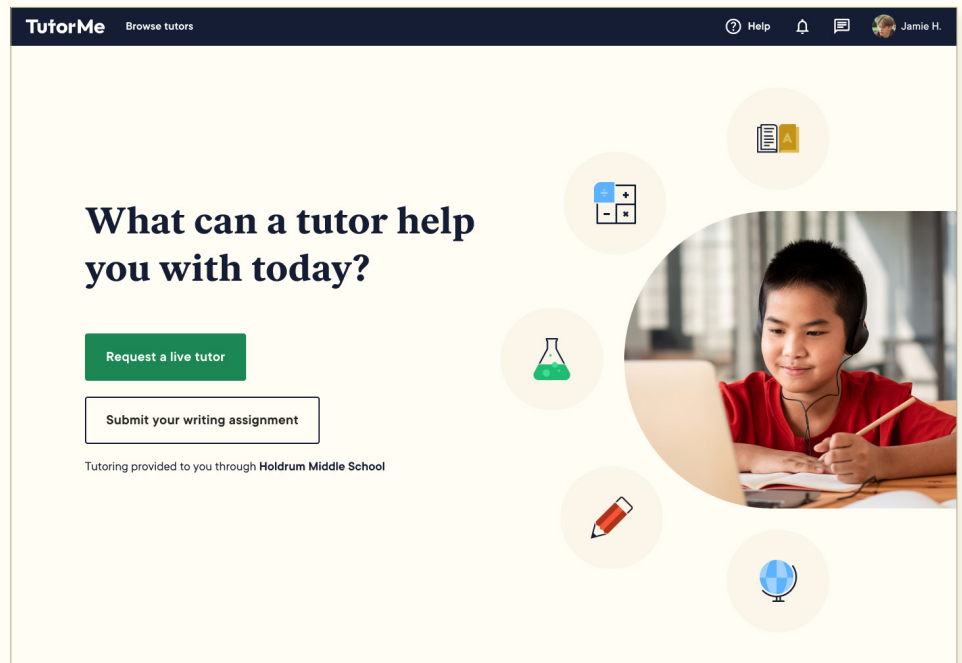# Getting Started with TutorMe

1. Log in

Students navigate to and log into TutorMe: Students log in through a school-specific link, TutorMe.com, or their student portal. The latter is facilitated through a seamless integration with an LMS like Canvas, Clever, Schoology, Classlink, and others.

2. Request page

Students select the type of tutoring they need: Once they've logged in, students see options to request a live tutoring session on-demand, recieve feedback on a writing assignment*, or browse tutors to request a session with their tutor of choice.

*if enabled for the account

What can a tutor help you with today?

Request a live tutor

Submit your writing assignment

Tutoring provided to you through **Holdrum Middle School**

3. Subject selection for on-demand tutoring

When a student selects "Request a live tutor", they are prompted to answer a few questions about the kind of tutoring they need. The student follows steps to fill out information about their grade (K–12 students only) and their curriculum area and subject of choice.

4. Assignment details to prepare the tutor

In the last step of the request process, the student is asked to describe the specific problem or assignment they need help with. Most students copy and paste text from an assignment into the text field, or upload a worksheet or screenshot/photo of their assignment.

The field for more information is optional, but highly recommended. The information entered here is used to find the right-match tutor for the student's request, as available tutors use the description to discern if they are a good fit. A clear, detailed description at this step of the process helps ensure a high-quality match while also allowing the tutor to hit the ground running when the live session starts.

As part of the final confirmation, students are reminded of TutorMe's Code of Conduct.

5. Match with the best-fit tutor

TutorMe looks for an available tutor whose subject-matter expertise aligns best with the student's request. This matching process typically takes around 2–3 minutes.

Once the student and tutor are matched, they enter the Waiting Room, where the student and tutor can introduce themselves before entering a live tutoring session.*

Starting in September, the Waiting Room will no longer be an additional step. Students will enter the Lesson Space right after they're matched with a tutor.

TutorMe

Finding you a tutor...

We typically find a right-match tutor within minutes.

Get ready for your live session by finding a quiet place and preparing to share your questions or materials with the tutor.

Cancel request   Pause animation
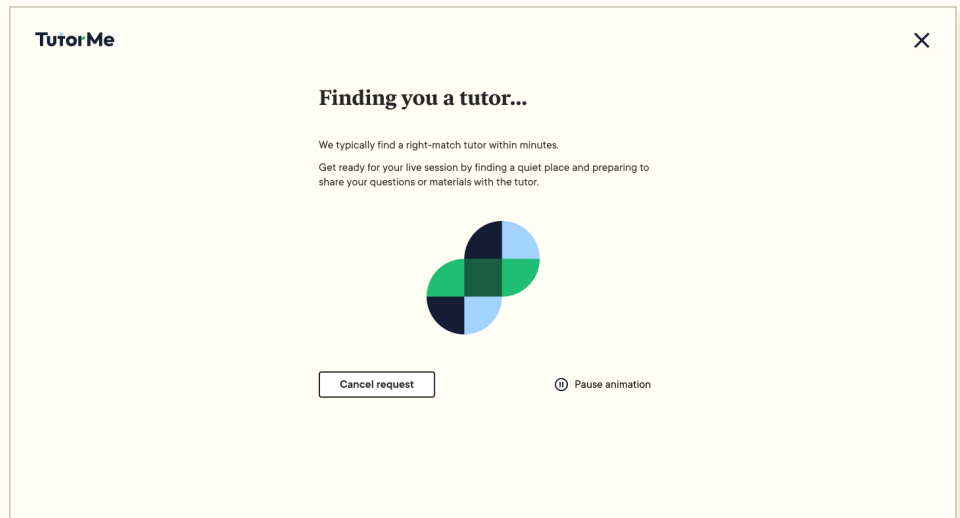
6. Live, 1:1 tutoring session

