

# Getting Started with TutorMe

## 1. Log in

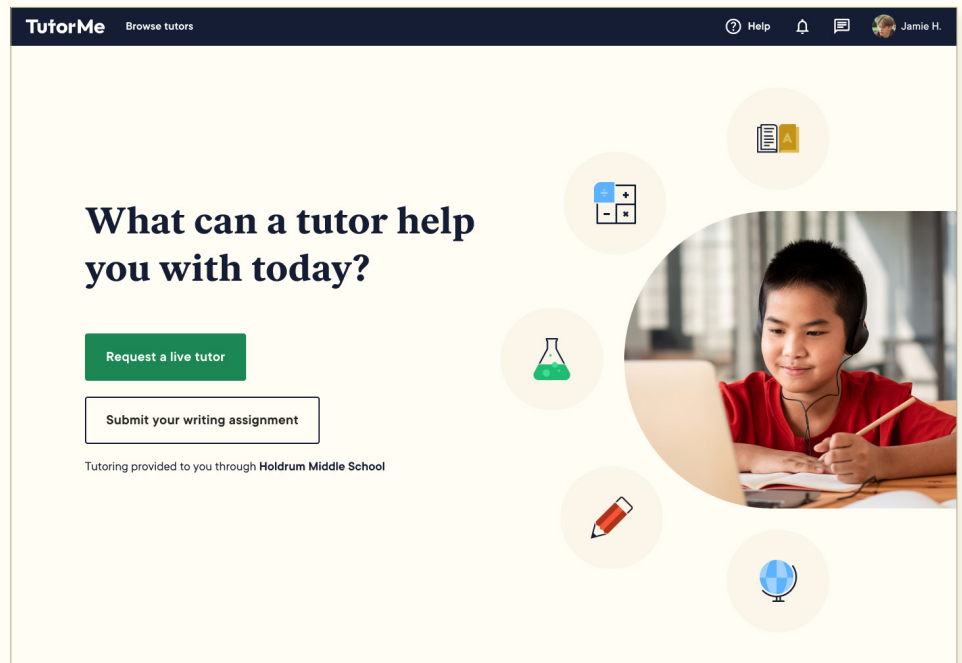
**Students navigate to and log into TutorMe:** Students log in through a school-specific link, TutorMe.com, or their student portal. The latter is facilitated through a seamless integration with an LMS like Canvas, Clever, Schoology, Classlink, and others.



## 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, receive feedback on a writing assignment\*, or browse tutors to request a session with their tutor of choice.

*\*if enabled for the account*



### 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.

The screenshot shows the TutorMe interface for Step 2 of 5. The title is "What subject area do you need help with?". There are seven radio button options arranged in two columns: Math, Spanish, English Language Arts, Computer Science, Science, and Another subject in the first column; and Social Studies in the second column. Each option has a small icon representing the subject. At the bottom, there are "Previous" and "Next" buttons.

### 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](#).

The screenshot shows the TutorMe interface for Step 4 of 5. The title is "Let your tutor know how they can help you (optional)". There is a large text input field. Below it, an example text is provided: "Example: I need help with my math homework. I don't understand how to multiply 3 digit numbers." Below the text field is a section for "Upload a file (optional)" with a "Drag a file here or browse to upload" button. Below that, more examples are provided: "Examples: a photo of your notes, a PDF of practice questions for an upcoming test, a screenshot of your homework. You can upload up to 3 files." At the bottom, there are "Previous" and "Next" buttons.

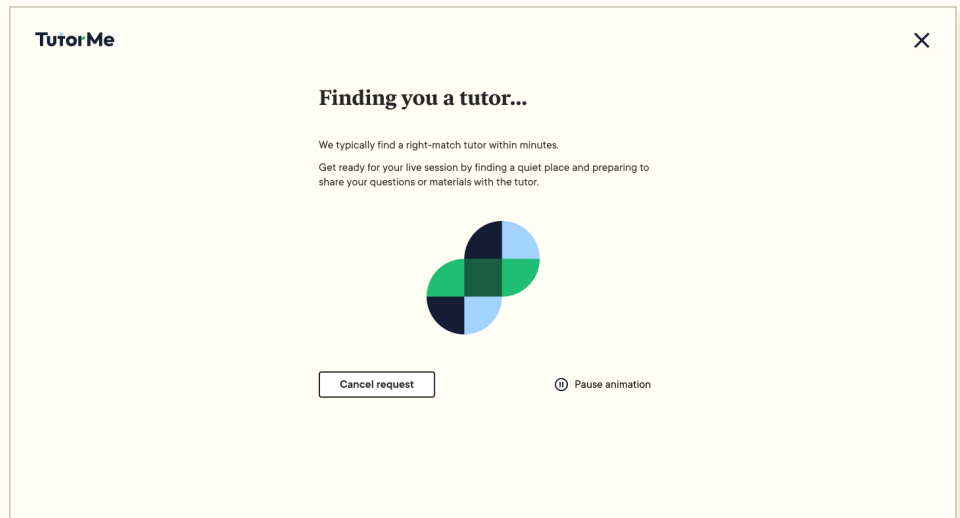
The screenshot shows the TutorMe interface for Step 5 of 5. The title is "Are you ready for your tutoring session?". Below the title, there is a paragraph of text: "When you click the button below, we'll find you a tutor who can help with your request. You can chat with them as soon as the live session begins. Please remember that it's **not allowed to ask for help on a test or quiz**. Students who don't follow our [Code of Conduct](#) may get suspended from our platform." At the bottom, there are "Previous" and "Request a tutor" buttons.

