

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.

Full information is available on the [physics department Wormhole web page](#).

The Physical Wormhole

- 1) To request help use the 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, also displayed on the monitor in the room.

The Virtual Wormhole

- 1) You can work remotely through MS Teams or in the Wormhole Zoom session. The Zoom session provides break out rooms for each course.
- 2) Requests should be submitted using the link on the Wormhole website or Teams channel.
 - Fill in the requested information. If you're working in a group, only one member needs to submit a request.
 - You can check the status of your request at any time using the live queue.
- 3) When your request reaches the top of the queue, a Wormhole Assistant will come to your location. They will use the identifying information you provided to find and respond to your post.
 - Note that the Assistant may not have access to your assignment, so be prepared to share any problem you want help with.
- 4) Links for creating a help request, checking the queue, and connecting to the Wormhole Zoom session are all available at the Wormhole website and the top of the Teams channel.