TutorOcean
for Higher-Ed

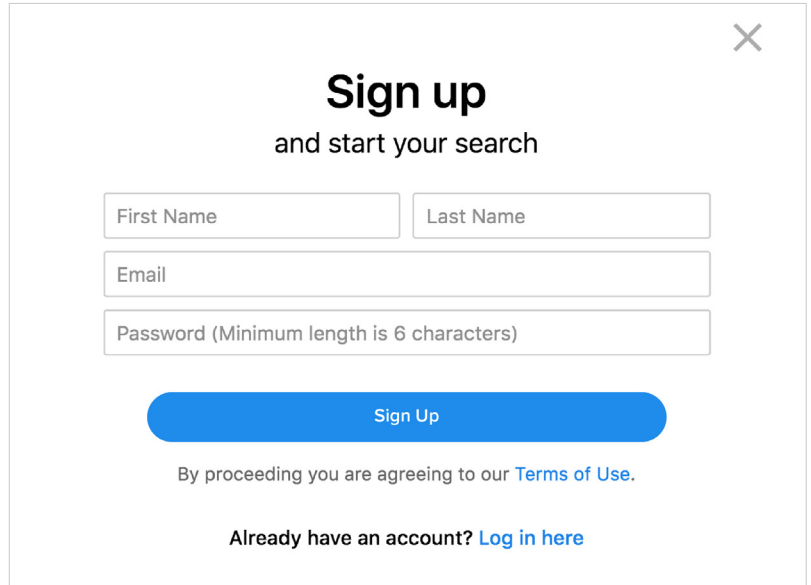# Administrator Guide

Administrator Guide

Admin

Sign Up

Create your account as an administrator using your first name, last name, email address, and password.

> **Note:**
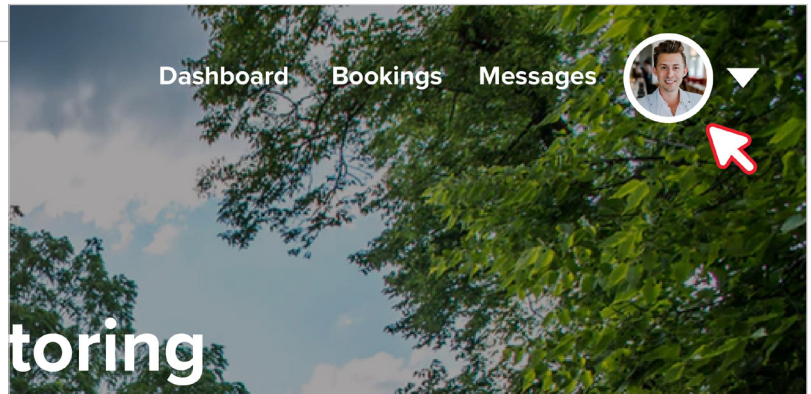> *Sign up and login are available with Single Sign-On.*

Admin Dashboard

Familiarize yourself with your Admin Dashboard and all it's features.
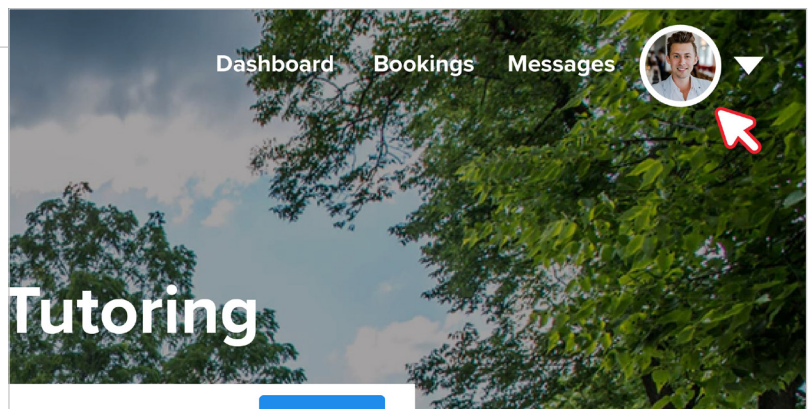
Step 1:

Click on your icon

Step 2:

Go to 'Admin Portal'

Step 3:

Use all tabs for corresponding information. Admins will have access to all tabs including tutors tab, students tab, messages tab, assignments tab, sessions tab, and coupons tab
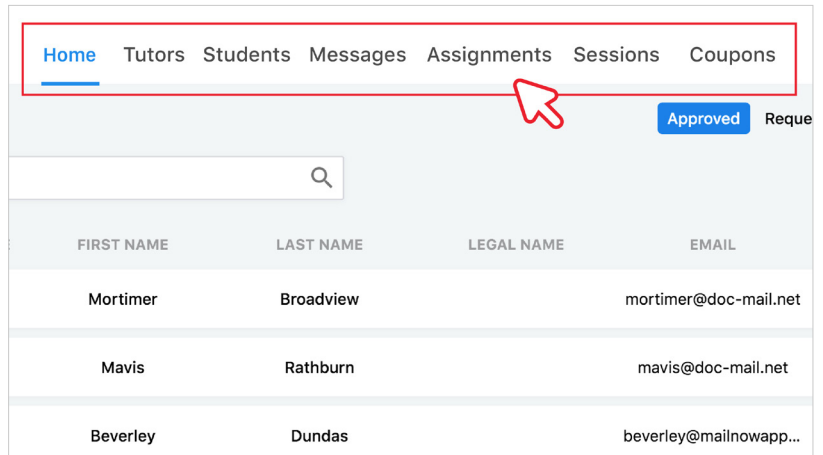
Tutors Tab

Viewing Approved Tutor Profiles

Admins can view a tutor's profile details, conversations, sessions, payments, and coupons in this view.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Tutors' tab

Step 3:

Choose a tutor you wish to view and select 'View'

Step 4:

If you wish to expand their profile, select 'View Profile'

Reviewing Unapproved Tutor Profiles

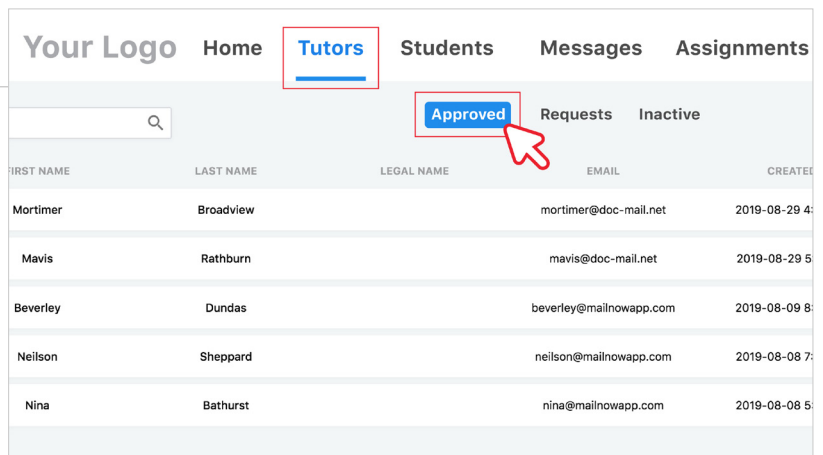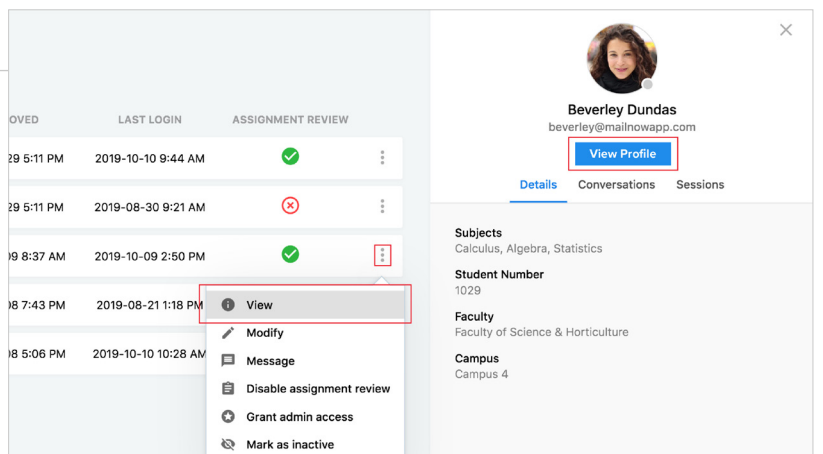TutorOcean allows Admins to review and vet tutor applications.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Tutors' tab

