



Student User Guide

Introduction to TutaPoint.com

TutaPoint.com is proud to provide live, private tutoring in Math, Science, Language Arts, Spanish and Mandarin Chinese. In addition to live, private tutoring, a vast library of math videos and support lessons are now available for your students to access 24 hours per day at no charge.

TutaPoint.com is based in Manhattan, New York. TutaPoint's tutors have extensive experience tutoring in their subject matters, are all based in the United States and have undergone an extensive interview and background check.

We recommend that you schedule tutoring sessions as far in advance as possible to enable us to locate the best, but also understand that sometimes you need help right away.

This guide includes information on the services TutaPoint.com provides through A Better Chance, how to establish a student account, how to schedule tutoring sessions and how to access the math video library. Please do not hesitate to contact us at anytime with questions.

Support: info@tutapoint.com

TutaPoint Support Team: (800) 390-2370 extension 707

Sincerely,

Ryan Duques, co-founder

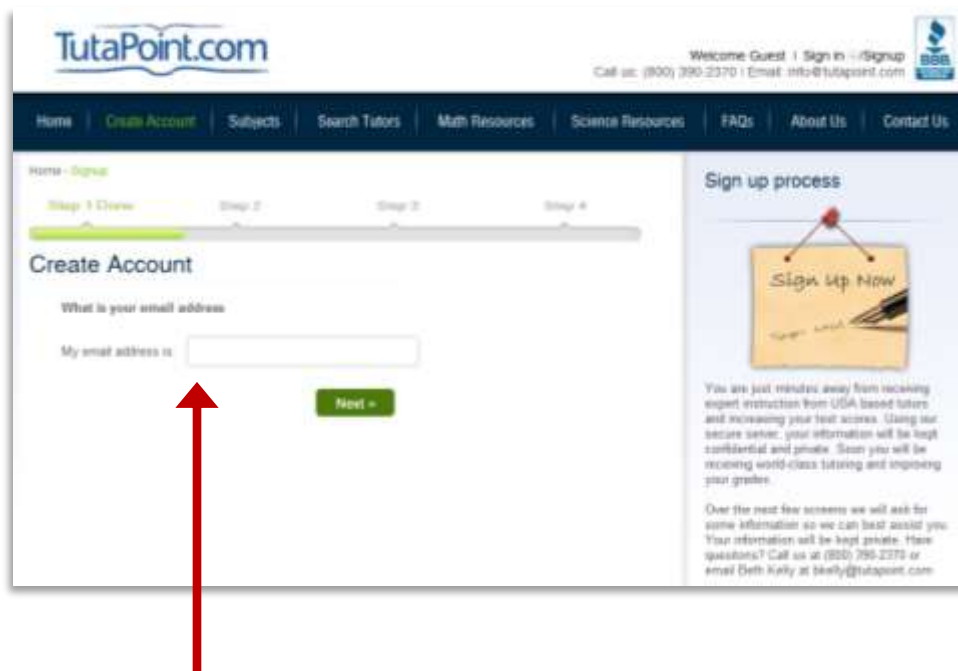
(800) 390-2370 x 703

Table of Contents

Creating a Student Account	4
Selecting Your School (Applicable only to students from a participating district)	5
Selecting Your Username and Password	6
Forgot your password?	6
How to Find a Tutor	7
Using Advanced Tutor Search to Filter Results	8
Selecting a Payment Plan.....	8
How to Schedule a Session	9
Your Session is Now Scheduled.....	10
How to Join a Tutoring Session	11
How to Use the Online Classroom	12
Using TutaPoint.com’s Math Video Library	13
Math Mini-Lessons with Quiz	14
Controlling your account from “My Account”	18
Reinforcement Activities: My Success Task List.....	19
Knowledge Center.....	20
Troubleshooting.....	21
Technical Requirements.....	21
I forgot my password	21
Can I test my system before joining a live tutoring session?.....	21
I am having trouble scheduling a session	21
No tutors are available to take my session.....	21
I only see a “white screen” when I join the session.....	22
I cannot see my tutor.....	22
I cannot hear my tutor	22
My tutor cannot see me	23
My tutor cannot hear me.....	23
The session keeps closing, or I get kicked out	24

Creating a Student Account

To begin using any of the TutaPoint.com services, students must first create an account. This step only takes a few minutes and does not require a credit card or other payment information.



Use an email address that you check often. TutaPoint will send you important information about upcoming sessions.

Provide student name, address, date of birth and contact telephone number. If the student wishes to receive schedule alerts regarding upcoming tutoring sessions they can provide their cell phone number.

