# Tutor Quick Start Guide

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## Where and how to Login

### Your Login Credentials

In order to login to **Accudemia** you'll need the following credentials:

1. **User ID** - This is typically your existing Student ID or Employee ID.
2. **Password** - This is what you'll need to sign-in, login, and manage your school's **Accudemia** account and will be provided by your **System Admin**.

### Where to Login

This is the website that your school uses to login to **Accudemia** and typically is formatted like following: http://<myschool>.accudemia.net

As noted above the **<myschool>** part of the website above and **User ID/Password** will typically be provided by your school's **Accudemia System Administrator**. Click here to learn how to contact your **System Admin**.

## How to Sign-in for Work Hours

### Sign-in for Work Hours

To Sign-in for work you must do this at a designated **Sign-in Station** that your **System Administrator** has setup. Unlike a **Student** sign-in you'll be asked to provide your password.

If you are both a **Student** and a **Tutor** you will be prompted to choose the kind of Sign-in you are doing at this time like shown below:

Realize that if you are doing a **Student** Sign-in you can simply click the “Sign-in as a Student” option without a password as a typical **Student** would.

### Forgot your password?

If you forgot your password but know your **User ID** and **Email** that is associated with your **Accudemia** account you can go to your school's **Accudemia** website (http://<myschool>.accudemia.net)or at a designated **Sign-in Station** onsite and click the **Forgot my Password** link. You'll then receive and e-mail message with instructions to follow to reset your password.

Watch this brief video to see how it is done:

As noted above the **<myschool>** part of the website above and **User ID** will typically be provided by your school's **Accudemia System Administrator**. If you are still having trouble logging into Accudemia then Click here to learn how to contact your **System Admin**.

# Center Management

## See "Who's In?"

**Purpose**: To see what **Students** are Signed-in.

***Where to Access***: ***Center Attendance*** > ***Who's In?***

This screen allows you to quickly see what **Students** are signed into the **Centers** you've been given access to manage.

Notice the filters for **Centers** and **Subject Areas** if you want to see **Who's In** for specific locations and courses.

## Sign-In/Sign-Out Students

### Bulk Sign In

**Purpose**: To add sign in sessions for students manually.

***Way to Access***: ***Center Attendance*** > ***Sign In/Sign Out*** > ***Manual Sign In***

Use this screen to sign students in manually. It is highly useful when students forget to sign in or couldn't sign-in because the system was off line or the tutoring session took place outside of the center. Here are the steps for signing a student in:

1. Select the Sign In date and time
2. Select the center from the "Center" drop-down box. Option is possible for College Administrator

only. The Center Administrator will be shown his the assigned center.

3. Select the Subject from the “Subject” drop-down box.
4. Select the tutor from the “Tutor” drop-down box.
5. Select the instructor from the “Instructor” drop-down box.
6. Select the service.
7. Select the student or students.
8. Click on “Bulk Sign In”. You will see a confirmation message. The Signed In students will disappear from the list.

#### Bulk Sign Out

Purpose: To sign students out manually.
Way to Access: **Center Attendance** > **Sign In/Sign Out** > **Manual Sign Out**

On some occasions, you may want to sign students out manually. This might be because a student forgot or neglected to sign out, or because it’s closing time and you want to sign everyone out quickly.

You see a list with the students who are signed in at present. To sign students out, follow these steps:

1. Select the students you want to sign out.
2. Select the sign-out time or the duration period
3. Click on the “Bulk Sign Out” button.

When the sign out process is completed, a confirmation message appears and the signed out students disappear from the list.

#### Bulk Sign In/Out

Purpose: To sign students in and out at the same time manually.
Way to Access: **Center Attendance** > **Sign In/Sign Out** > **Manual Sign In/Out**

This screen enables you to sign the student in and out at the same time. This feature is useful for entering visits from a sign-in sheet or off-site meetings for example.

To sign students in and out, follow these steps:

1. Select the Sign In date and time
2. Select the Sign Out date and time
3. Select the center from the “Center” drop-down box. Option is possible for College Administrator only. The Center Administrator will only be shown his assigned center.

