



Student Guide

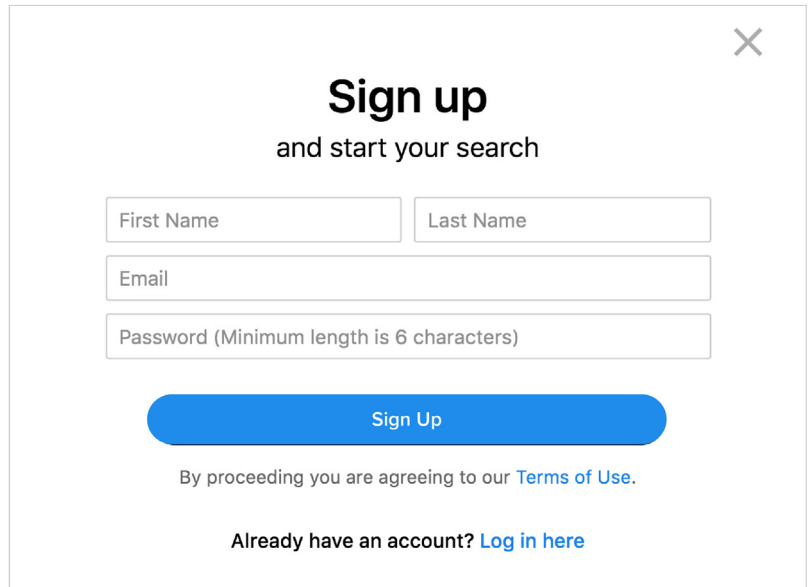
Student Guide

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Setting Up Your Account

Sign Up

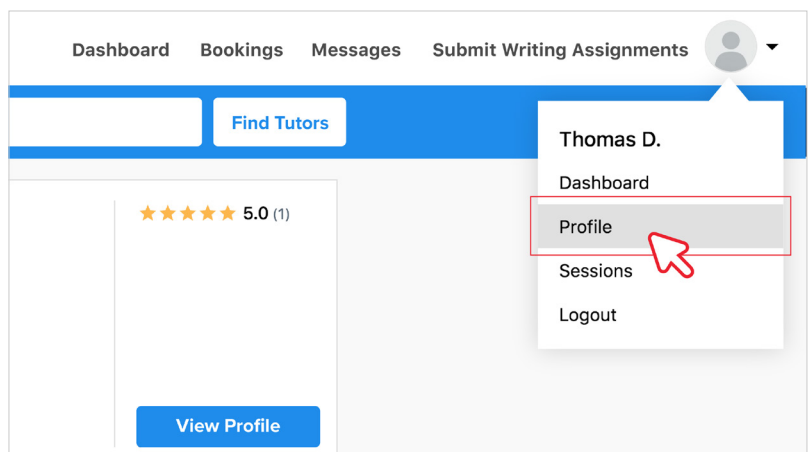
Create your account as a student using your first name, last name, school email address, and password.



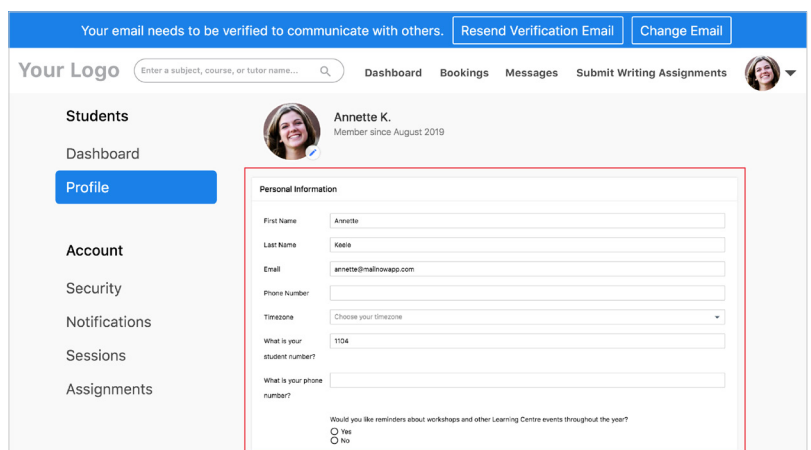
A sign-up form titled "Sign up and start your search". It includes input fields for "First Name", "Last Name", "Email", and "Password (Minimum length is 6 characters)". A blue "Sign Up" button is centered below the fields. Below the button, it says "By proceeding you are agreeing to our [Terms of Use](#)." At the bottom, it asks "Already have an account? [Log in here](#)".

Completing Your Profile

Students must complete a profile by entering additional information such as student number, campus location, program of study, semester, etc.



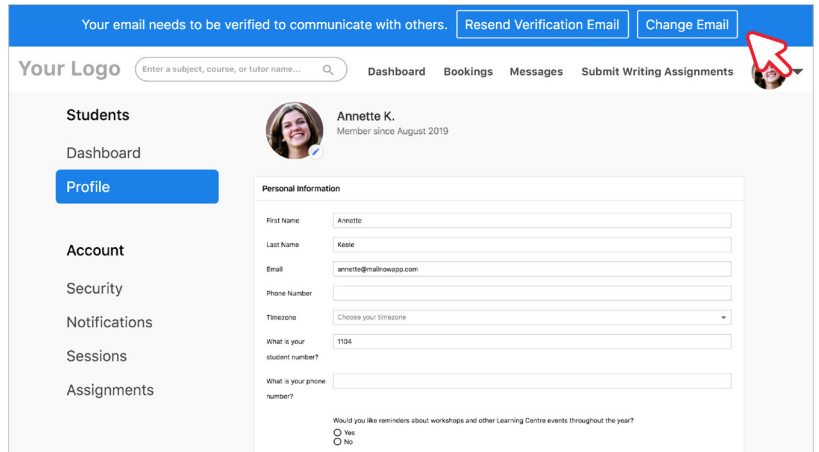
A screenshot of a user dashboard. The top navigation bar includes "Dashboard", "Bookings", "Messages", and "Submit Writing Assignments". A user profile icon in the top right corner has a dropdown menu open, showing options: "Thomas D.", "Dashboard", "Profile" (highlighted with a red box and a red mouse cursor), "Sessions", and "Logout". Below the navigation bar is a "Find Tutors" button. The main content area shows a 5.0 star rating (5.0 (1)) and a "View Profile" button.



A screenshot of a profile completion form. The top navigation bar includes "Your email needs to be verified to communicate with others.", "Resend Verification Email", and "Change Email". Below the navigation bar is a search bar and a "Your Logo" button. The main content area shows a sidebar with "Students", "Dashboard", "Profile" (highlighted), "Account", "Security", "Notifications", "Sessions", and "Assignments". The main form area is titled "Personal Information" and includes fields for "First Name" (Annette), "Last Name" (Keela), "Email" (annette@mailnowapp.com), "Phone Number", "Timezone" (Choose your timezone), "What is your student number?" (1104), and "What is your phone number?". At the bottom, there is a checkbox for "Would you like reminders about workshops and other Learning Centre events throughout the year?" with "Yes" and "No" options.

Verifying Your Email Address

Students must verify their email to gain access to tutoring services.



Finding a Tutor

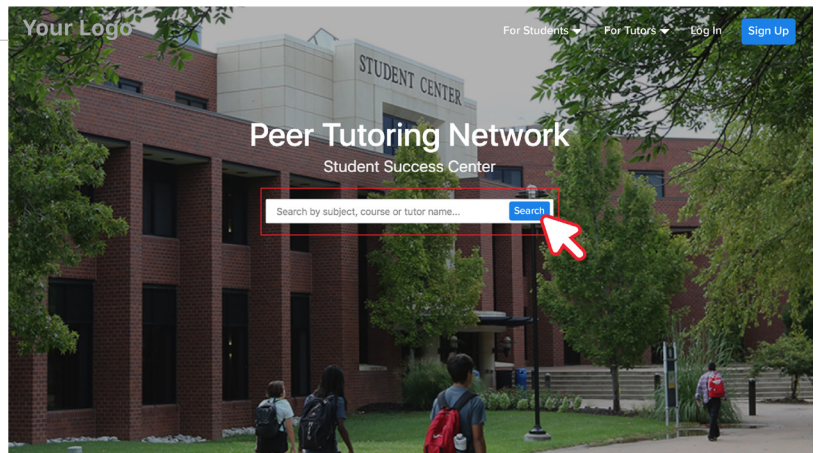
List View

Starting Your Search

Students can search by subject, course code, or tutor name.

