



### What is TutorMe?

**TutorMe** is an online tutoring platform that allows students to connect with a live tutor 24 hours a day in over 300 subjects, right from their home. Their network of over 10,000 verified tutors are ready to help with any question, no matter how big or small. Additionally, students can submit a paper on TutorMe’s Writing Lab and receive detailed feedback in less than 12 hours.

### Who are the tutors at TutorMe?

Tutors are highly vetted and background-checked. 78% of TutorMe tutors hold an advanced degree and all tutors complete a training with TutorMe that aligns to CRLA Level One, the college-level tutoring standard. They are subject experts in multiple fields and work with many student levels.

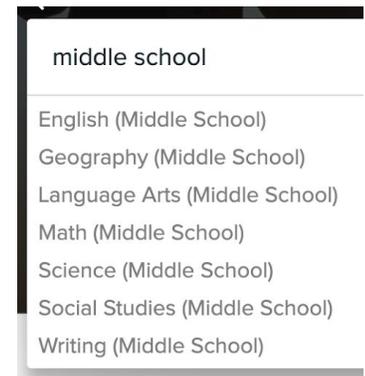
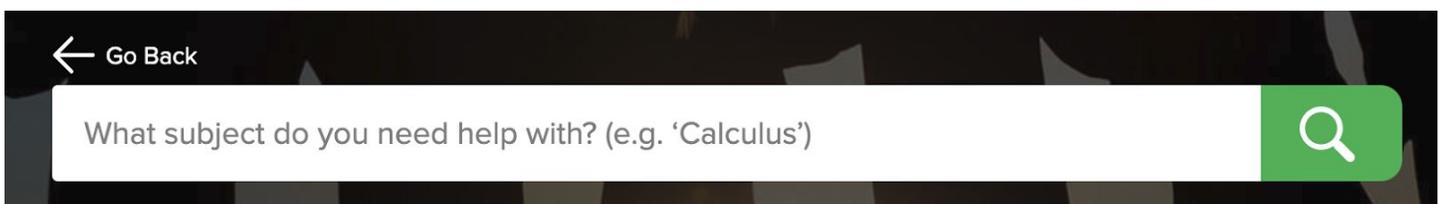
### How does my student access TutorMe?

To access TutorMe, students sign in to Clever and tap, “TutorMe.”

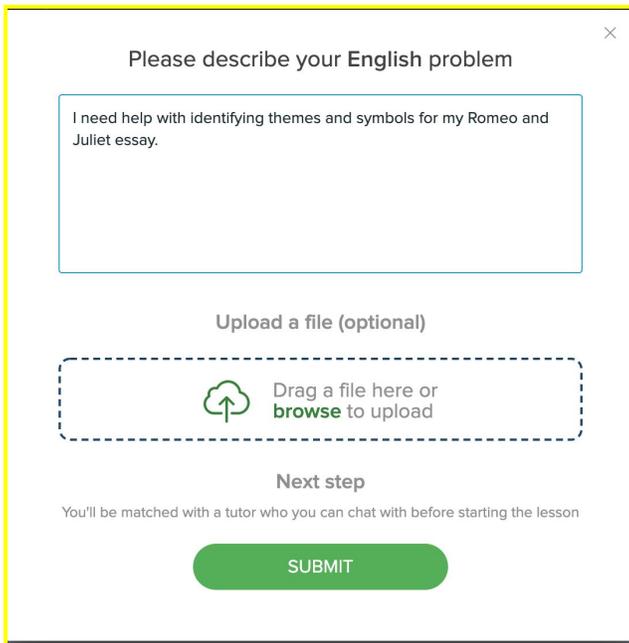
### How does my student find a tutor?

When they have clicked on the TutorMe app, students can choose the green button that indicates “Connect with a Live Tutor” or “Writing Lab: Get Writing Help.” Most students will wish to connect with a live tutor.

Once they have clicked that connection, they will be asked to type a subject into the search bar. High school students can simply type in the subject they need help with - ‘calculus’ or ‘US history,’ for example. Elementary and middle school students can begin their search with the words ‘middle school’ or ‘elementary’, and a list of subjects will come up.



They will then be asked to add information about the specific assignment they need help with. If your student is a 6th grader and needs help with English, for example, they can write 'I am a 6th grader and need help with my English homework'. They can also upload any assignment they have from their teacher on this screen:

A screenshot of a web form titled "Please describe your English problem" with a close button (X) in the top right corner. The form contains a text input field with the text "I need help with identifying themes and symbols for my Romeo and Juliet essay." Below the text field is a section for file uploads, labeled "Upload a file (optional)", which includes a dashed border and a green upload icon with the text "Drag a file here or browse to upload". At the bottom of the form, there is a "Next step" section with the text "You'll be matched with a tutor who you can chat with before starting the lesson" and a green "SUBMIT" button.

Once a student has been connected with a tutor, the tutor and student can use chat, enable and use audio or video, share screens and work together in a shared learning space.

### **What should I do if my student has trouble accessing a tutor or has trouble logging in?**

Click on the chat support icon on the first screen (the 'Connect with a Live Tutor' screen). The chat button is on the bottom right hand of the screen.

### **How do I know what is happening online with my student?**

All lessons and messages on the TutorMe site are monitored and recorded. Administrators from your school can access the transcript and lesson space from the lesson itself. Students and tutors also have the opportunity to rate each other when the session is complete, so that each has feedback on how the lesson was.

### **What if my student really likes a certain TutorMe tutor?**

Students can 'favorite' the tutors that they like, so that they can easily see which ones they would like to work with again. The favorited tutors will appear on the right hand side of the screen when your student logs in; your student will also be able to tell if that tutor is online now.

### **Can I schedule a session in advance?**

Students or parents can chat directly with a tutor through the TutorMe platform to arrange a time to meet. TutorMe rules require that students and tutors always use the TutorMe platform to communicate, for everyone's safety.

### **Do you have videos to watch about how to login and access a tutor?**

A video is available with directions on how to login. Click [here](#) to see it.