Selecting Your School (Applicable only to students from a participating district)

Select "Yes" only if your school district has an account with TutuPoint.com. If not, select "No".

Select your school's State

Select your school

Selecting Your Username and Password



The screenshot shows a web form titled "Create Your Account" with a progress bar at the top indicating four steps, all of which are marked as "Done". The current step is "Username & Password". Below the title, there is a link for "Questions? Call us 24 hours a day, toll free: (800)390-2370". The form contains three input fields: "Username" (with a red error message "Username is available"), "Password", and "Password again". Below these fields is a checkbox labeled "I certify that I am over 13 years old". A green "Submit" button is located at the bottom of the form.

Select a username and password you will remember. Using your email address as a username is most common. After you enter your username, the system might take a second to respond letting you know if your username is available.

Forgot your password? No problem, simply follow this link to receive your password via email:

<http://www.tutapoint.com/signup/forgotpassword>

Still unable to reset access your account? You can contact our customer care center by dialing (800) 390-2370 and pressing 0. Or call our support team by dialing extension 707.

How to Find a Tutor

The screenshot shows the TutaPoint.com website interface. At the top, there is a navigation bar with the following items: Pricing, Create Account, Subjects, SAT Prep, Search Tutors, Math Resources, Science Resources, FAQs, and About. The 'Search Tutors' item is highlighted with a red arrow. Below the navigation bar, the main content area features a header 'Meet the Online Tutors at TutaPoint' and an 'Advanced Search' link. On the left side, there is a 'Choose a subject' menu with a list of subjects including Math, Geometry, Algebra 1, Algebra 2, Pre-Calculus, Calculus, Statistics, Trigonometry, Basic Math Skills / Pre-Algebra, Science, Chemistry, Earth / Environmental, Physics, World Languages, Spanish, and Language Arts. The main content area displays three tutor profiles, each with a profile picture, name, rating, and a 'Request Tutor' button. The first tutor is Aarika, a Math, Science, Language Arts, SAT Prep Tutor with a 5-star rating and a '50+ Tutors' badge. The second tutor is Alexandra, a World Languages, Language Arts, Specialized Prep Tutor with a 5-star rating and a '100+ Tutors' badge. The third tutor is Anabelle, a Science Tutor with a 5-star rating.

Finding a tutor on TutaPoint.com is quick and easy. Simply click on the “Search Tutors” menu item at the top of the page. From there you can search for a tutor using key words, or filter only tutors that have a skill set you desire.

Using Advanced Tutor Search to Filter Results



Using the Advanced Tutor Search, you can use additional filters to find tutors that offer tutoring in different languages or can assist students with special education needs.

Selecting a Payment Plan



Students can choose to pay by the hour for their tutoring or select from one of our discounted monthly subscription plans.

Hourly and discounted plans can be used for all subject areas except SAT/ACT tutoring.

Monthly discounted plans renew every thirty days and are billed automatically. Students can cancel anytime.

If a student that has a monthly subscription runs out of time, they will be billed the discounted rate that their plan is based on after receiving notification.

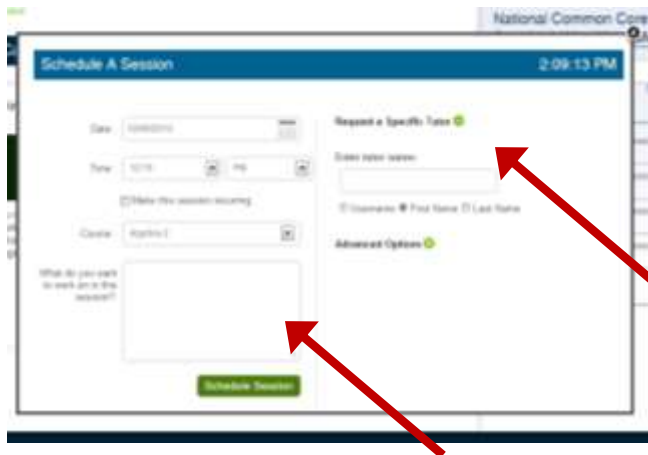
How to Schedule a Session



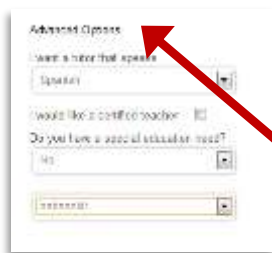
To schedule a tutoring session, go to your Home page. There you will find a Schedule a Session button. Please note that you will be prompted to enter your billing information. You are only billed when you have a live session – and only for the time that you actually meet with an instructor. For example, if you meet for 30 minutes, you are billed 30 minutes.



