Drop Box Screen

Once you are logged into the Drop Box, you will see a screen similar to the one in Figure 3 below (left-hand menu removed).

Figure 3 - Student Drop Box form



Assignment Drop Box

You currently have **9** submissions remaining until January 10, 2012, 9:59 am. After that date, your account will be reset to 10 submissions providing you are still actively enrolled in an AU course.

Questions about this form? Contact [Linda McCloud-Bondoc](#).

*** All fields are required.**

Student ID:

First Name:

Last Name:

Email:

Course:

English as a Second Language
 Yes No

Do you require real-time coaching?
[\(What's this?\)](#)
 Yes No

Assignment to upload:

MS WORD and text documents only. (Please use only alpha-numeric characters in the filename)

Please enter the details of your assignment here. Include as a much information as you can about the number of words, special requirements, essay questions, etc.

Please identify at least 2 and no more than 3 concerns about this assignment, e.g., thesis development, arrangement, sentence structure, grammar, punctuation, documentation, etc. Please be as specific as you can:

The information that you provide with this application for coaching is collected under the authority of the Post-Secondary Learning Act and the Alberta Freedom of Information and Protection of Privacy Act, Section 33 (c). It will be used to create and improve programs and services on the Write Site. It may also be used to advise you of other University programs and services that may be of interest to you and/or for research purposes. It may be disclosed to Athabasca University employees associated with the Write Site and with the student's program. Your personal information is protected by the Alberta Freedom of Information and Protection of Privacy Act and can be reviewed on request. If you have any questions about the collection or use of this information, contact the Write Site Coordinator by email: lbondoc@athabascau.ca, or by phone at 1-866-603-9521, or by mail: Attention: Write Site Coordinator, c/o Athabasca University, 1 University Drive, Athabasca, AB T9S 3A3.

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The Drop Box automatically fills out numerous fields. These fields include:

- Student ID
- First name
- Last name
- Email
- Course(s)

All fields except for email cannot be edited. It is recommended to **use your AU email address** to ensure you receive your coached assignment.

You must fill out the following fields:

- Course – Even though the drop down list is auto-populated, you must select a course from the list.
- English as a Second language student (Yes / No).
- RealTime coaching appointment desired (Yes / No).

Click "browse" to upload your assignment.

Then, enter the following:

- Details of the assignment, or assignment instructions
- Your concerns about the assignment

Finally, click the check box to confirm you have read the Write Site's guidelines.

If any field is not completed, the Drop Box will not allow the submission to proceed and will present you with error messages highlighting the fields to be filled out.

4. Successful Submission


Upon a successful submission, you will receive a green-lettered message at the top of the form indicating the submission has been received, as shown in Figure 4 below. You will also receive a confirmation email.

Figure 4 - The message you receive upon submitting your assignment. Note: the remaining portion of the form is not depicted in this screen shot.

Assignment Drop Box

Questions about this form? Contact [Linda McCloud-Bondoc](#).

*** All fields are required.**

 **Thank-you BHRLR30PD. The file has been succesfully sent. You will receive a confirmation email in a few moments. You now have 8 submissions available until January 10, 2012, 9:59 am**

5. Submission Errors

You may occasionally receive an error when trying to submit your file:

