



Student / Parent

User Guide

Rev. 9/2011

Introduction to TutaPoint.com

TutaPoint.com is proud to provide you live, private tutoring in Math, Science, Language Arts, Spanish and Mandarin Chinese. Additionally, for a small fee, a vast library of math videos and support lessons are now available for your access 24 hours per day.

TutaPoint.com is based in Manhattan, New York. We use tutors who are based in the USA and we are completely dedicated to providing you with the most effective tutoring and highest level of service.

We recommend scheduling your tutoring sessions as far in advance as possible to ensure we locate the best tutor from you, but also understand that sometimes you need help right away.

This guide includes information on how to establish your account, schedule tutoring sessions and access the math library. Please do not hesitate to contact us at anytime with questions.

Your Student Concierge: Josh Epstein

p. (800) 390-2370 extension 706

e. jepstein@tutapoint.com

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

Sincerely,

Ryan Duques, co-founder

(800) 390-2370 x 703

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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.



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

Home / Sign Up

Step 1 Done Step 2 Done Step 3 Step 4

Create Your Account

Student Information

Your information will be kept private and confidential.

First Name* Last Name*

High School Graduation Year*

Address* Address(cont)*

City* State*

Zip* Phone*

Birthdate* Timezone*

Cell phone number:

Check here to receive a reminder text message before upcoming sessions.*

Next >

Provide your name, address, date of birth and contact telephone number. If you wish to receive schedule alerts regarding upcoming tutoring sessions you can provide your cell phone number.

Select Your School (OPTIONAL)

Home / Sign Up

Step 1 Done Step 2 Done Step 3 Done Step 4

Create Your Account

Are you part of a school district that has an account with TutuPoint?

Yes No

School Information

Your school information will be kept private and confidential.

School State* District Name*

Pennsylvania PA028

Next >

If your school is partnered with TutuPoint, select **Yes** and choose your school, otherwise select **No**.

Home - Signin

Step 1 Done Step 2 Done Step 3 Done Step 4 Done

Create Your Account

Username & Password

Questions? Call us 24 hours a day toll-free (800)96-2376

Username * tutapoint
Username is available

Password *

Password again *

(I) certify that I am over 13 years old

Submit

Select a username and password you will remember.

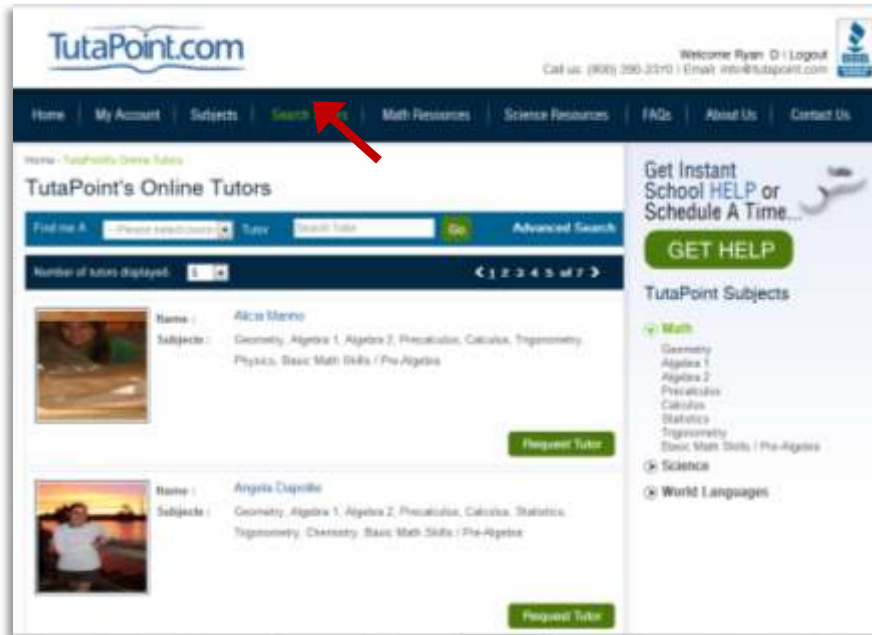
Forgot your password? No problem, simply follow this link to receive your password via email:

<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.