A window will open where you will be asked to choose a date and time for your session. Sessions can be scheduled as soon as 30 minutes in advance or weeks in the future. We recommend giving us several hours to find the best tutor, but understand that you cannot always wait that long for help.



Please choose the course you wish to be tutored in. While providing additional information is optional, it does help your tutor prepare for the session, so the more information you provide on your needs the better! Additionally, you can select a specific tutor on this page. Need more options? Select Advanced Options



On the Advanced Options screen you will be able to indicate specific needs, like a foreign language or special education request.

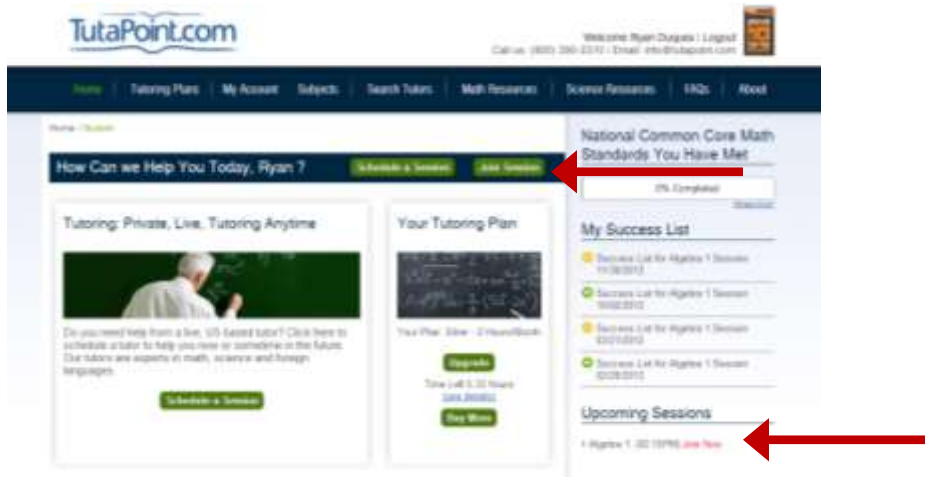
Your Session is Now Scheduled



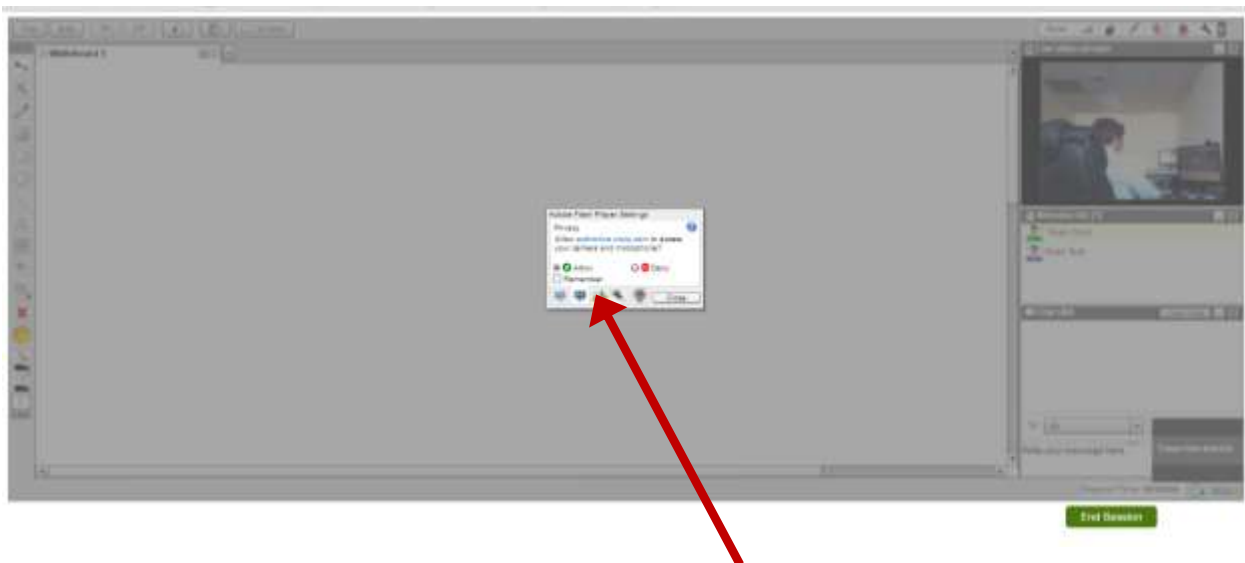
Once your session has been scheduled it will appear on your My Schedule screen. If you need to cancel your session for any reason you can do it from this screen. Simply click on Cancel. Need to schedule another upcoming session? You can do that using the green button “Schedule a Session”.