Pending submission error

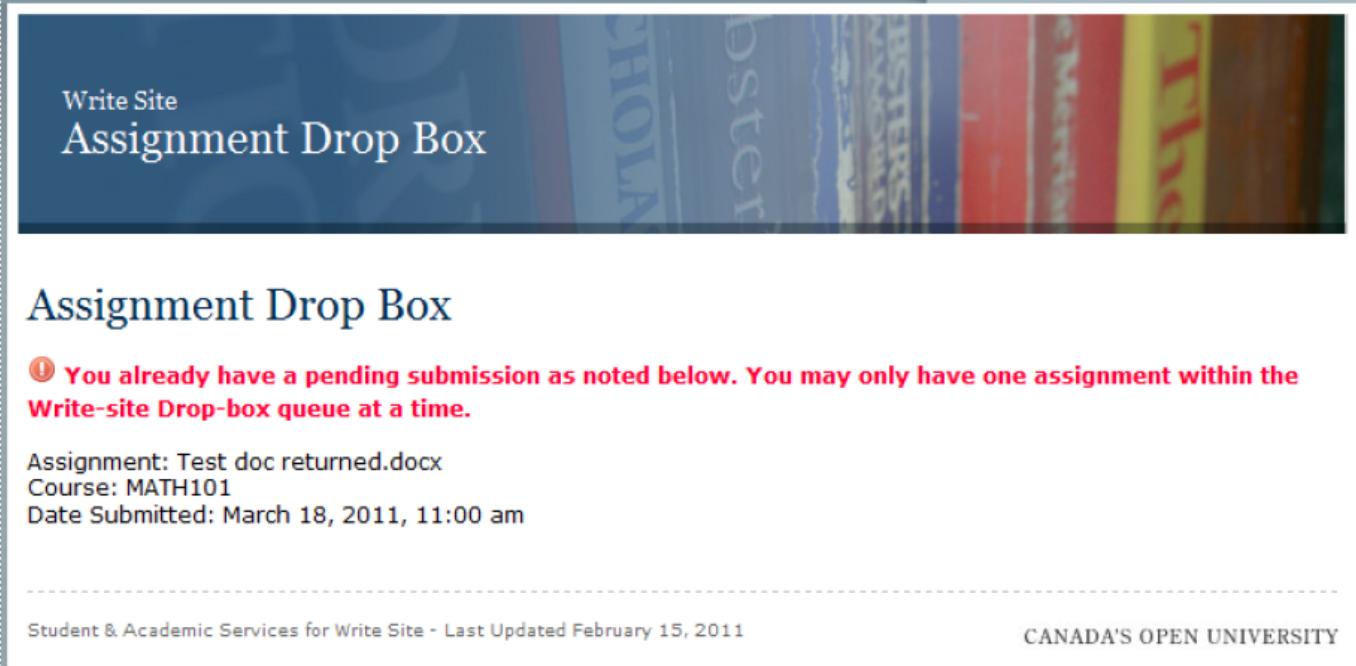
File size error

Wrong file type error

You can read about these errors and their solutions on the remaining pages.

- **Pending submission error:** If you try to submit another assignment before the current one is coached or before the 24-hour waiting period after a paper is returned, you will receive the error message shown in Figure 5 below.

Figure 5 - Error: Pending submission

The image is a screenshot of a web interface for a 'Write Site Assignment Drop Box'. At the top, there is a blue header with the text 'Write Site Assignment Drop Box' in white. Below the header, the main content area has a white background. The title 'Assignment Drop Box' is displayed in a large, blue, serif font. Below the title, there is a red warning icon (an exclamation mark inside a circle) followed by the text: 'You already have a pending submission as noted below. You may only have one assignment within the Write-site Drop-box queue at a time.' Below this warning, the following information is listed: 'Assignment: Test doc returned.docx', 'Course: MATH101', and 'Date Submitted: March 18, 2011, 11:00 am'. At the bottom of the page, there is a dashed horizontal line. Below the line, the footer text reads 'Student & Academic Services for Write Site - Last Updated February 15, 2011' on the left and 'CANADA'S OPEN UNIVERSITY' on the right.

Write Site
Assignment Drop Box

Assignment Drop Box

! You already have a pending submission as noted below. You may only have one assignment within the Write-site Drop-box queue at a time.

Assignment: Test doc returned.docx
Course: MATH101
Date Submitted: March 18, 2011, 11:00 am