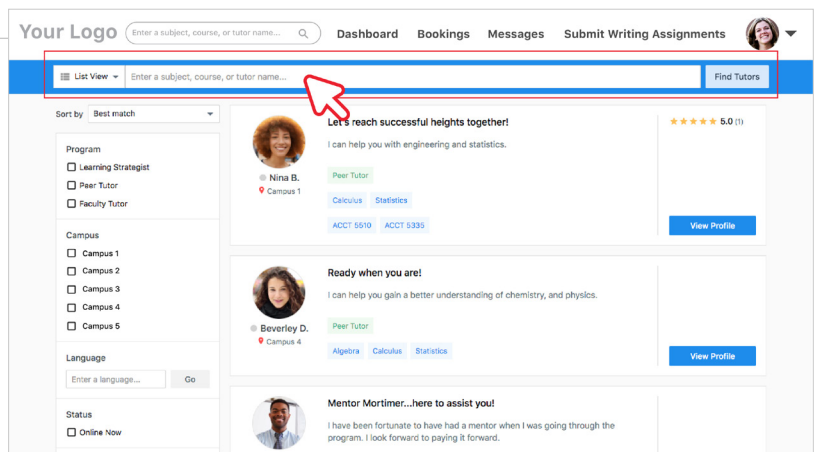
Step 1:

Click on 'Search' on homepage



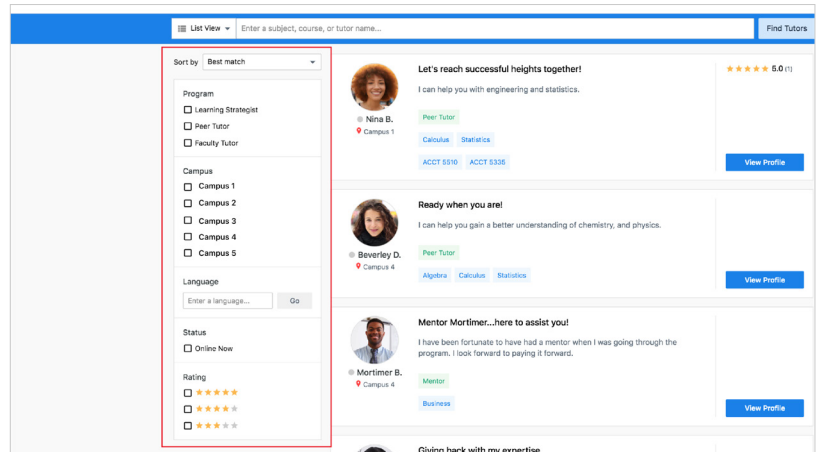
Step 2:

Enter a subject, course code, or tutor name into the search bar



Filtering Your Search

Students can filter their search for tutors by program, campus, language, status, and rating.



Viewing Tutor Profiles

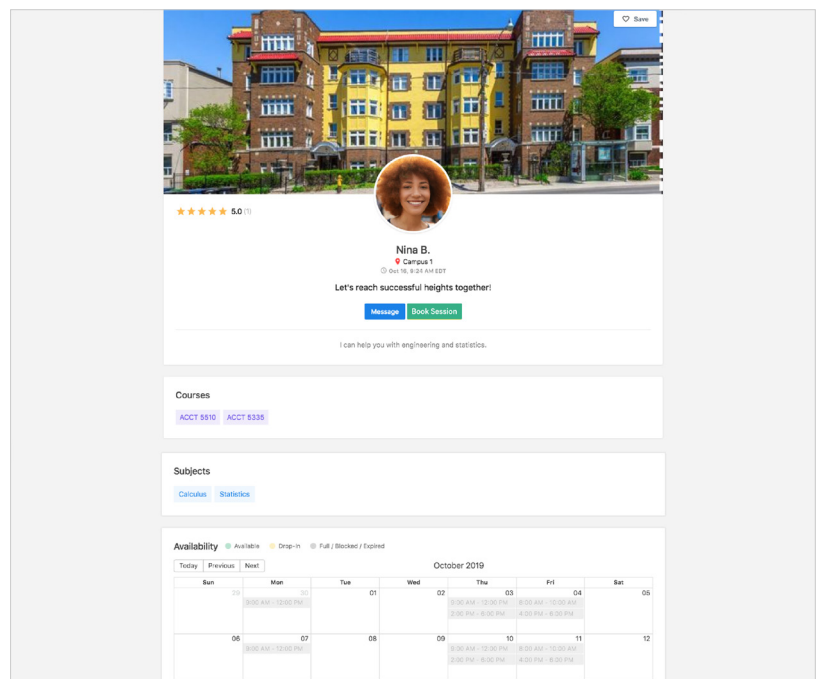
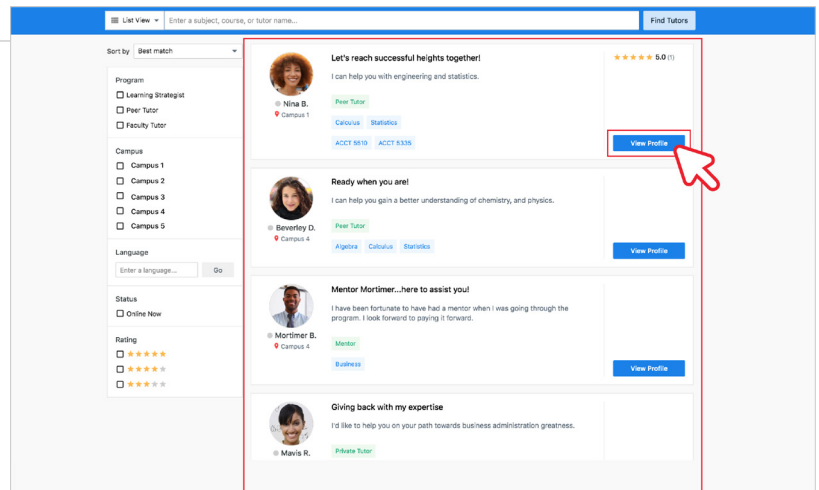
Students can expand tutor profiles to see their full description, availability, reviews, and more.

Step 1:

Scroll through tutor profiles that match your search

Step 2:

Click on 'View Profile' to view full profile



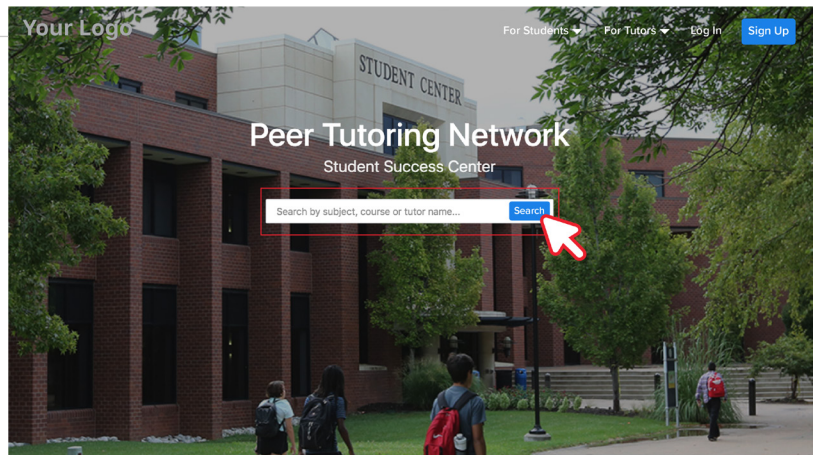
Schedule View

Starting Your Search

Students can search by subject or course code.