4. Select the subject from the “Subject” drop-down box.
5. Select the tutor from the “Tutor” drop-down box.
6. Select the instructor from the “Instructor” drop-down box.
7. Select the service.
8. Select the student or students.
9. Click on “Bulk Sign In/Out”. You will see a confirmation message.

## Manage My Sessions

### Session Logs

**Purpose**: To enter comments on sign-in sessions and modify session records.

***Way to Access**: **Center Attendance** > **Session Logs***

#### Using the Search

You will see a search button on this grid, use it to restrict the record search to a certain time period by entering the **From** and **To** dates. You can also restrict the viewed records to a certain center (if you are a college administrator) and also search for records that have session comments. Clicking on the “Search” button brings to the forefront a search tab (which you can access directly by clicking on it as well). Use the grid ordering and filtering functionality (clicking on the column headers) to order the list by Student, Course, Tutor or Instructor and also to further filter down information

#### Entering or Editing Comments

If you wish, you can enter comments on each sign-in session Accudemia records. This is handy if you want to keep a journal of each sign-in session. For example, if you have a tutoring center, tutors can use this feature to keep track of what they did during their meeting with each student. This would serve as a progress tracker for tutors, a method for tracking meetings for administrators, and as a record for the center. To view a comment, simply highlight the session by clicking on it and click on the “Comments” button.

A small icon is shown next to the student names in the grid if a comment was added to the session.

#### Editing a Session

To edit a Session, first select the log by clicking on it, and then click on the “Edit” button. Now you can edit the Date, Time, Subject, Tutor, Instructor and Services.

#### Tutoring Assessment

In this section you can create the evaluation form that a tutor can complete about the progress of the student in this current session. This can actually be a series of questions you come up with to evaluate the students progress, inquire about each session, and more.

This section will only appear if your System Admin created a Tutoring Assessment. Always check with you System Admin on their procedures. Click here to learn how to contact your **System Admin**
If you don't have a **Tutoring Assessment** available then you may need to pass the following information to the Center Admin.

#### How an Admin will Create a Tutoring Assessment

**Purpose**: This allows **Tutors** to complete a quick survey about the session.

***Way to Access***: ***Center Attendance*** > ***Tutoring Assessment***

Once you have access to create a **Tutor Assessment** you can create your own Title (What tutors will select from), description, questions and answers.

A questionnaire can have multiple pages. You can add or delete pages. For a question you can define the text to be displayed (you can use colors and various fonts), the type of question, if they are required and then answer choices if the question is multiple choice. When you select multiple choice, a new check box will be display with the option to allow multiple responses. You can move the questions up or down within a page. You can also move the questions up or down.

***Note****: Notice this is very similar to survey creation.*

Use the Preview option to verify the presentation of the Tutor Assessment.

## Manage My Appointments

**Purpose**: This module schedules appointments between a **Student** and a **Tutor**. Options such as **Edit**, **Cancel**, **Void**, and **Re-Schedule** helps you manage your records easily.

**Way to Access**: **Center Attendance** > **Appointments**

If your **System Admin** has not setup the Appointment **Rules**, **Restrictions**, and **Settings** please have them visit: Administration > Control Panel > Tracking Settings > Appointments

#### New Appointment

Purpose: To Schedule student-tutor appointments.
Way to Access: **Center Attendance** > **Appointments** > **New Appointment**

Use this module to schedule appointments between student and tutor using Open Slots selectors. Students, Tutors and Authorized Administrators.

Use “Show Filters” to display available Tutors to set the appointment.
**From** / **To**: To filter the Start and End date of the appointments.
**Center**: To filter by center.
**Tutor**: Type the Tutor's Name, it will display a list with the matched tutors.
**Subject Area**: Type the Subject area , it will display a list with the matched subject areas available at

Accudemia. Click the**Search** button to start filtering.

When Accudemia founds out the available tutors it displays two main sectors:

- References: It displays a Color Reference items. The color shows the availability level.
- Search Results: It displays a list of tutor's boxes. Click on the boxes below to view the schedules.
    - It will display a **New Appointment** pop up window.
    - Follow the steps to set an appointment.
    - Click the **Accept** button to finish setting the appointment.