Step 3:

Select 'Requests'

Step 4:

Choose a tutor who you wish to review and select 'Modify'

Step 5:

Review the tutor's application

Note:
*Make sure to **save** any changes you make to their profile.*
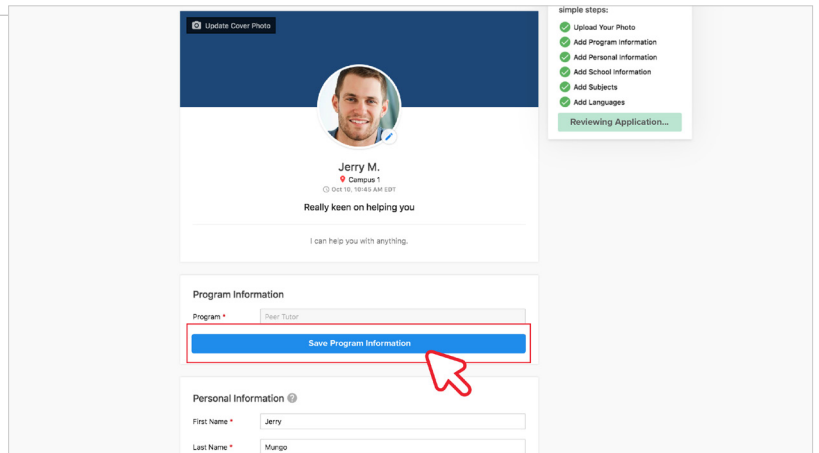
Step 6:

Select 'Process' to send the tutor a message, deny them, or approve them

Note:
Sending them a message will not approve or deny them.
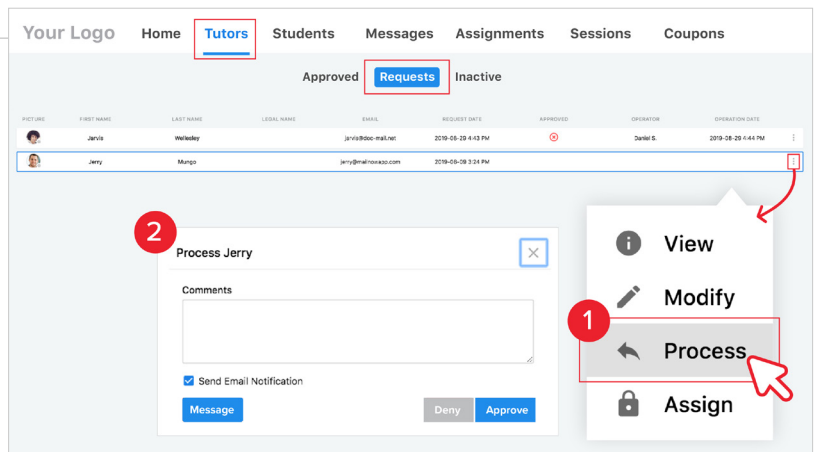
Editing Approved Tutor Profiles