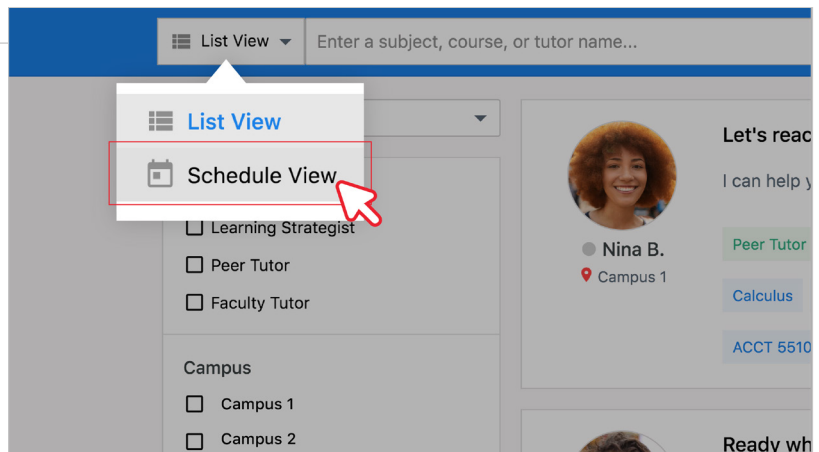
Step 1:

Click on 'Search' on homepage



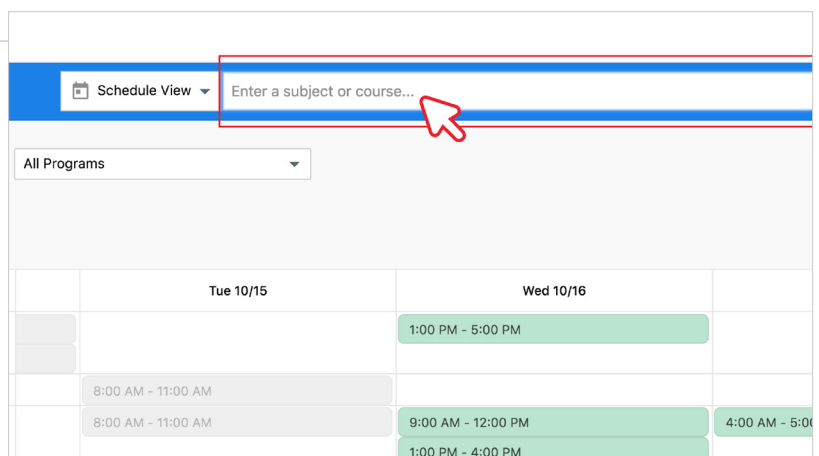
Step 2:

Click on dropdown and select 'Schedule View'



Step 3:

Enter a subject or course code into the search bar



Filtering Your Search

Students can filter their search for tutors by *campus* or *program*.

The screenshot shows the top part of the tutor search interface. At the top left is the text "Your Logo". Below it is a blue navigation bar with a "Schedule View" dropdown and a search input field containing "Enter a subject or course...". Below the navigation bar are two dropdown menus: "All Campuses" and "All Programs", both highlighted with red boxes. Below these is a date range selector showing "< Oct 13-19, 2019 >". The main content area is a table with columns for "Tutors" and "Tue 10/15". The "Tutors" column lists three tutors: Beverley D., Mortimer B., and Neilson S., each with a profile picture. The "Tue 10/15" column shows availability slots: a 1:00 PM slot for Beverley D., an 8:00 AM - 11:00 AM slot for Mortimer B., and an 8:00 AM - 11:00 AM slot for Neilson S. To the right of the table are three green buttons labeled "1:00 PM -", "9:00 AM -", and "1:00 PM -".

Viewing Tutor Profiles

Students can expand tutor profiles to see full description, availability, reviews, and more.

Step 1:

Click on tutor's name to view full profile

This screenshot is identical to the one above, but with a red rectangular box around the name "Beverley D." in the "Tutors" column. A red mouse cursor is pointing at the name.

The screenshot shows a tutor's full profile page. At the top is a large background image of a city street at night with neon signs. Below the image is a circular profile picture of Beverley D. Below the profile picture is the name "Beverley D." and "Campus 4". Below that is the text "Ready when you are!" and two buttons: "Message" and "Book Session". Below this is a section titled "Subjects" with three buttons: "Algebra", "Calculus", and "Statistics". Below that is an "Availability" section with a legend for "Available", "Drop-in", "Full / Booked", and "Expired". Below the legend is a calendar for October 2019. The calendar shows availability slots for each day of the month. A slot on Wednesday, October 16th, from 1:00 PM to 2:00 PM is highlighted in green.

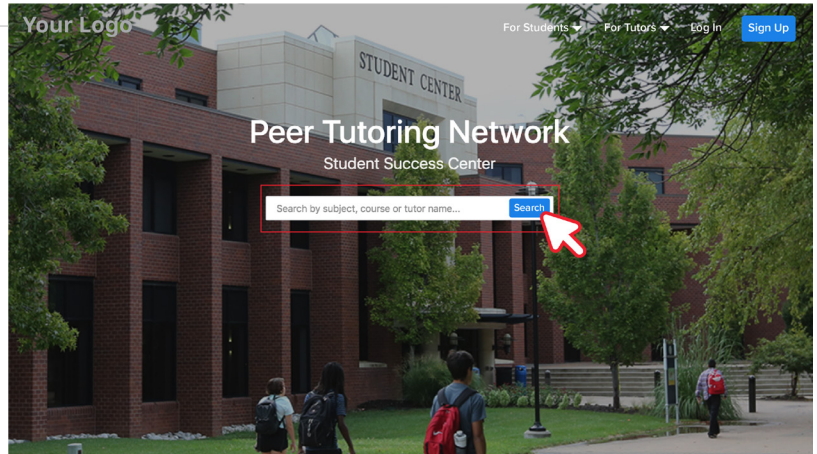
Booking a Session

In List View

Students can book a session with a tutor by searching and filtering in list view.

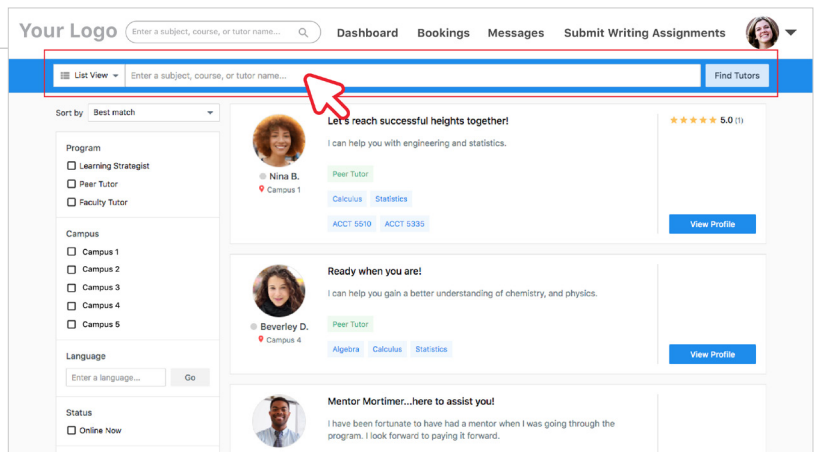
Step 1:

Click on 'Search' on homepage



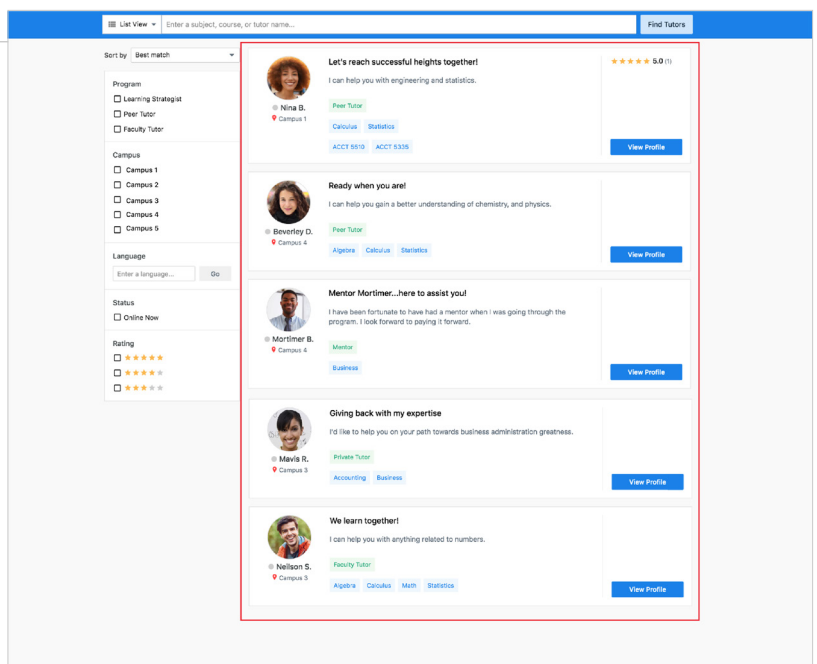
Step 2:

Enter subject, course code, or tutor name into the search bar



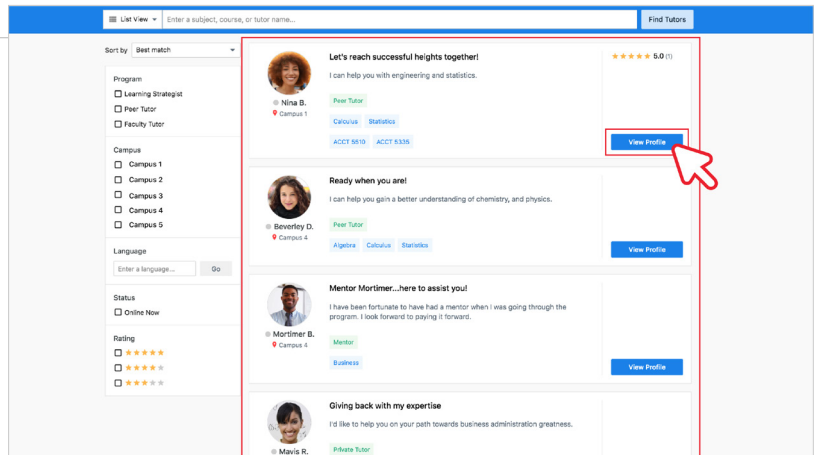
Step 3:

Scroll through tutor profiles that match your search



Step 4:

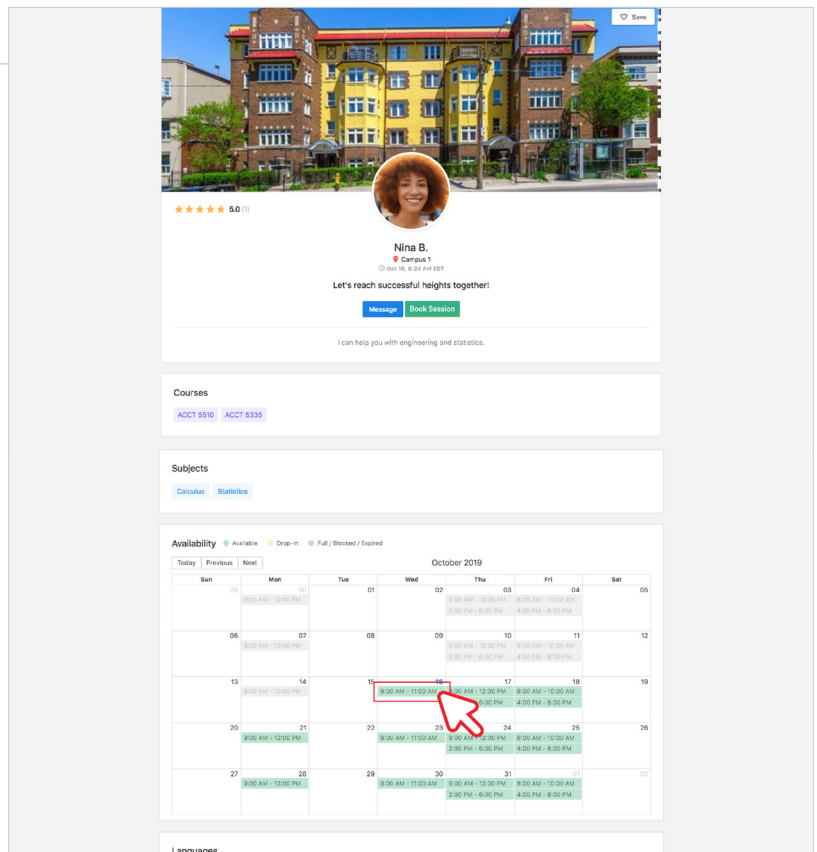
Click on 'View Profile' to view full profile



Step 5:

Scroll down to the tutor's availability calendar and select a time slot

- **Green time slots** indicate that the tutor is available for the full or partial length of the time slot.
- **Yellow time slots** indicate that the tutor is available for a drop-in session.
- **Grey time slots** indicate that the session is full or expired, or the tutor is unavailable for that time slot.

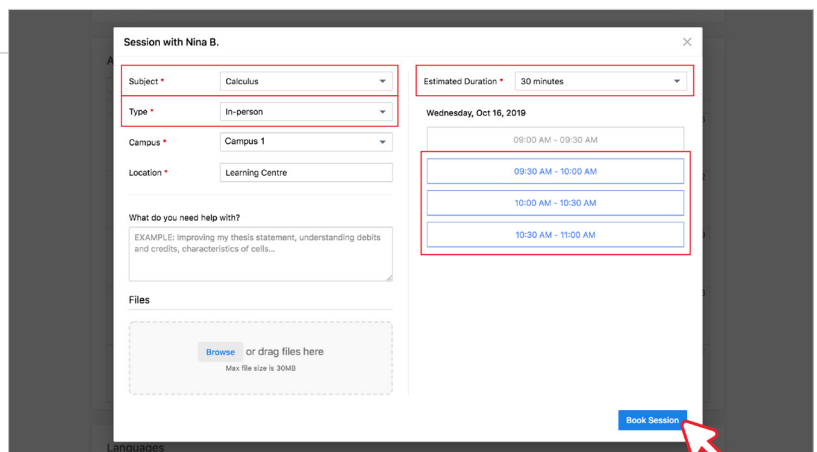


Step 6:

Fill out all required fields and select 'Book Session'

Note:

You may write out additional information or details in the text field, or attach file(s).