How to Join a Tutoring Session

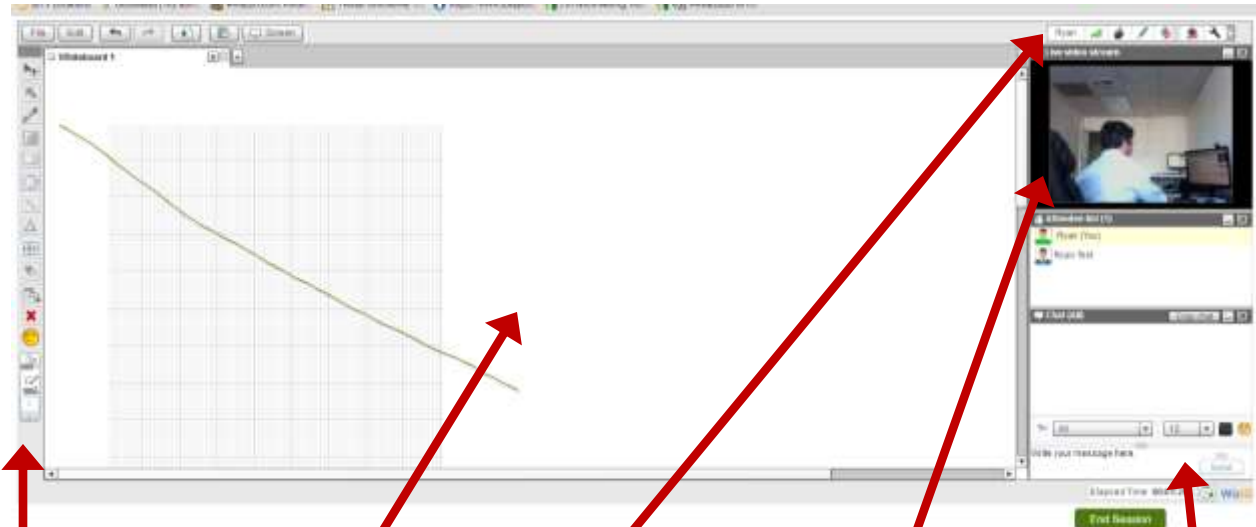
To join a scheduled session log into your account and from your home page you will see a button to join the session five minutes before the start time. You may also click the red join link next to the time of the session.



Once you are brought into the online classroom your browser will ask if you would like to connect your microphone and webcam to the session. Please click “Allow” and then press the close button. If you click “Deny” you will not share audio and video. However, even if you decide not to share audio and video during the session, you can still communicate with your tutor using the text chat function. Have trouble with your webcam and microphone? See our Troubleshooting section. **NOTE: If you are getting a white screen and End Session button when you join, please click on the shield icon in the address bar to “Allow Mixed Content”.**



How to Use the Online Classroom



Drawing Tools:
Here you will find text tools, shapes and colors.

Whiteboard:
Draw your problems here using the colors, shapes and line weights provided. To add additional whiteboard tabs, simply click on the

Session Controls:
You can access your audio and video controls from these controls.