TutorOcean makes it easy for Admins to access and edit tutor profiles.
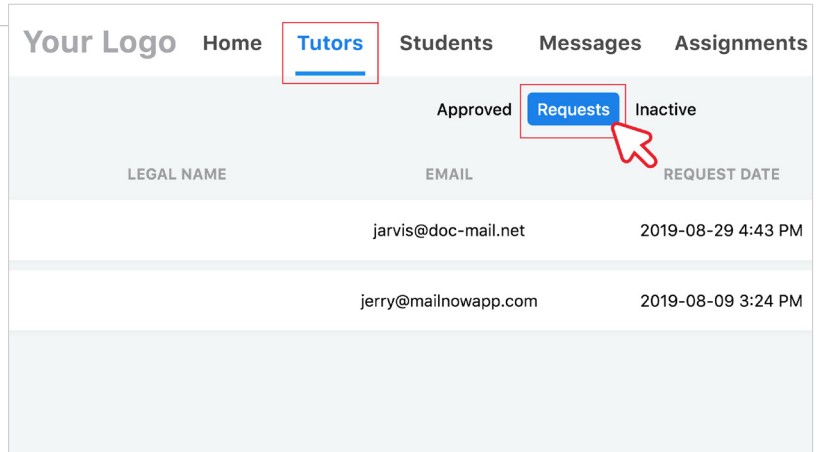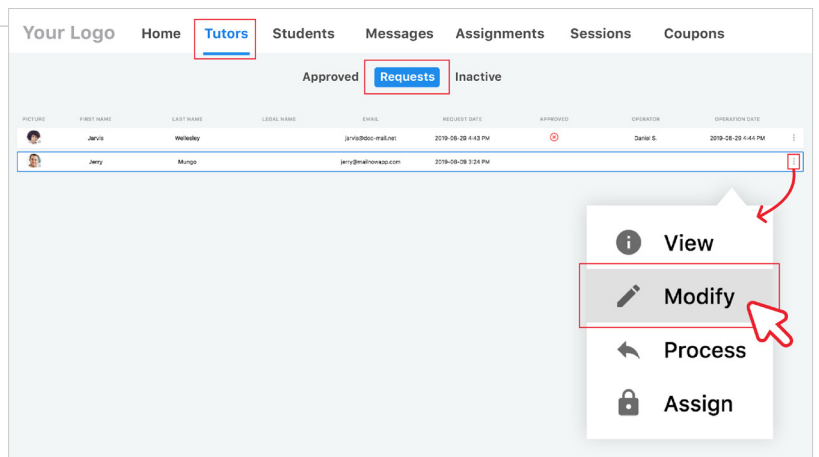
Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Tutors' tab and select 'Approved'

Step 3:

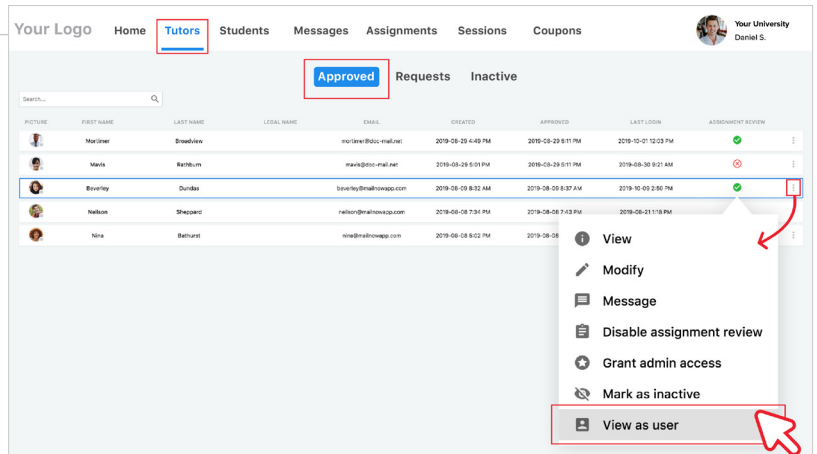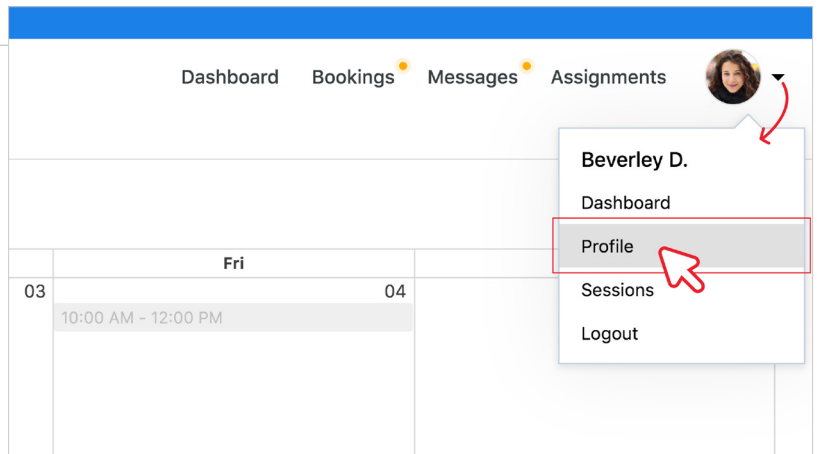Choose a tutor who you wish to edit and select 'View as user'