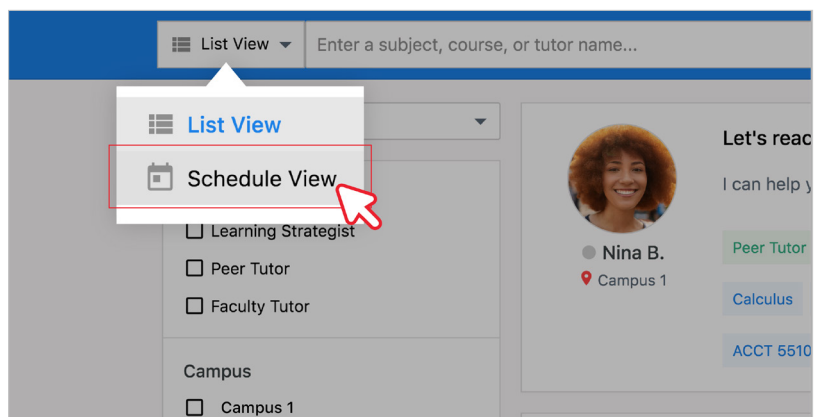
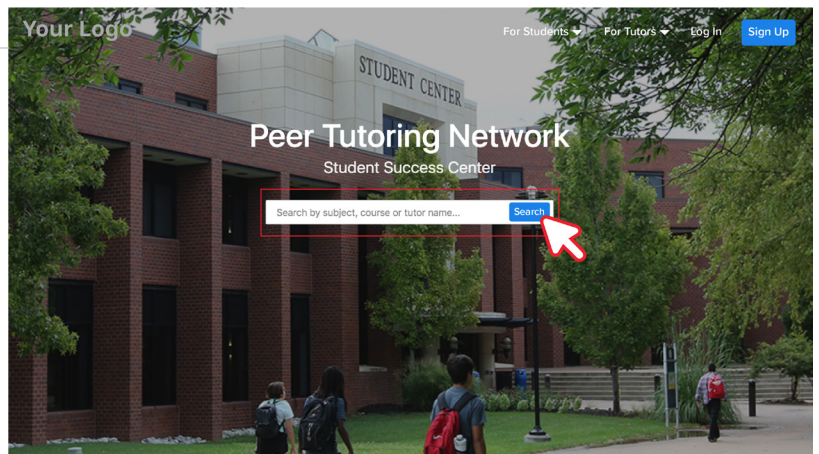


In Schedule View

Students can book a session with a tutor by searching and filtering in schedule view.

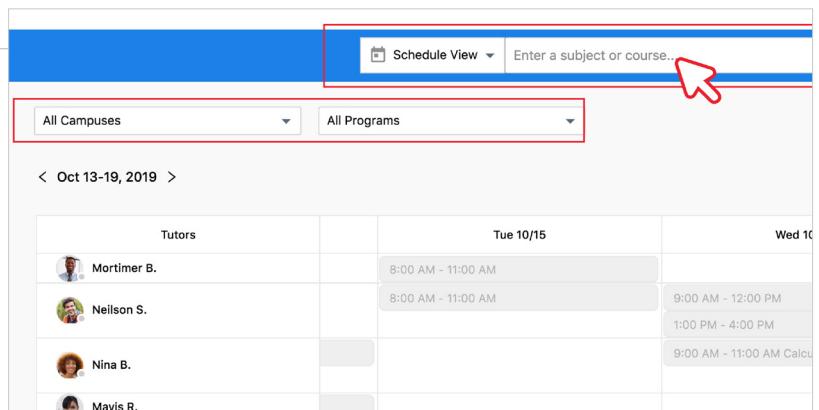
Step 1:

Click on 'Search' on homepage



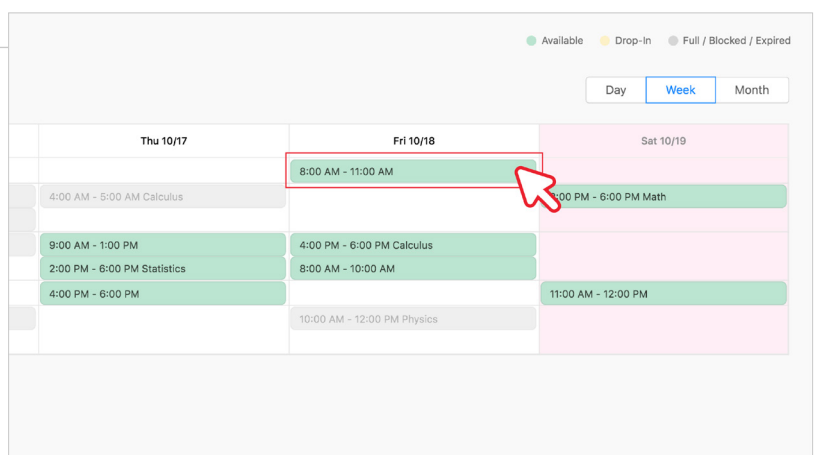
Step 2:

Enter subject or course code and specify program and/or campus if needed



Step 3:

Scroll through full availability schedule



Step 4:

Choose a tutor and time slot that matches your search

Step 5:

Select a time slot

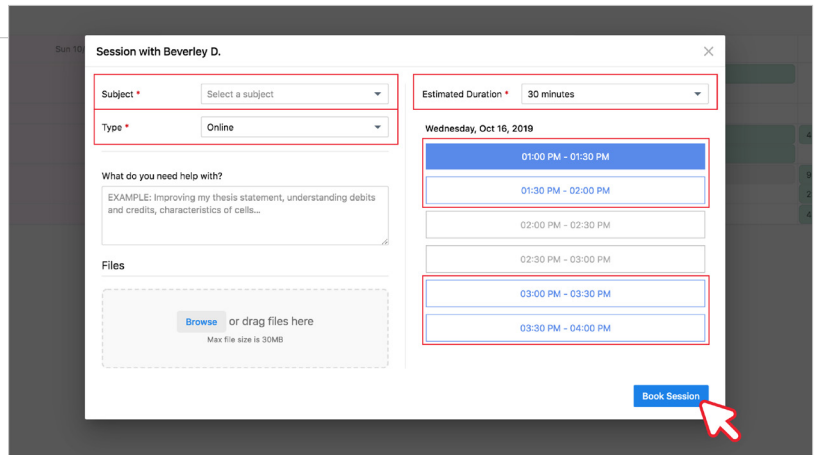
- **Green time slots** indicate that the tutor is available for the full or partial length of the time slot.
- **Yellow time slots** indicate that the tutor is available for a drop-in session.
- **Grey time slots** indicate that the session is full or expired, or the tutor is unavailable for that time slot.

Step 6:

Fill out all required fields and select 'Book Session'

Note:

You may write out additional information or details in the text field, or attach file(s).



Viewing Bookings

Via Bookings Calendar

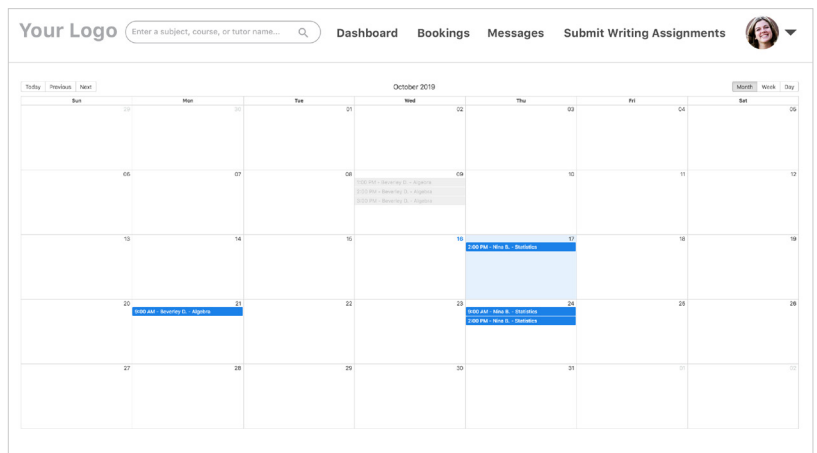
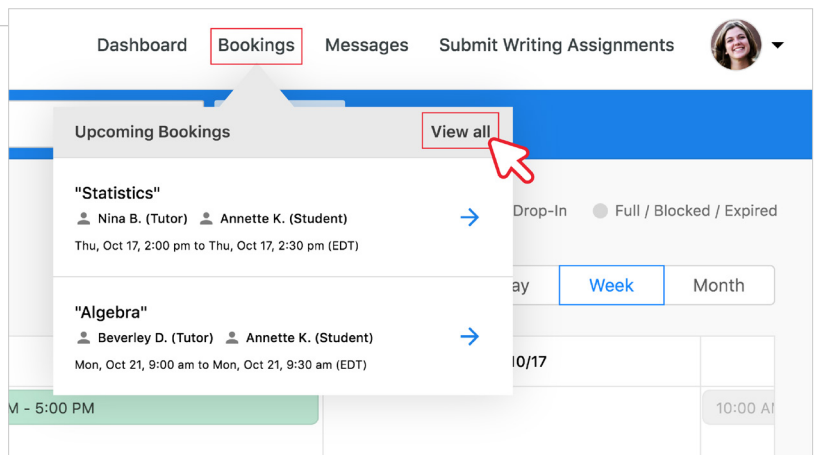
Students can view their past, pending, or upcoming bookings through their bookings calendar.