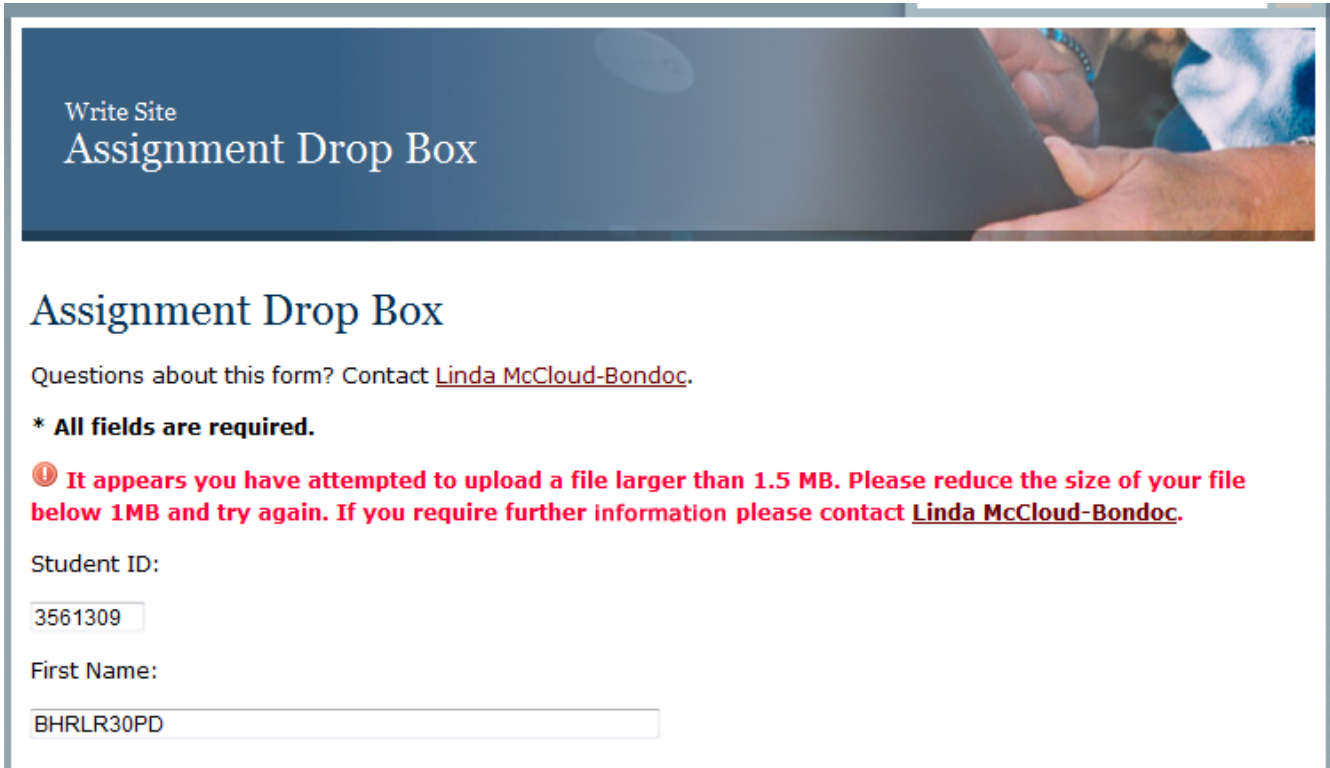
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Solution: Try again 24 hours after your previous submission was returned.

- **File size error:** The Drop Box limits the size of uploaded files to 1.5MB. If you try to upload a larger file, the system will respond with an error as shown in Figure 6.

Figure 6 - Error: File too large



Write Site
Assignment Drop Box

Assignment Drop Box

Questions about this form? Contact [Linda McCloud-Bondoc](#).

*** All fields are required.**

⚠ It appears you have attempted to upload a file larger than 1.5 MB. Please reduce the size of your file below 1MB and try again. If you require further information please contact [Linda McCloud-Bondoc](#).