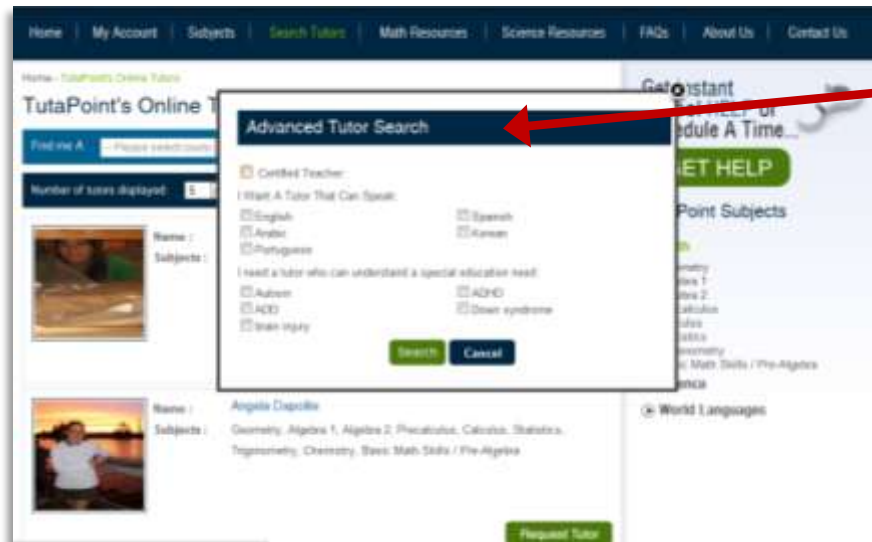
Students can also contact Student Concierge Josh Epstein at (800) 390-2370 ext 706 or email him at jepstein@tutapoint.com

How to Find a Tutor



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



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.

How to Schedule a Session



To schedule a tutoring session, go to your Home page. There you will find a Schedule a Session button.



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.

Schedule A Session 3:01:36 PM

Date: 01/19/2011

Time: 02:15 PM

Course: Algebra 1

Describe Your Needs (Optional)

Advanced Options

If you know the username of a specific tutor, provide it here and priority will be given in scheduling.

Advanced Options

username?

Schedule Session

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

Advanced Options

I want a tutor that speaks

Search

I would like a certified teacher

Do you have a special education need?

No

Language

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

Home - Student - My Schedule

My Schedule

Scheduled Session

Date	Time	Course	Tutor	Status	Operation
01/19/2011	02:15 PM	Algebra 1	TutorName	Accepted	Cancel

Schedule a session

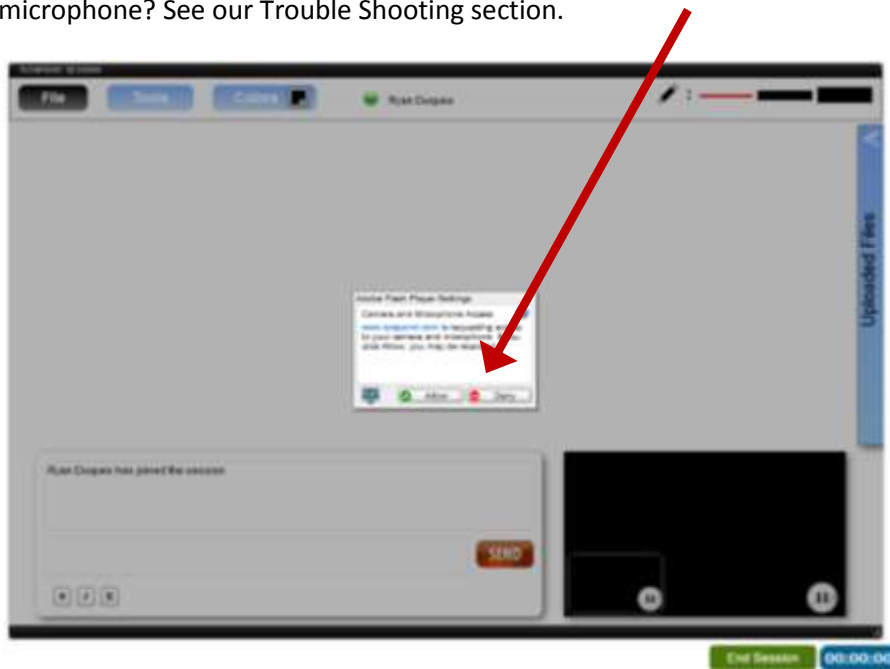
Once your session has been scheduled it will appear on your My Schedule screen. If you need to cancel your session for any reason you can do it from this screen. Simply click on Cancel. Need to schedule another upcoming session? You can do that using the green button "Schedule a Session".