Step 1:

Go to 'Bookings'

Step 2:

Select 'View all'



Via Dashboard

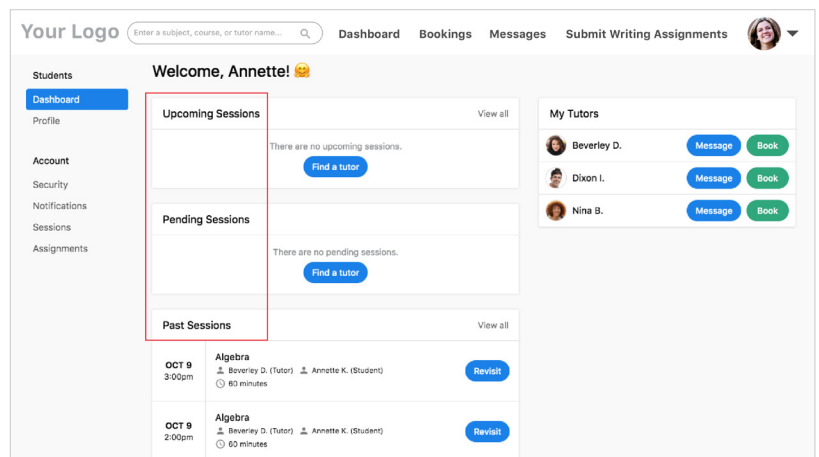
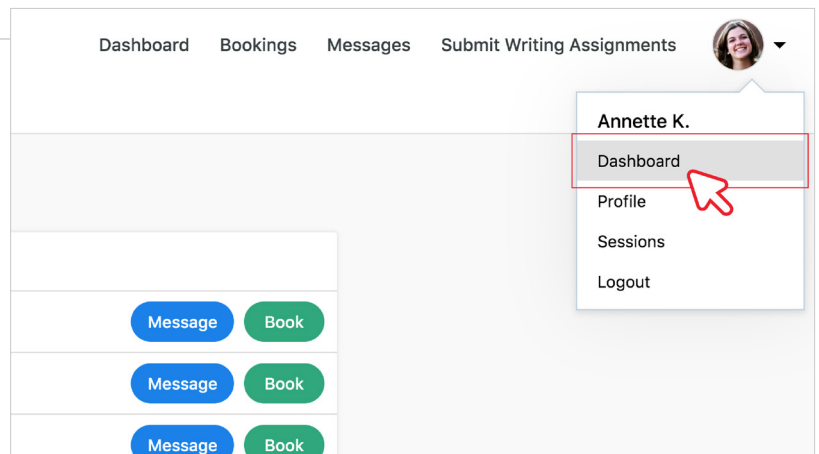
Students can view their past, pending, or upcoming bookings through their Dashboard.

Step 1:

Click on your icon

Step 2:

Go to 'Dashboard'



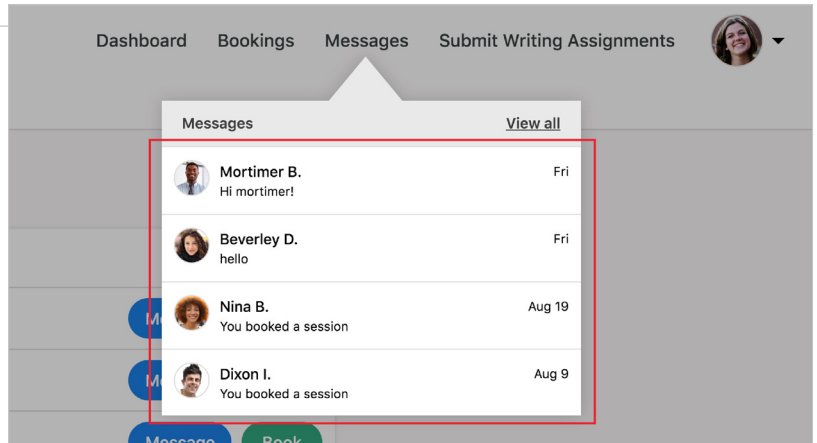
Communicating With Tutors

Messaging Tutors

Students can easily communicate with tutors through TutorOcean's built-in messaging system.

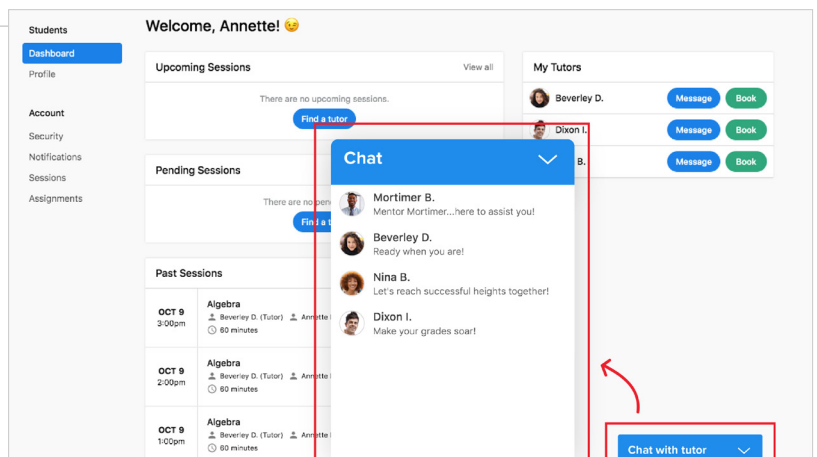
Option 1:

Message tutors via 'Messages' tab



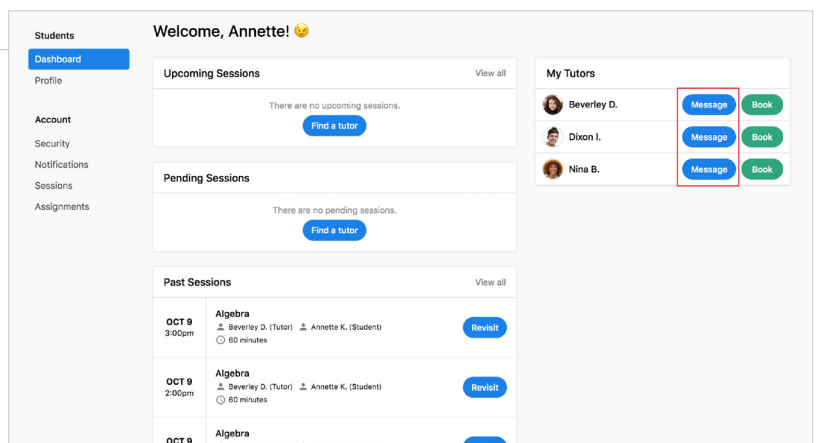
Option 2:

Message tutors via chat box messaging system



Option 3:

Message tutors via Dashboard



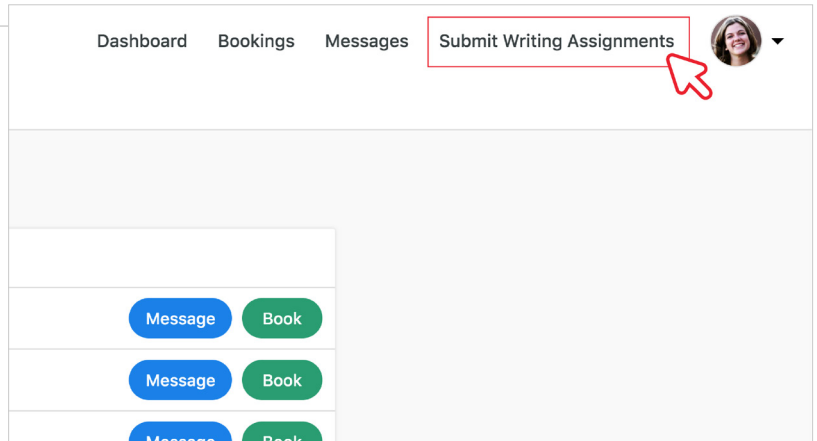
Assignment Help

Submitting an Assignment

Students can submit assignments for tutors to review and return.