After you set the appointment, the schedule will change its color depending of Tutor's maximum attendees availability. It will also display the number of appointments set with the tutor over that time block.

If there is not available tutors Accudemia will display the following text: “Sorry, no open slots were found with the specified criteria. Please specify a filter criteria and click on Search.”

### View Appointments

Purpose: To view, cancel, edit or void scheduled appointments between a student and a tutor in a list or schedule (calendar) format.
Way to Access: **Center Attendance** > **Appointments** > **View All**

If you are logged in as a college administrator you will able to view scheduled appointments for all tutors and students. You can use the search feature to view appointments from a specific student, tutor, or center. You may also use the search feature to view canceled and voided appointments.

#### Appointment Status

After an appointment has been scheduled, its status will automatically change from upcoming, to taking place, and finally to a past appointment as long as the student signs in as scheduled. There are also three other status changes that can be made to an appointment.

**Canceled**: Appointments can be canceled prior to the scheduled appointment time. This will remove the appointment from both the appointment list and the schedule unless the search option is selected to show canceled appointments. Email notifications will be sent to both the student and tutor at the time of cancellation. Tutors and students are able to cancel their own appointments while administrators can cancel other user’s appointments.

**No Show**: An appointment is recorded as a no show if the student does not sign in within the designated time frame controlled in appointment settings.

**Voided**:Appointments can only be voided if they are already recorded in the Accudemia System as Cancelled or No Show. This will remove the appointment from both the appointment list and the schedule unless the search option is selected to show voided appointments. Voiding an appointment can be used as a way to excuse a no show or cancellation. When voiding an appointment the user is asked to give a reason for the void. This reason can be seen in the appointments detailed history report.

#### Cancelling an Appointment

To cancel a scheduled appointment in list view, select the appointments you want to cancel and select **Cancel Appt** button at the top of the screen.

To cancel a scheduled appointment in schedule view, click on the appointment you want to cancel and a box will pop up with the option to cancel the appointment. Select **Cancel** and the appointment will be removed from the schedule.

#### Re-Schedule Appointments

This tool allows to re-edit your appointment. You can change your date, start time of the appointment and the duration. After made your changes to your appointment click the **Schedule Appt** button to save your changes.

#### Restore Appointments

To restore future cancelled appointments.

1. Use the filter to select the option to display canceled appointments.
2. Select the canceled appointment.
3. Click **Restore** to mark as “No Show” and restore your cancelled appointment.

#### Edit Presence

This tool is displayed only for appointments administrators. It allows change the appointment status from **No Show** to **Show**.

1. Select your no show appointment.
2. Click the **Edit Presence** button. A pop up window will display the appointment information and his current status.
3. Click the **Mark as show** button to select the appointment's session log. If user has no session log, there is an option that allows you create a new one. Automatically, Accudemia will change the appointment status to **Show**.

#### Mark a Student as a Show when getting a No-Show

1. Go to **Appointments** > **View All**
2. Select the student with the No-Show.
3. Click the button above that says “Edit Presence.”
4. From here click the “Mark as Show” link.
5. Now you will be prompted to select the Session Log that was created for that student. If there is not one you can then create one at that moment by clicking the “Create New” link.

6. Confirm by clicking “Yes.”
7. They should now be counted and have a log for the session that is automatically created based on all of the appointment info already in the system!

#### Appointment Wizard

**Purpose**: To schedule student-tutor appointments.

***Way to Access***: ***Center Attendance*** > ***Appointments*** > ***Wizard***

Use this module to schedule appointments between a student and a tutor.

When you first enter at “Wizard” you will be shown the “Student Selection” box.