How to Join a Tutoring Session



To join a scheduled session log into your account and click on View My Schedule. You will see your upcoming sessions. When your virtual classroom is available a “Join Session” button will appear. Click this button to begin your 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. This is optional. 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 Trouble Shooting section.



How to Use the Online Classroom

Whiteboard:
Draw your problems here using the colors, shapes and line weights provided.

The screenshot shows a software interface for an online classroom. At the top, there is a menu bar with 'File', 'Tools', and 'Colors' buttons. The main area is a whiteboard displaying a handwritten math problem: 'Example: $12 \overline{) 2.64} \rightarrow 12 \overline{) 26.4}$ ' followed by a long division calculation. Below the whiteboard is a text chat window with a 'SEND' button and a list of messages. To the right of the chat are two video feeds showing participants. At the bottom, there are buttons for 'Back', 'Close Session', 'End Session', and a timer showing '00:00:00'.

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

Your Video Screen: If you decide to use a webcam your video image will appear here.

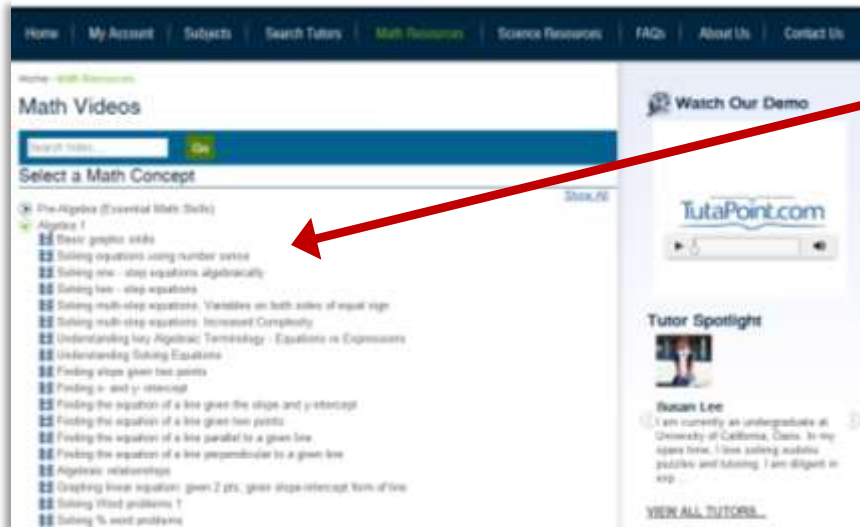
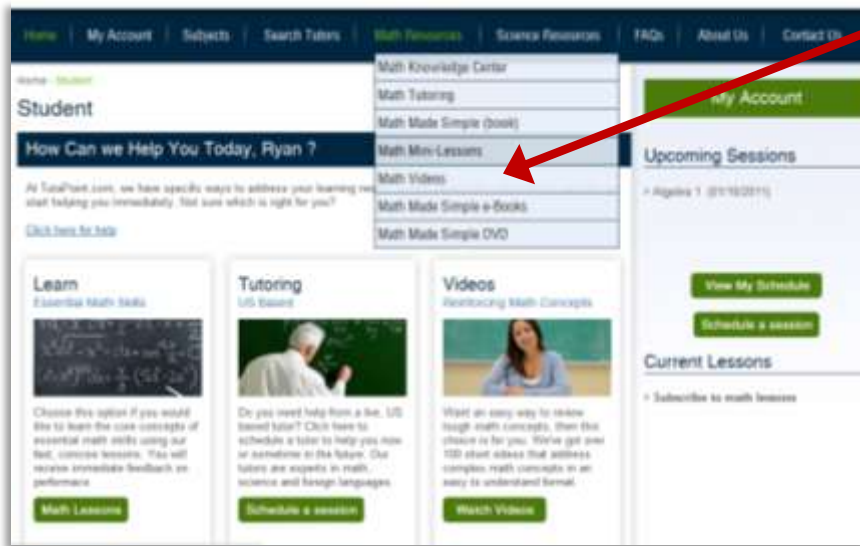
Tutor Video Screen: If your tutor is using a webcam during the tutoring session their video image will appear here.