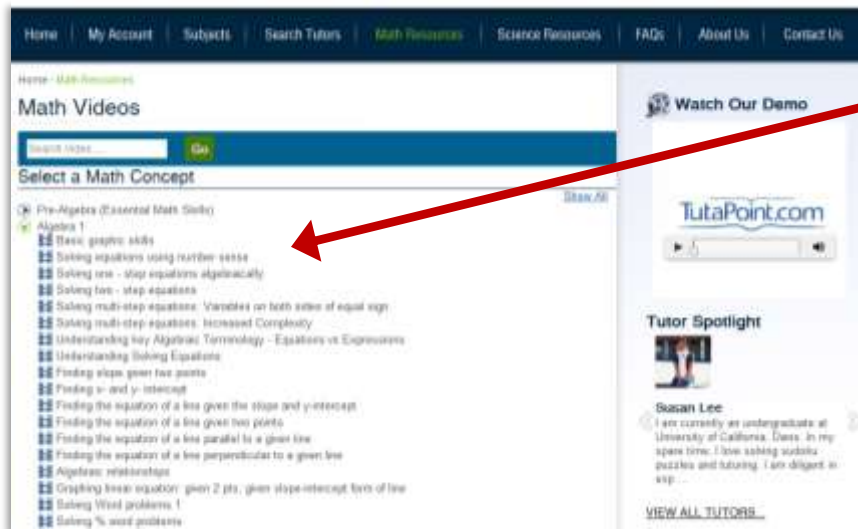
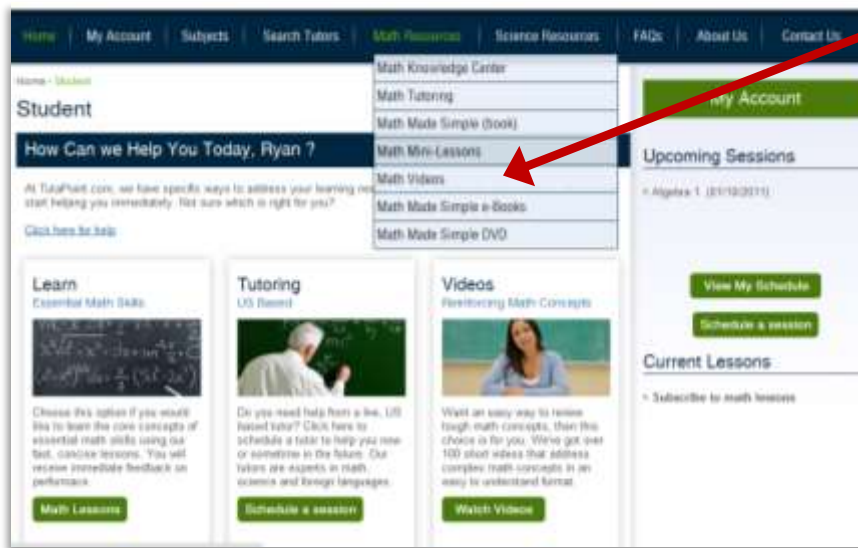
Tutor Video Screen: If your tutor is using a webcam during the tutoring session their video image will appear here.

End Session Button: When you are done with your tutoring session click this button to exit.

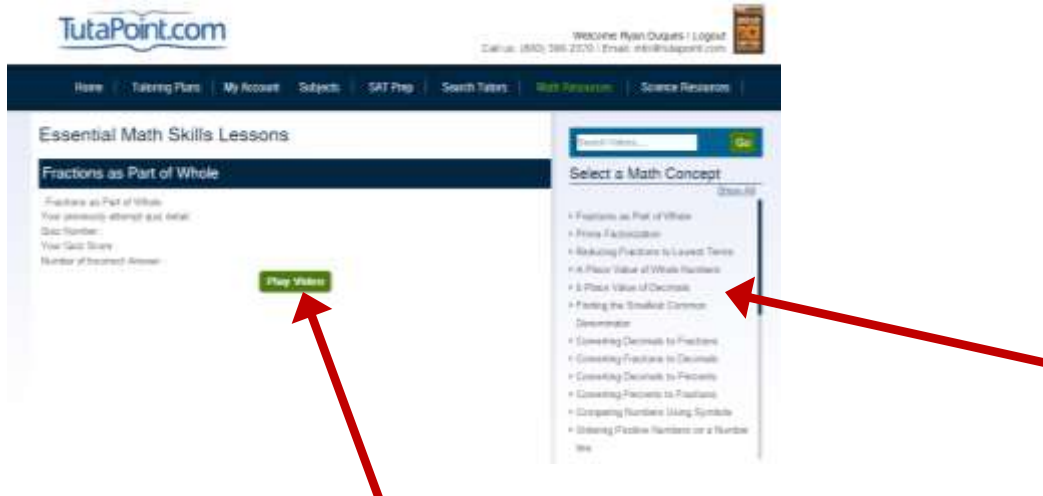
Text Chat: If you are not using the audio feature, you can communicate with your tutor using the text chat function