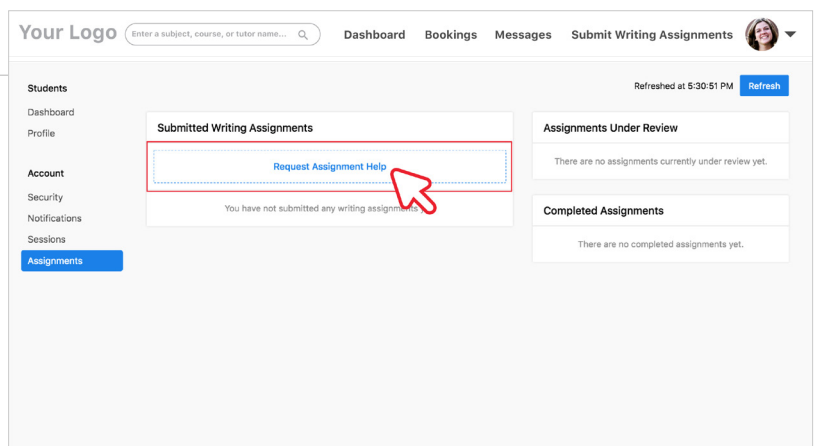
Step 1:

Go to 'Submit Writing Assignments'



Step 2:

Click on 'Request Assignment Help'



Step 3:

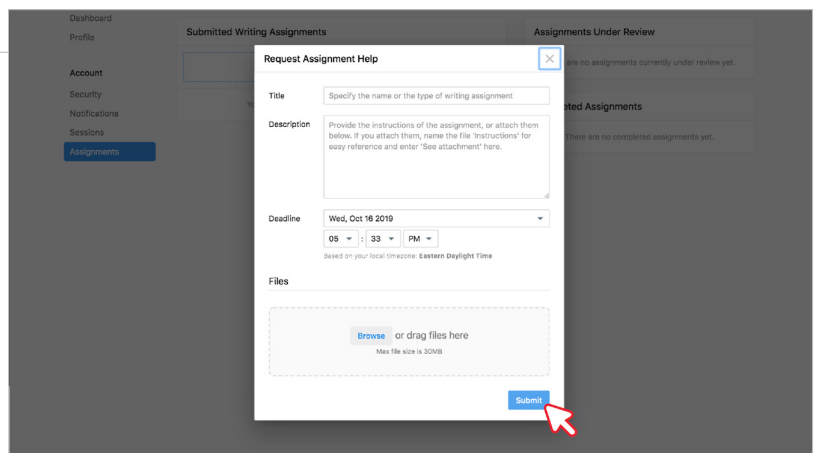
Fill out all required fields including title, description, and deadline

Step 4:

Attach at least one file to submit your assignment

Step 5:

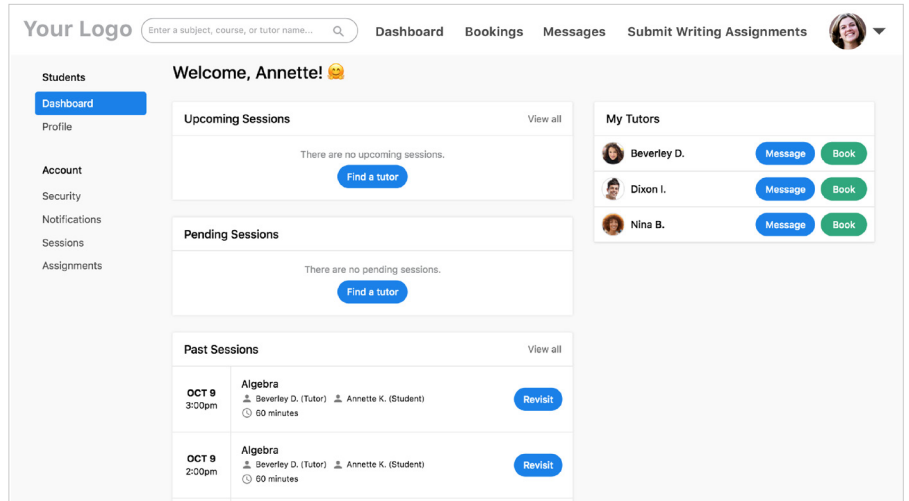
Select 'Submit'



Features

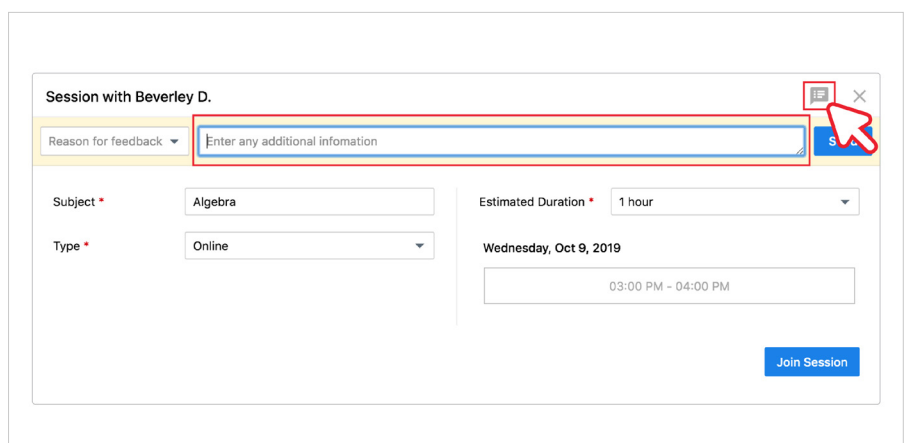
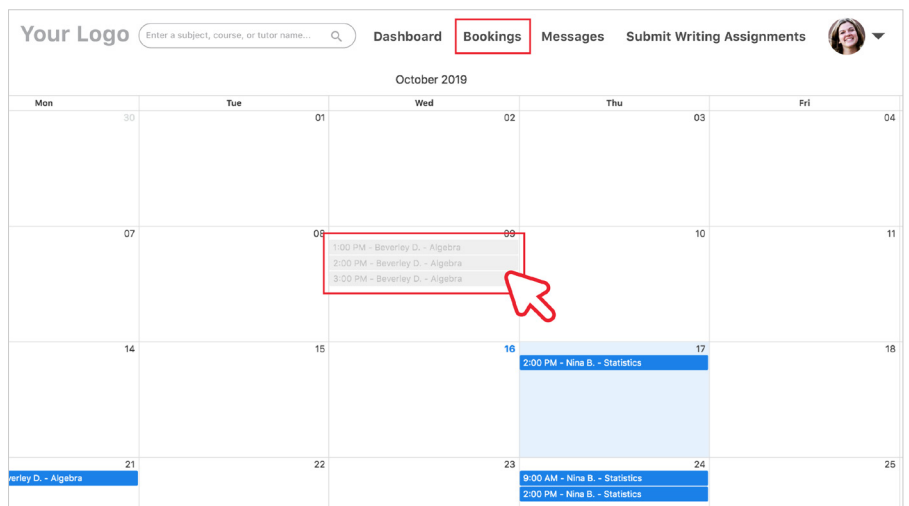
Dashboard

Students can use their Dashboard to see all upcoming, pending, past sessions, and their tutors. They can also use it to access their profile, security, notifications, and assignments.