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

File Sharing: Have a file to share with your tutor, or would you like to see a file they are sharing with you? Click here.

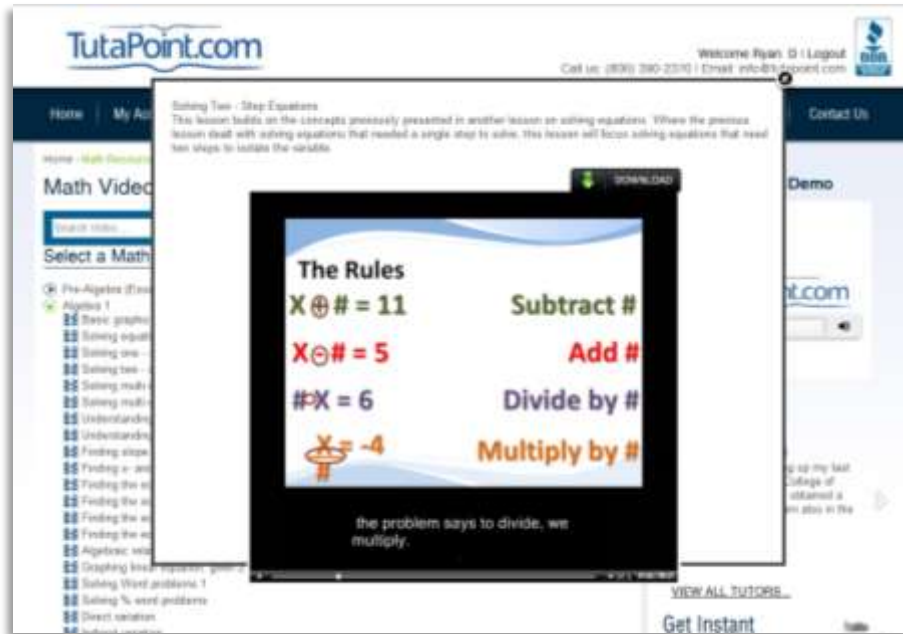
Using TutaPoint.com's Math Video Library

You 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 simply log into your account and select Math Videos from the Math Resources menu tab. A small fee applies.

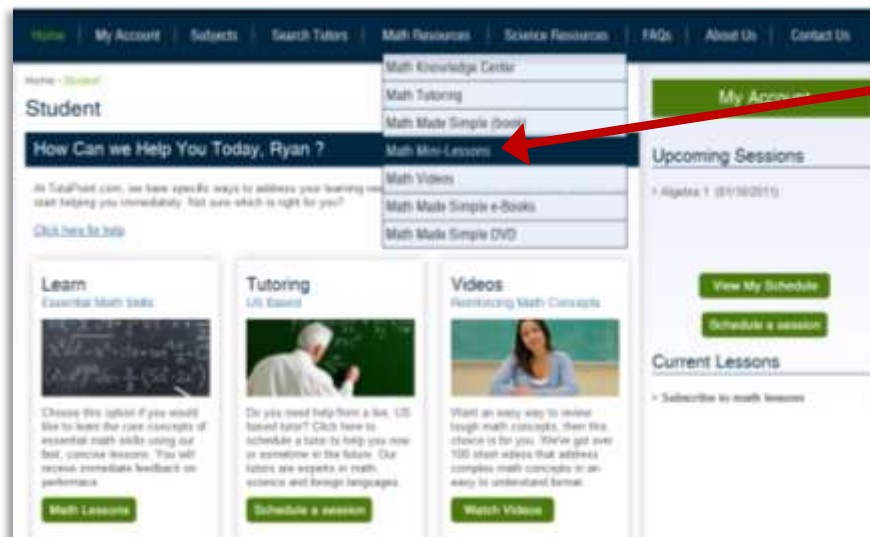


Select the math subject you wish to view. Videos are listed by concept. Not sure which video addresses your need? Simply search for the terms you wish to review.

