



## Need Help With Writing?

### ❖ WORK WITH A TUTOR

Online tutoring is provided 24 hours a day, 7 days a week, enabling you to get the help you need, when you need it. Our on-demand tutoring is set up to help ensure little to no wait time and connects students with expert educators, one-on-one, in real-time. Students have the ability to drop-in to a live session on-demand or schedule an appointment ahead of time. All online tutoring sessions are archived and available for later use.

### ❖ SUBMIT YOUR WRITING

Our Online Writing Lab is designed to assist students to become stronger writers. You can submit your essay and writing assignments to the Writing Center and receive a detailed, personalized critique with direct feedback on how to improve your assignment. You can submit your assignments to the Writing Center 24 hours a day, 7 days a week. We strive to return all submissions within 24 hours.

### ❖ SUBMIT A QUESTION

Don't have time for a live tutoring session? That's okay! Submit your question to a tutor and receive a response within 24 hours.

## Need Help with Math, Science, or Business Courses?

Connect with a live tutor by choosing the subject area in which you need help under **Work With a Tutor**. Then use the whiteboard to start a chat session with a professional tutor and type your question. After you have typed your question(s) or problem(s), click the **Enter Question** button. You may have to wait a few minutes to get connected but once you do, you'll have the tutor's full and undivided attention! You can also share graphics & figures, office documents, PDFs, and other document types with the tutor using the "Share Document" button in the whiteboard. If the problem that you need help with includes a drawing or graphic, this tool makes it easier for you and the tutor to communicate.

## Technical Requirements

Minimum Operating System Version: Windows XP, Mac OS-X (10.4), Google Chromium, iOS, Android

Minimum Browser Version:

Windows - Internet Explorer 9, Firefox 12, or Google Chrome 20

Macintosh – Safari 5 or Firefox 12

Internet Connection: 56k or greater

Security: Cookies/Javascript enabled and pop-ups allowed for "smarthinking.com"

Technical Support Web: <http://www.smarthinking.com/support/customer-service/>

## Using the Whiteboard

There are a variety of special tools displayed across the top of the screen. Each of these is described below.



Clicking the **Text** icon allows you to type text in the whiteboard so that you can chat with the tutor. When you start a session, this function is already selected by default. Just click anywhere in the whiteboard that you want to type.



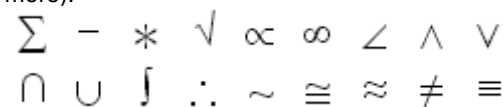
When your cursor is in a text box, you have access to an extended menu (the little triangle above the text box). Opening the extended menu gives you access to the **Subscript** function, the **Superscript/Exponent** function, the **Math Symbol Palette**, and the **Greek Alphabet**.



The **Superscript/Exponent** function (which can also be accessed by pressing the **Alt** and  $\uparrow$  keys simultaneously) moves the cursor into the “exponent” or “superscript” position. To move the cursor back to the normal position, click the **Text** icon again (or just press the **Alt** and  $\downarrow$  keys simultaneously).



Use the **Math Symbol Palette** to access any of these special math symbols (and many more).



The **Share Document** tool allows you to bring files to the whiteboard to share with your tutor. A variety of document types can be shared, including graphics files (to show the tutor a screen shot of your problem), MS Office docs, PDFs, and many others. This is helpful because you can show the tutor exactly what you're working on instead of just describing it only through text.



Instead of typing your question or expression or using the Math Symbols, you can use the Free Hand tool to simply write in the whiteboard as if you were using a pencil on a sheet of paper.

For more detailed information about how to use the various tools in the whiteboard, click the [Step by Step SMARTHINKING Student Handbook](#) link here or towards the bottom of your *Smarthinking* account page.

To see when live tutors are available to chat with you, click the [Live Hours](#) link here or on your *Smarthinking* account page (Please note that times are shown in Eastern Time).