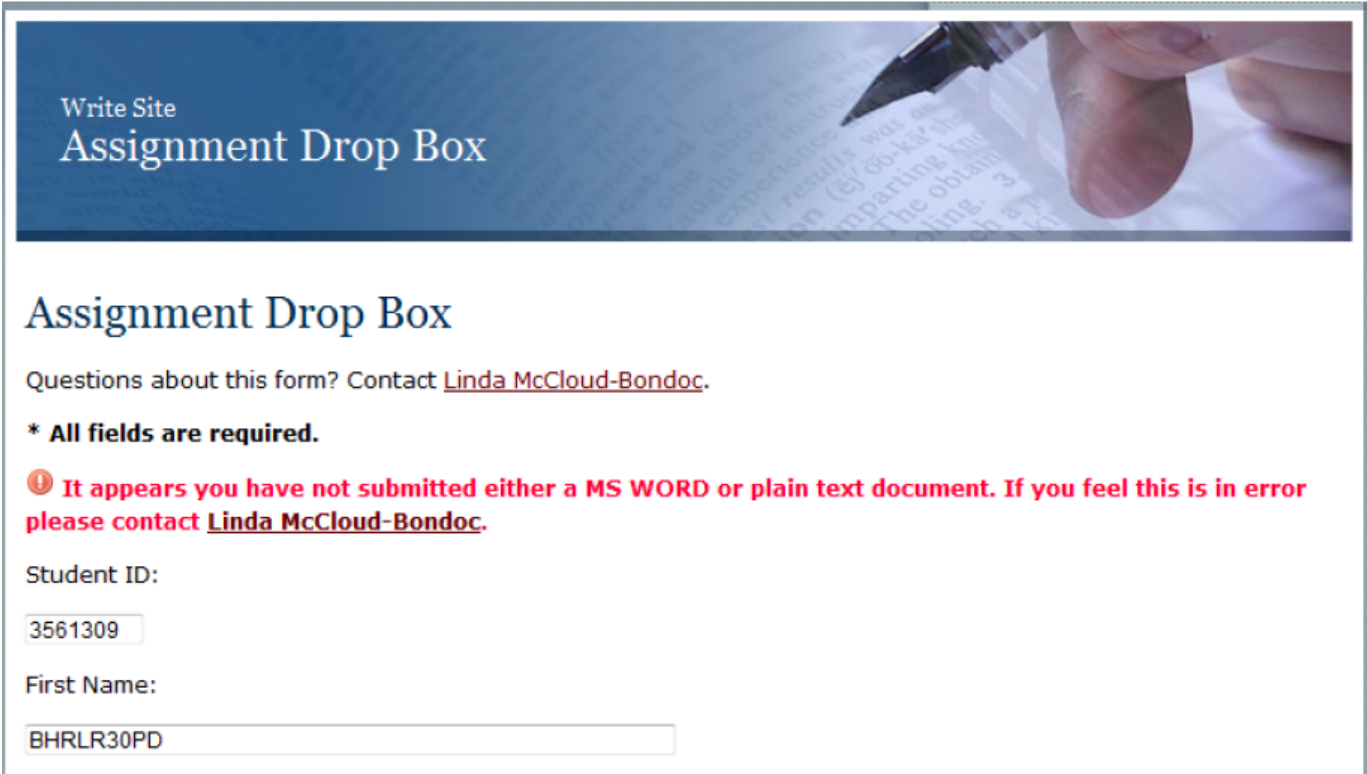
Student ID:

First Name:

Solution: Reduce the size of your file by removing images or sending only a portion of the document.

- **Wrong file type error:** The Drop Box only accepts documents of MS WORD or plain text document types (.doc, .docx, .txt). If you try to upload some other type of document, e.g., PDF, you will receive the message shown in Figure 7 below.

Figure 7 - Error: Wrong file type



The screenshot shows a web form titled "Write Site Assignment Drop Box". At the top, there is a blue header with the text "Write Site Assignment Drop Box" and a background image of a hand holding a pen over a document. Below the header, the main title "Assignment Drop Box" is displayed. A link for questions is provided: "Questions about this form? Contact [Linda McCloud-Bondoc](#)." A note states: "* All fields are required." A red error message with an exclamation mark icon reads: "It appears you have not submitted either a MS WORD or plain text document. If you feel this is in error please contact [Linda McCloud-Bondoc](#)." Below the error message, there are two input fields: "Student ID:" with the value "3561309" and "First Name:" with the value "BHRLR30PD".

Solution: Convert your document into a .doc, .docx, or .txt file.

Thank you for reading! We look forward to working with you.

If you experience any issues accessing the Drop Box, we encourage you to contact the Write Site Coordinator at writesite@athabascau.ca for support.