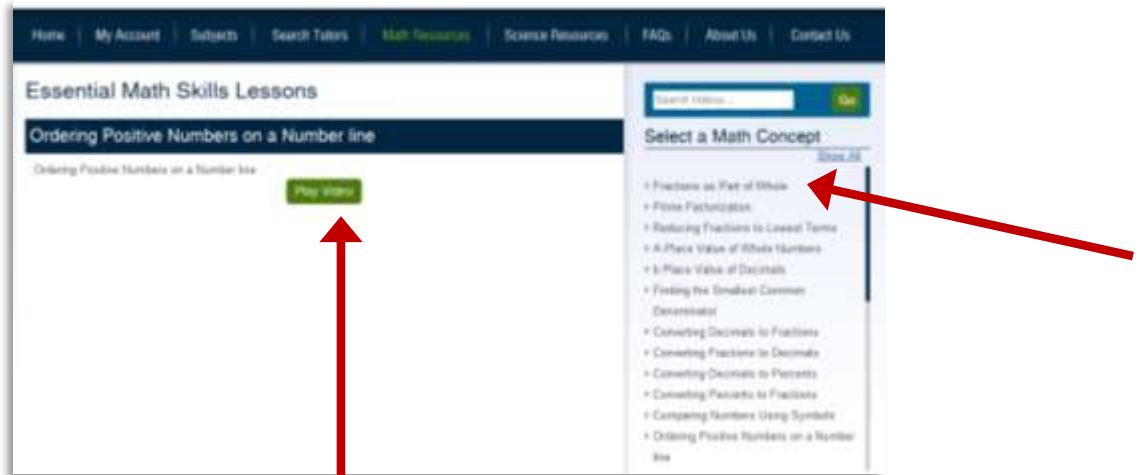
Math Mini-Lessons with Quiz



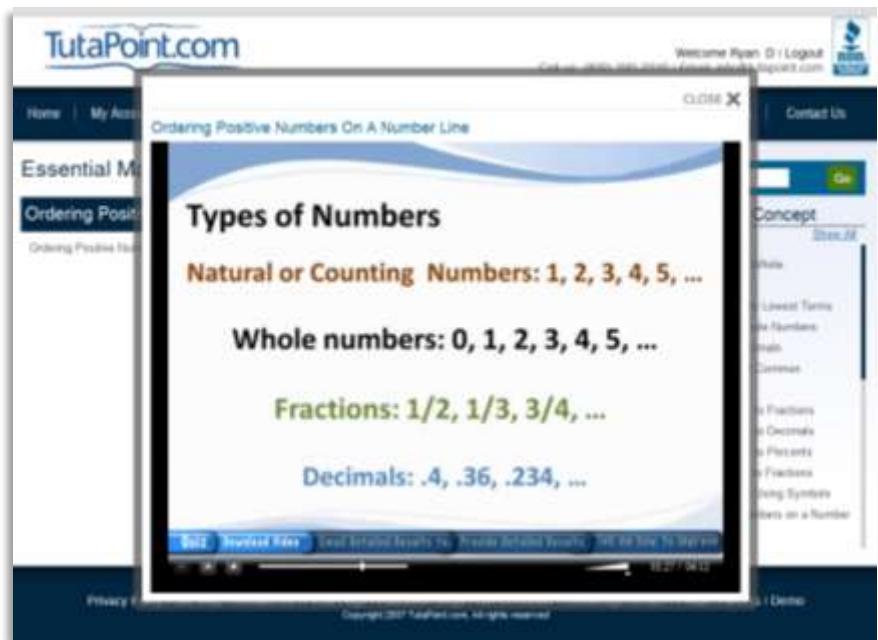
TutaPoint.com's math mini-lessons allow students to review core concepts in essential math skills, and then have their knowledge of the concept tested in a short quiz. Results from these quizzes are stored in your account and can be used to demonstrate performance to your teacher. Additionally the results can be used by your tutor to help them identify your strengths and weaknesses to provide the most effective tutoring session.