## 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.

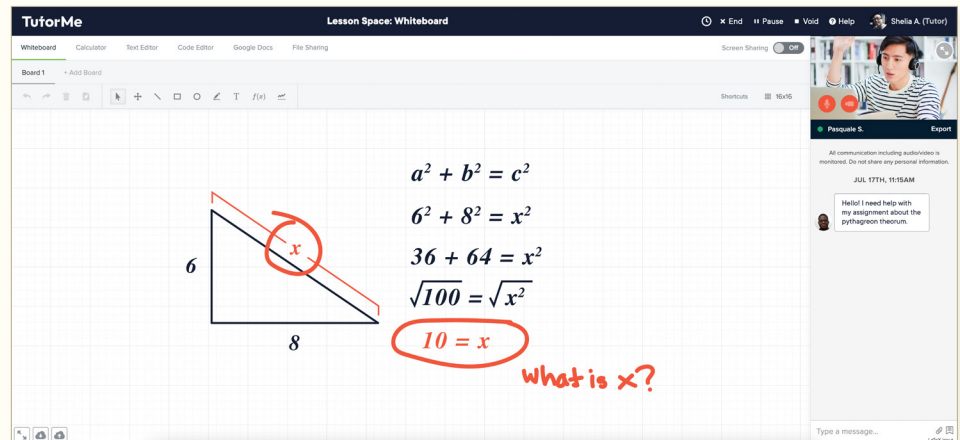
Once the student and tutor are matched, they enter the Waiting Room, where the student and tutor can introduce themselves before entering a live tutoring session.\*

*\*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.*



## 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.



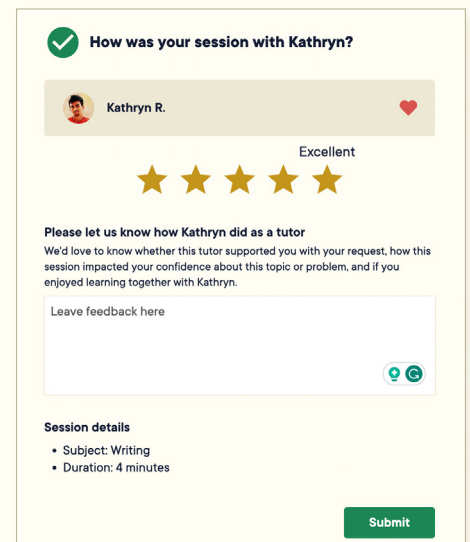
## 7. Session rating and review

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”.



## 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.

The screenshot displays the TutorMe interface for browsing tutors in Basic Chemistry. The top navigation bar includes the TutorMe logo, 'Browse tutors', and user options like Help, a notification bell, a chat icon, and the user's name 'Will H.'. Below the navigation bar, a breadcrumb trail reads 'Browse Tutors / Physical Sciences / Basic Chemistry', followed by the main title 'Basic Chemistry tutors'. On the left, a 'Filter by:' sidebar contains several sections: 'CURRICULUM AREA OR SUBJECT' with a search box and a breadcrumb path from 'All subject areas' to 'Physical Sciences' to 'Basic Chemistry'; 'TUTORING LANGUAGE' with checkboxes for Hmong (1), Spanish (2), and Vietnamese (1); 'AVAILABILITY' with a checked box for 'Online now (37)'; and 'FAMILIARITY' with a checked box for 'Tutors I've worked with before (2)'. The main content area features a list of tutor profiles, each with a circular profile picture, a 'View profile' button, a name, a brief bio, and subject areas listed in blue pills. The visible profiles are: Sean M. (Professor of Psychology and Part-time Counselor at Bunker Hill Community College, subject areas: Spanish, Social Sciences, Math, English Language Arts; tutoring languages: Spanish, Hmong, Vietnamese); Skylar T. (Knowledgeable Harvard student, subject area: Physical Science); Gerald L. (Tutor with 5+ years background and extensive math and medical science experience, subject area: Physical Science); and Ravendra H. (partially visible). A 'Recent tutors' button is located at the bottom right of the list.