Using TutaPoint.com's Math Video Library

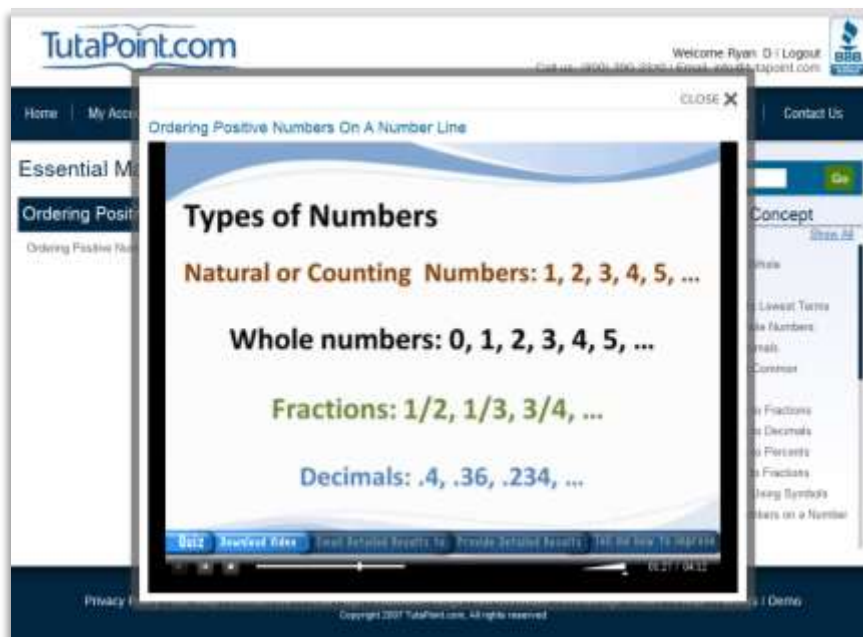
Students have immediate, unlimited access to TutaPoint.com's vast library of math videos. The videos, which tackle core concepts in pre-algebra, algebra 1, geometry and algebra 2 are developed to help students understand specific concepts. To access these videos a student simply logs into their account and selects Math Videos from the Math Resources menu tab.



Select the math subject you wish to view. Videos are listed by concept. Not sure which video addresses your need? Simply search for the terms you wish to review.



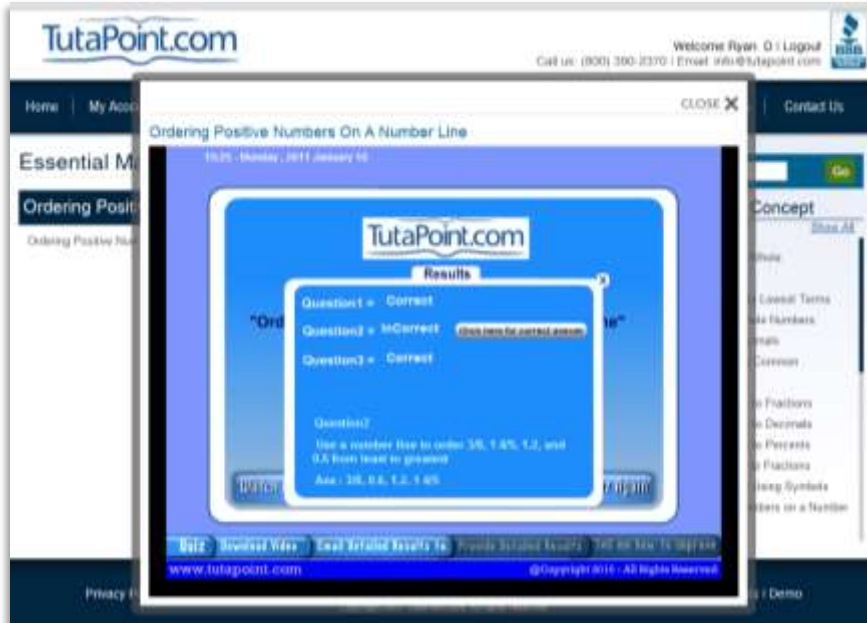
From the main page, simply select or search for a math concept you wish to review. Then press Play Video.





At the end of each short lesson there is a short quiz. Students use the knowledge they learned during the video to answer the questions. Results from each quiz are stored in the student's account. Students can also email your results to themselves. Each time a student logs in and takes a lesson it is noted on their account, letting their teachers know that they are working hard!





Students are provided with immediate results as well as the opportunity to review questions they answered incorrectly.

Controlling your account from “My Account”

Students can access their account settings by clicking on the My Account button on their home page, or on the top navigation bar. Here they will find common account settings, including your contact information, notification settings and the ability to change their password.

From the menu on the right they have the ability to review old sessions, visit a practice virtual classroom, go to the TutaPoint.com store and change their photo.

If you would like to add an email address to CC all communications to, simply click on “Profile” and then add an email address to the Parent’s email field.