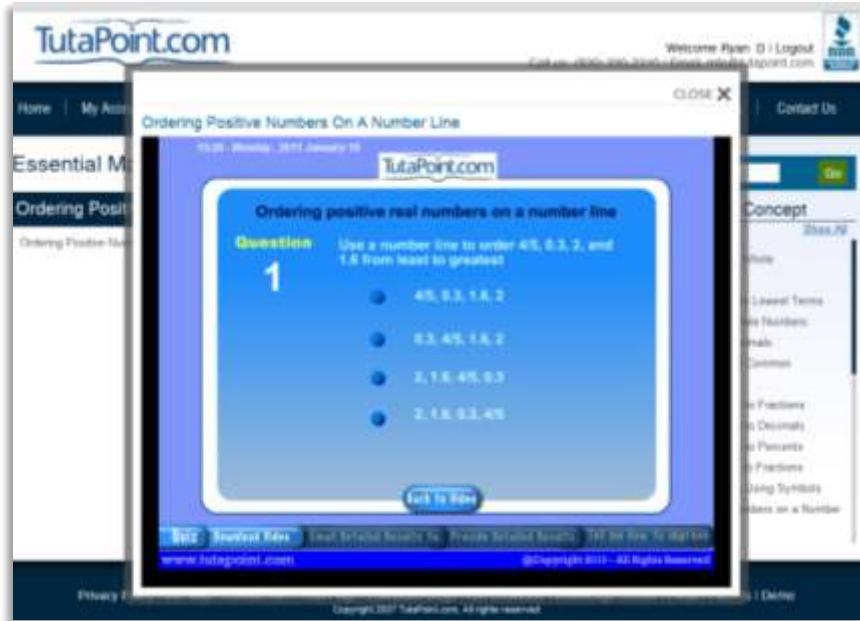


To take the lessons simply sign into your account and select Math Mini-Lessons from the Math Resources menu.



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. Use the knowledge you learned during the video to answer the questions. Results from each quiz are stored in your account. You can also email your results to yourself. Each time you log in and take a lesson it is noted on your account, letting your teachers know that you are working hard!

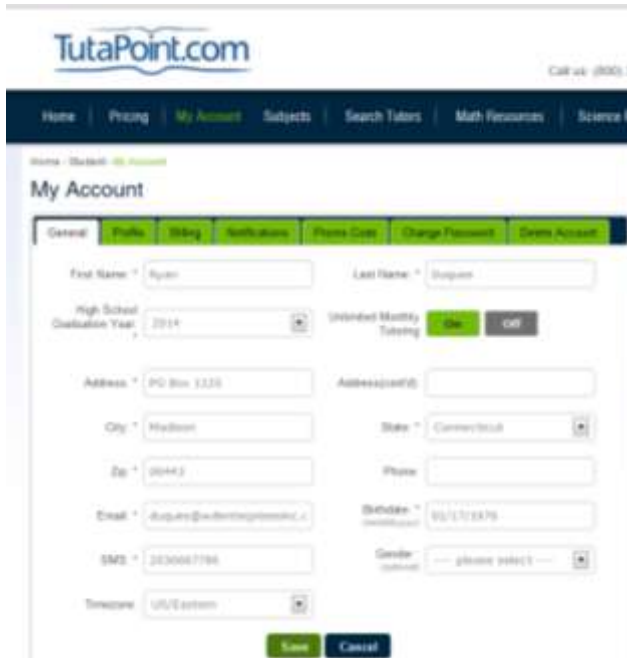




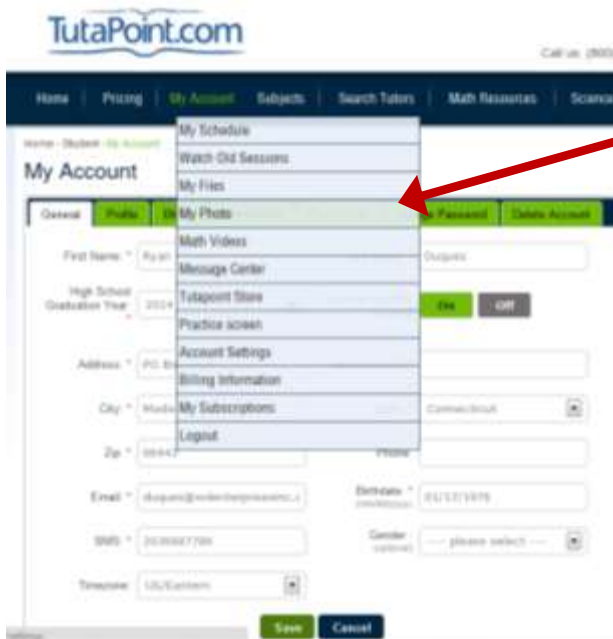
You will be provided with immediate results as well as the opportunity to review questions you answered incorrectly.

