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.

Completing Your Profile

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

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
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).

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**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
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.
## 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’

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## 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
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. The meeting ID is 680 544 720 and password is 675130. See you there!
Video Tutorial: How to Use the Platform

Video Tutorial: How to Use the Online Classroom