1. Select the student(s) to set the appointment(s), Accudemia allows you to select up to 5 students, click on his (their) name(s) at the grid.
2. Click **Next** to be able to select the day(s) to schedule the appointment(s).
3. Click **Next** to select the Subject Area(s).
4. Click **Next** to select the Service(s).
5. Click **Next** to select the Tutor(s).
6. Click **Next** to display the Tutor's schedule. At this page you are able to select the date and duration by clicking and dragging over the available time slots. If you want to change a default value you can click the “reservation” and change the time or duration to the one you want.
7. Click **Next** to validate the appointments. That last step will show a description of the appointments you are trying to schedule. You might find that some of them are valid and some of them are not. You can go back and select another date or just click Finish to schedule the the valid appointments. Please take into account that the invalid appointment will never be scheduled so you might want to pick another time or tutor.

## Manage My Personal Settings

You'll notice that when you login at the top of the screen you'll have several personal options on the left-side of the top navigation bar.

### My Homepage

This is the Main screen all user's see when they log into Accudemia with a password. It is featuring all your **College News** from every one of your centers. Optionally it can display any **pending surveys**, **upcoming appointments**, your **Accudemia inbox**, and a box full of other gadgets you can add to customize your Accudemia user's experience.

You can click the **Add Gadgets** at the top of this screen to see some other gadgets such as **News Headlines**, **Google Shared Calendar**, **Messaging tools**, and more. Be sure to check it out!

## My Profile

Users can update their profile data. Edit it using the My profile section at the top. Simply click the **My Profile** link.

## My Settings

### Notifications

This page allows the user to set when Accudemia should send e-mails and SMS to them. All Items are selected by default.

#### Send me an Email...

Enables users to receive confirmations and reminders via emails.
**“When AccuCredits are less than check” box** It's available to administrator users only.

#### Send me an SMS...

Enables users to receive SMS notifications.

## My Schedule

**Purpose**: To edit your **Tutoring** availability.

***Way to Access**: Click **My Schedule** on the top navigation bar.*

This page allows you to edit all tutor's availability/schedule. You can edit it using the **Edit Mode** drop list. Use **Tutor** drop list to select the correct tutor. Use **Center** to choose the center where tutor is available.

### Modes when editing your Tutor Schedule

Choose from the following *Calendar Edit Modes*:

- **Merged Mode:** This is a combination of the **Term Mode** and **Exceptions Only**
    - To edit the schedule in this mode you have to choose the week which you are going to edit. Additionally you have the option to display appointments.

**Merged Mode** - You cannot edit dates in the past while using this *calendar edit mode.*

- **Term Mode:** This is the default *calendar edit mode*. In this mode you are allowed to edit the

Tutor's Availability for the entire Term/Semester. This is like their regular work week.
    - Use **Term mode** to select the Term/Semester which your tutor's availability. You can schedule as Available, Not Available, Not Working and Cleared using the Event Information.

- **Exceptions Only:** This mode allows you to edit the Tutor's Schedule by setting exceptions to their normal schedule like off-time needed on specific dates.

**Exceptions Only** - You cannot edit dates in the past while using this *calendar edit mode.*

#### To add your Tutoring Schedule

1. Go to **My Schedule** on the top navigation bar.
2. Next click and drag the mouse to create a block in the calendar:
3. Select the information for the selected time:
    - **Schedule As:** This is the “status” of the tutor, “Available” means they can be selected for walk-ins or appointments if desired.
    - **Description:** This could be any additional information about this block of time you are setting up for the tutor.
    - **Max Attendees:** This is the maximum amount of Students the tutor can meet with at the same time.
    - **Subject Areas:** Select only what you want the Tutor to be able to help with during the time block.
    - **Services:** Select only what you want the Tutor to be able to help with during the time block.
4. And click the **Save** button.

When assigning a schedule to a Tutor you have Availability Statuses such as **Available** (Green), **Not Available** (Red), **Not Working** (gray/shaded), **Working in Another Center** (Maroon) and **Cleared** (white/clear).
This section will only appear if your System Admin decided to allow you to create your own schedules. Always check with you System Admin on their procedures. Click here to learn how to contact your **System Admin**

### Pending Surveys

Users can click **Pending Surveys** to see and respond to any pending surveys awaiting completion thru this screen.