Controlling your account from “My Account”

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



The screenshot shows the 'My Account' page on TutaPoint.com. The page has a dark blue navigation bar with links for Home, Pricing, My Account, Subjects, Search Tutors, Math Resources, and Science Resources. Below the navigation bar, there's a 'My Account' section with a tabbed interface. The 'General' tab is selected, showing a form with fields for First Name (Ryan), Last Name (Dugan), High School Graduation Year (2014), Address (PO Box 1335), City (Madison), State (Connecticut), Zip (06442), Email (rdugan@tudorcityprivate.com), and Phone (2036677196). There are also fields for Username (881372876), Gender (please select), and Timezone (US/Eastern). A 'Save' button and a 'Cancel' button are at the bottom.



The screenshot shows the 'My Account' page on TutaPoint.com with a pull-down menu open. The menu items are: My Schedule, Watch Old Sessions, My Files, My Photos, Math Videos, Message Center, TutaPoint Store, Practice screen, Account Settings, Billing Information, My Subscriptions, and Logout. A red arrow points to the 'My Photos' option in the menu. The background shows the same 'My Account' form as in the previous screenshot.

My Account pull down menu provides access to *account settings*, your *billing information*, your *Message Center*, the *TutaPoint Store* and access to your *recorded sessions*.

Knowledge Center

The screenshot shows the TutaPoint Knowledge Center interface. At the top, there is a navigation menu with links for Home, My Account, Subjects, Search Tutors, Math Resources, Science Resources, FAQs, About Us, and Contact Us. Below the navigation menu, the page title is "Knowledge Center". There is a search bar with a "Go" button and dropdown menus for "Subject" (set to "Math") and "Course" (set to "Search"). Below the search bar, there is a "Filter per Page" dropdown set to "12" and a pagination link "1 of 2". The main content area displays a table of articles with columns for Title, Topic, and Created by. The table lists several articles related to Algebra 1 and Algebra 2, such as "Set Notation", "About 4 Sided Polygons: Parallelogram", "How to Solve for x , $3x$, $4x^2 + x$ ", "How to Factor Quadratic Equations", "How to Find the Mean, Median", "How to Divide Fractions by Whole Numbers", "How to Solve Linear Equations", and "How to Solve for x : Solving 2". To the right of the table, there is a "Get Instant School HELP or Schedule A Time..." section with a "GET HELP" button and a "TutaPoint Subjects" section with a list of subjects: Math (selected), Science, and World Languages. The Math section is expanded to show sub-topics: Geometry, Algebra 1, Algebra 2, Pre-calculus, Calculus, Statistics, Trigonometry, and Basic Math Skills / Pre-Algebra.

Title	Topic	Created by
Set Notation	Algebra 1, Algebra 2	admin
About 4 Sided Polygons: Parallelogram	Geometry	admin
How to Solve for x , $3x$, $4x^2 + x$	Algebra 1, Algebra 2	admin
How to Factor Quadratic Equations	Algebra 1	admin
How to Find the Mean, Median	Statistics, Basic Math Skills / Pre-Algebra	admin
How to Divide Fractions by Whole Numbers	Algebra 1, Basic Math Skills / Pre-Algebra	admin
How to Solve Linear Equations	Algebra 1	admin
How to Solve for x : Solving 2	Algebra 1, Algebra 2	admin

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.

Trouble Shooting

Technical Requirements

- **Microsoft Internet Explorer 7 or higher, Google Chrome or Safari on Mac**
Note: Mac users using Firefox must make certain security setting changes. Our system will prompt you to make these changes, however we recommend that Mac users choose an alternate browser like Chrome or Safari.
- **High-speed Internet connection**
- **Webcam for video (optional)**
- **Headset and microphone for audio communication (optional)**
Adobe Flash Player 8 or higher ([downloadable free](#))

I forgot my password

Enter the email address used to set up the account on the form here:

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

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 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. 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. Due to this we do not recommend using Firefox on Mac computers.

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. While TutaPoint.com encourages all tutors to use a microphone it is possible that some tutors are not able to use one for all sessions.

Some things to check:

- Are your speakers turned on?
- Is your computer's volume turned up? Check the icon in the system tray.

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

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. 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 see me

First, 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

In order for the tutor to hear a student, the student must be using a microphone compatible with their computer (most laptops have the microphone built in). Most browsers will automatically detect your microphone 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 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.

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.
- Try using another internet browser such as Internet Explorer 7 or above, Google Chrome, Safari and Firefox on PCs.

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.

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