The screenshot displays the TutaPoint.com website interface. At the top, the logo 'TutaPoint.com' is visible on the left, and 'Call us: (800)' is on the right. A dark blue navigation bar contains links for 'Home', 'Tutoring Plans', 'My Account', 'Subjects', 'SAT Prep', and 'Search Tutors'. A red arrow points to the 'My Account' link. Below the navigation bar, the page title is 'My Account'. A horizontal menu includes 'General', 'Profile', 'Transaction History', 'Billing', 'Notifications', 'Phone Code', and 'Change Password'. A 'Delete Account' button is also present. The main form area contains the following fields and options:

- First Name: Ryan
- Last Name: Duquesne
- Your Tutoring Plan: Silver Plan - 3 Hours. Buttons: Deactivate Plan, Upgrade
- High School Graduation Year: 2014
- Gender: --- please select ---
- Address: PO Box 1125
- Address (conf ID):
- City: Madison
- State: Connecticut
- Zip: 06443
- Phone:
- Email: rduquesne@tutapoint.com
- Birthdate: 01/17/1976
- SMS: 2036687796
- Timezone: US/Eastern

At the bottom of the form are 'Save' and 'Cancel' buttons.

Reinforcement Activities: My Success Task List

The screenshot shows a student's profile on the Tutapoint website. At the top, it says "Welcome Ryan Duques | Logout" and "Call us: (800) 390-2370 | Email: info@tutapoint.com". Below this is a navigation bar with links for "Search Tutors", "Math Resources", "Science Resources", "FAQs", and "About". The main content area is divided into two columns. The left column features a "Your Tutoring Plan" section with a "Schedule a Session" and "View My Schedule" button, a "Your Plan: Silver - 2 Hours/Month" card, and a "Time Left: 5.00 Hours" indicator. The right column is titled "National Common Core Math Standards You Have Met" and shows a progress bar at "0% Completed". Below this is the "My Success List" section, which contains a table of materials to review. The table has two columns: "Materials to review" and "Type of Material". The first row shows "Adding Decimals (OJ)" and "Khan Academy Video". The second row shows "Dividing decimals pre-algebra math" and "Tutapoint Worksheet". Below the table is a "Dismiss List" section with three entries for "Success List for Algebra 1 Session" with dates 10/02/2012, 03/21/2012, and 02/26/2012. At the bottom of the page, there is an "Upcoming Sessions" section. The text "our experts help" is visible at the bottom left of the page.

Success Task List

After most tutoring sessions, your instructor will provide you with learning materials, such as videos, worksheets and lessons to help reinforce the skills you learned during the session. These materials will be accessible from the right hand side of your student home page. To access a material, simply click on the name of the material and it will open directly in the window.

NOTE: If you click on a Khan Academy video and it does not start playing, check to see if there is a shield icon in your address bar. If so, click that and "Allow" content.

Knowledge Center

The screenshot shows the TutaPoint Knowledge Center interface. At the top is a navigation bar with links: Home, My Account, Subjects, Search Tutors, Math Resources, Science Resources, FAQs, About Us, and Contact Us. Below the navigation bar, the page title is "Knowledge Center". There is a search bar with a "Do" button and dropdown menus for "Subject" (set to "Math") and "Course" (set to "Grade 10"). Below the search bar is a "Filter per Page" dropdown set to "10" and a pagination control showing "1 2 of 2". The main content area is a table with three columns: "Title", "Topic", and "Created by". The table lists several articles, all created by "admin".

Title	Topic	Created by
Set Notation	Algebra 1, Algebra 2	admin
About 4 Sided Polygons: Parals	Geometry	admin
How to Solve for X: 2x + 42 = x	Algebra 1, Algebra 2	admin
How to Factor Quadratic Equati	Algebra 1	admin
How to Find the Mean, Median,	Statistics, Basic Math Skills / Pre-Algebra	admin
How to Divide Fractions by WHo	Algebra 1, Basic Math Skills / Pre-Algebra	admin
How to Solve Linear Equations	Algebra 1	admin
How to Solve for X: Solving E	Algebra 1, Algebra 2	admin

On the right side of the page, there is a call to action: "Get Instant School HELP or Schedule A Time..." with a "GET HELP" button. Below this is a section titled "TutaPoint Subjects" with three categories: "Math" (selected), "Science", and "World Languages". The "Math" category lists sub-topics: Geometry, Algebra 1, Algebra 2, Precalculus, Calculus, Statistics, Trigonometry, and Basic Math Skills / Pre-Algebra.

TutaPoint.com offers simple solutions and explanations for commonly asked questions in our Knowledge Center. To visit the Knowledge Center click on either Math Resources or Science Resources and select Knowledge Center. You are able to search or filter informative articles designed to help you understand concepts.

Troubleshooting

Technical Requirements

- We strongly recommend using Mozilla Firefox or Google Chrome for either PC or Mac.
- High-speed Internet connection
- Webcam for video (optional)
- Headset and microphone for audio communication

USING TUTAPOINT.COM IN YOUR SCHOOL?