# Reports

### Print My Tutoring Activity

**Purpose**: This will pull a report of your Tutoring Sessions with students.

***Way to Access**: **Home** > **My Tutoring Activity***

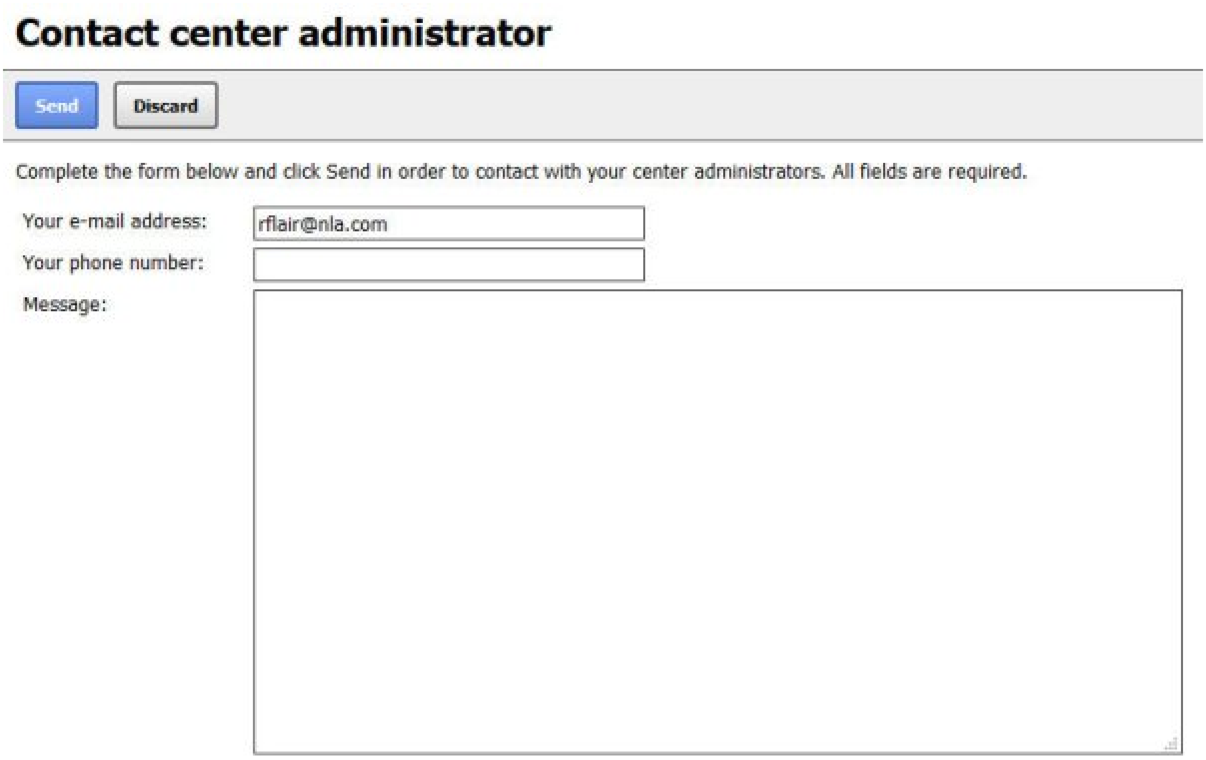
**Description**: This report provides detailed information about your **Tutoring Sessions** with **Students**. The **Report** lists **your name** and then lists the **Subject Area**. For each **Subject Area**, the report lists the sign-in sessions (sign-in date and time, sign out date and time, and time spent) with each **Student**. The total time for each **Student** spent on each **Subject Area** is also shown in this report.

More reports can be made available by your **System Admin** to pull **Center Attendance Reports** with all **Tutoring Activities** if needed. Please click here to learn how to contact your **System Admin**.

# Who do I contact for support?

### How to contact your System Admin

It is simple to contact your **Accudemia Center/System Admin** simply by clicking the link on the right-side of the top navigation bar labeled “Contact Center Administrator”.




When you fill out this form and submit it **Accudemia** will automatically send it to the designated **System Admin** on your **Accudemia** account via e-mail and their **Accudemia** inbox. When they respond it should appear in your **Accudemia** inbox on My Homepage (which is the first screen that loads when you login) and in your e-mail inbox.

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