Once the student is matched with a tutor, they enter the Lesson Space to start their live tutoring session. TutorMe's interactive Lesson Space replicates all the best parts of in-person learning; including face-to-face collaboration via opt-in audio and video chat. Students and tutors work together using learning tools like virtual whiteboards and a text editor to reach a deeper understanding of course material and achieve academic goals.
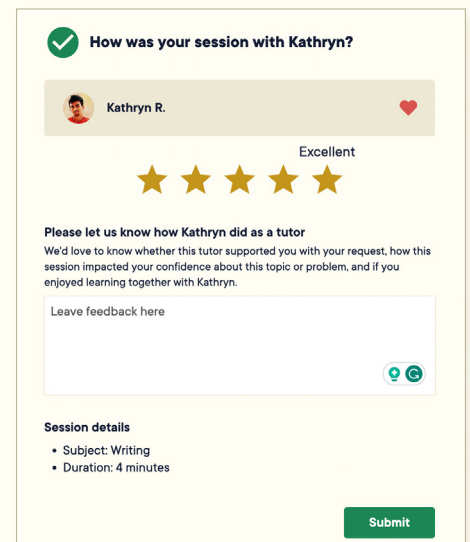

$$a^2 + b^2 = c^2$$
$$6^2 + 8^2 = x^2$$
$$36 + 64 = x^2$$
$$\sqrt{100} = \sqrt{x^2}$$
$$10 = x$$

what is x?
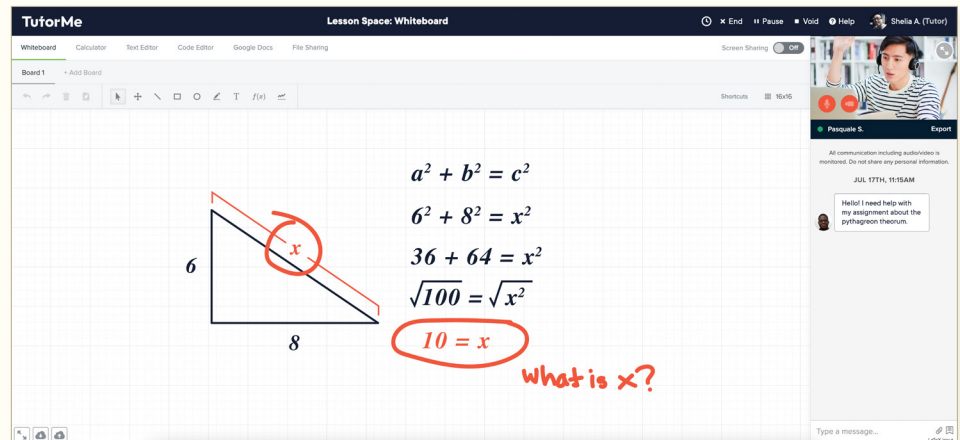
7. Session rating and review

When the student exits the session, they will have the option to rate the session and leave an optional review. They can "favorite" the tutor and find their session back in the "My tutoring history" tab.

Favoriting a tutor adds that expert to a list on the student's request screen, allowing the student to easily connect with that tutor in the future for repeat sessions.

Our platform automatically flags any sessions that receive ratings of three stars or fewer. Our Customer Experience Team reviews all low-rated sessions and follows up with tutors and students to resolve any issues.

Students can easily review their lightbulb moments in any past session by clicking on their name in the right corner and navigating to "My tutoring history".

How was your session with Kathryn?

Kathryn R.

Excellent
★ ★ ★ ★ ★

Please let us know how Kathryn did as a tutor
We'd love to know whether this tutor supported you with your request, how this session impacted your confidence about this topic or problem, and if you enjoyed learning together with Kathryn.

Leave feedback here

Session details
- Subject: Writing
- Duration: 4 minutes

Submit

Bonus: Browse tutors

Students also have the option to browse tutors of their selected subject to find one that matches their preferences.

Through the Browse tutors page, students can search for a subject, apply any filters, and review the profiles of the tutors. They can send the tutor of their choice a message to ask a question or discuss a day and time for a future session. When the tutor is online, they can click on "Start a session" to enter the Lesson Space for live, 1:1 support.