Session Review

Students can provide and view feedback comments on past sessions.



Password

Changing Your Password

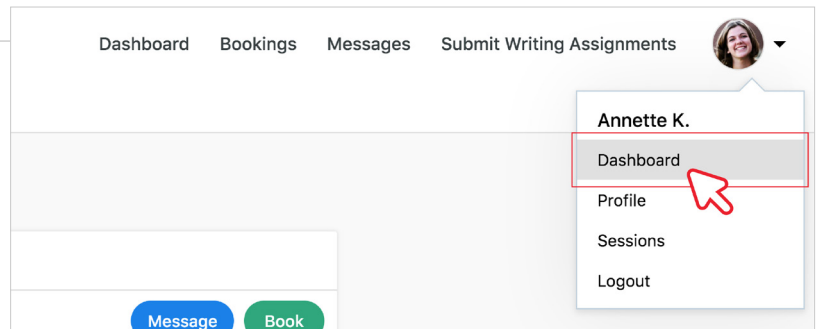
Students can change their password for personal reasons or security purposes.

Step 1:

Click on your icon

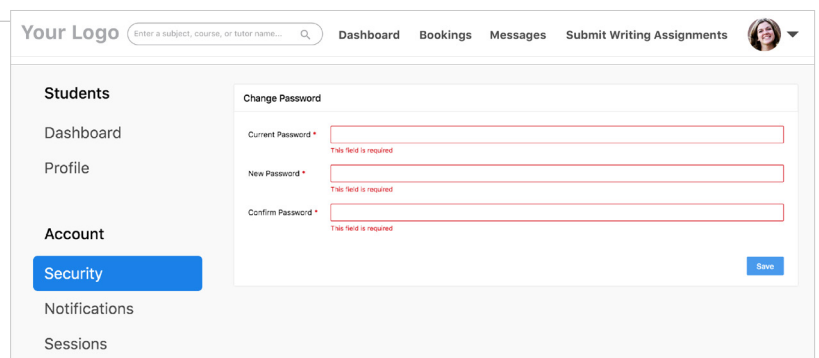
Step 2:

Go to 'Dashboard'



Step 3:

Select 'Security'



Forgot Your Password

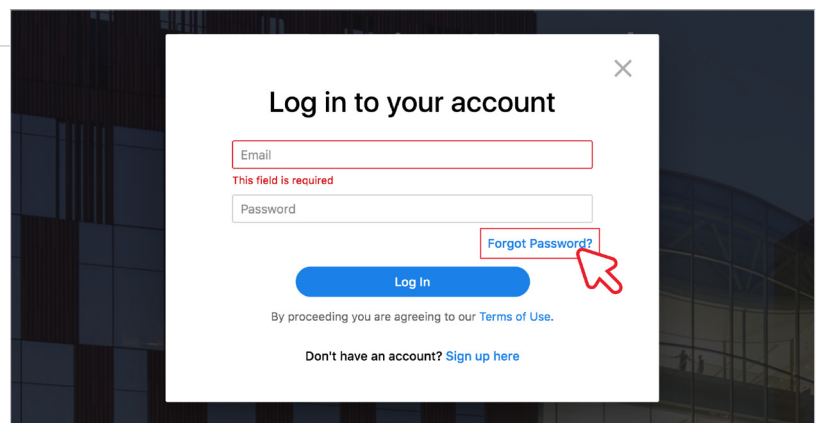
Students can reset their password if they have forgotten it.

Step 1:

Select 'Log in'

Step 2:

Select 'Forgot password?'

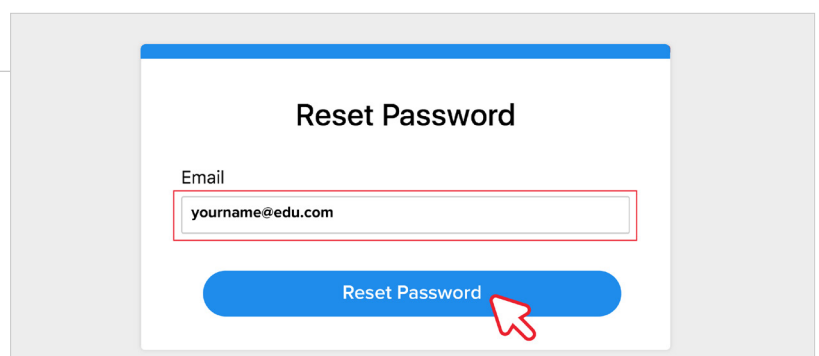


Step 3:

Enter the email associated with your account

Step 4:

Follow the steps sent to your email to reset your password



Support

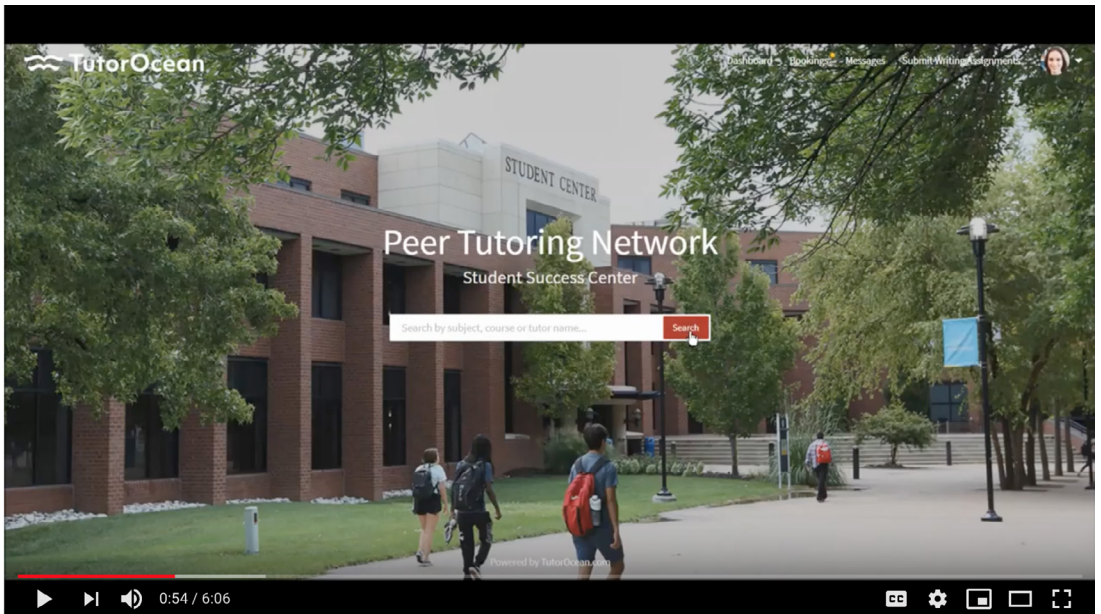
Live Webinar

TutorOcean's Customer Success Team wants you to join in their daily live webinars! These support sessions will be held every Monday through Friday from 2:00pm to 2:30pm EST. In these sessions, the team will go over the following key features of the platform and will use this time to answer any questions:

- Sign in/sign up
- Setting up a tutor profile
- Searching for a tutor
- Messaging tutors/students
- Booking a session
- Joining an online session
- Online session checks/preparation (system requirements, allowing browser, preparation cards, etc)
- Key features of the online classroom

The sessions will run for approximately 20 minutes with an additional 10 minutes for questions and answers. In order to attend a live webinar, visit the following link: <https://zoom.us/j/680544720?pwd=VjVSMW13Q2JxSHR>. See you there!

Video Tutorial: How to Use the Platform



Video Tutorial: How to Use the Online Classroom