Schools offering TutaPoint.com services must open internet ports 1935, 80, 443

I forgot my password

Forgot your password? No problem: <http://www.tutapoint.com/signup/forgotpassword>

Can I test my system before joining a live tutoring session?

Yes. Test your system anytime at: <http://www.wiziq.com/info/technical-requirement.aspx>

I am having trouble scheduling a session

Sessions must be scheduled at least 30 minutes prior to the requested start time. If you are still unable to request a session please contact our support team by calling (800) 390-2370 ext 707.

TutaPoint.com recommends scheduling sessions 24-hours in advance when possible. However, when this is not possible please schedule the session without requesting a specific tutor, unless previous arrangements have been made. This will greatly increase the likelihood we will be able to schedule a session at the time requested.

No tutors are available to take my session

Tutors are most available to assist students from 2pm to 10pm. While tutors may be available at other times, we strongly recommend requesting those sessions at least 48-hours in advance.

TutaPoint.com recommends scheduling sessions during regular hours at least 24-hours in advance when possible. However, when this is not possible please schedule the session without requesting a specific tutor, unless previous arrangements have been made. This will greatly increase the likelihood we will be able to schedule a session at the time requested.

Still having trouble? Contact our support team at (800) 390-2370 ext 707.

I only see a “white screen” when I join the session

This is likely due to your browser blocking “mixed content”. To enable our classroom to operate, please look for a shield icon in the address bar, click on this and click “allow mixed content”.

I cannot see my tutor

Most browsers will automatically display a tutor’s video feed if that tutor is using a webcam. While TutaPoint.com encourages all tutors to use a webcam it is possible that some tutors are not able to use a webcam. We strongly recommend that students use browsers compatible with TutaPoint.com’s media service. Please use Firefox as your browser.

Seeing a tutor is not necessary for most sessions. Try communicating with the tutor via audio or using the text chat screen.

Still having trouble? Contact our TutaPoint.com support team at (800) 390-2370 ext 707.

I cannot hear my tutor

Most browsers will automatically carry a tutor’s audio feed if that tutor is using a microphone.

Some things to check:

- Check to ensure your correct microphone is selected by clicking on the audio tools in the top right portion of the classroom (above the video window)
- Check to ensure your speakers are turned on
- Double check that your volume is up – you can test your audio by selecting the audio preference’s from the tool bar in the top right of the screen, and then press “test speakers”
- Test your system before joining the session at
<http://www.wiziq.com/info/technical-requirement.aspx>

If you are still unable to hear your tutor, try using the text chat screen.

Still having trouble? Contact our TutaPoint.com support team at (800) 390-2370 ext 707.

My tutor cannot see me

By default, for our student's safety and security, the classroom will only display the tutors webcam video feed. If you would like to share your video feed with your tutor, simply let the tutor know. In order for the tutor to see a student, the student must be using a webcam compatible with their computer. Most browsers will automatically detect your webcam and connect to the service when entering the tutoring session.

TutaPoint's software requests that a student allow or deny access to video and audio devices each time they enter a session. This request will be made with a pop-up window when entering the session and will ask if you want TutaPoint.com to access your webcam and microphone. If you wish to share your video from your webcam and audio with your tutor press "allow". If you wish to communicate with your tutor using the chat screen and do not want to share video or audio press "deny".

We strongly recommend that students use browsers compatible with TutaPoint.com's media service. These are: Internet Explorer 7 or above, Google Chrome, Safari and Firefox on PCs. If you are using Firefox on a Mac you will need to change the default settings. If you enter your session and it does not allow you to press "allow" or "deny" when being asked to access your webcam, you are using Firefox on a Mac and you have not made the necessary changes to setup. Due to this we do not recommend using Firefox on Mac computers.

Still having trouble? Contact our TutaPoint.com support team at (800) 390-2370 ext 707.

My tutor cannot hear me

Upon joining your tutoring session a box will open, which will ask if you wish to Allow or Deny access to your computers microphone – be sure to click "Allow" and then close. If you wish to change this preference or change the selected microphone, simply click on the wrench icon in the upper right portion of the classroom.

Test your system anytime at: <http://www.wiziq.com/info/technical-requirement.aspx>

The session keeps closing, or I get kicked out

Things to check:

- Ensure your internet connection is active and strong. If you are using a wireless connection, move closer to the router.
- Close other programs on the computer that might be accessing the internet.
- Restart your computer and internet browser.
- Ensure you are using the latest version of Mozilla Firefox by downloading an update free at: <http://www.mozilla.org/en-US/firefox/new/>

If you have been kicked out of your session and you are unable to connect to the originally scheduled session, contact our support team at (800) 390-2370 ext 707.