Step 4:

Click on tutor's icon
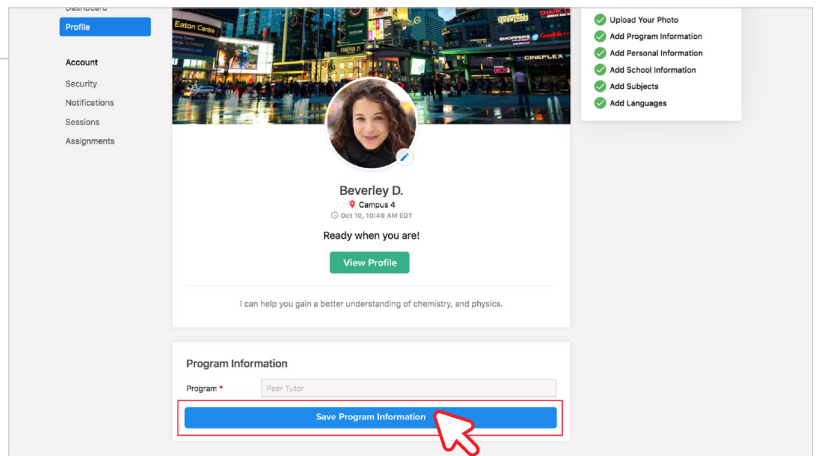
Step 5:

Select 'Profile'

Step 6:

Edit the information on the tutor's profile

Note:
*Make sure to **save** any changes you make to their profile.*

Adding Tutor Availability

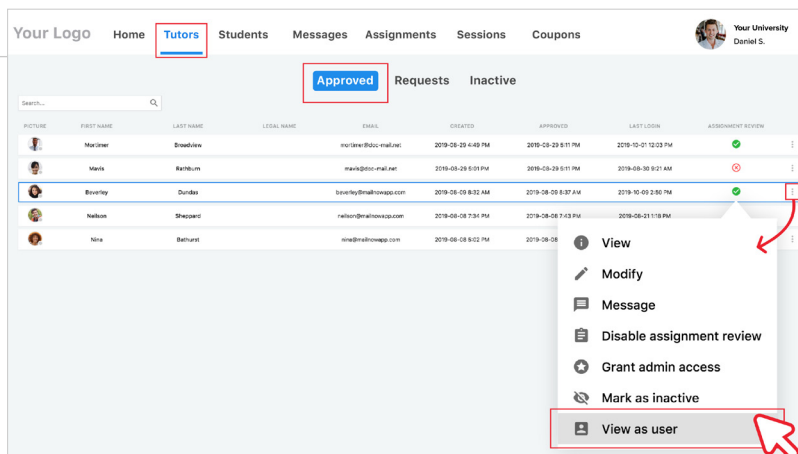Admins can easily add time slots to a tutor's 'Availability' calendar.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Tutors' tab and select 'Approved'

Step 3:

Choose a tutor and select 'View as user'

Step 4:

Click on tutor's icon

Step 5:

Select 'Profile'

Step 6:

Scroll down to the tutor's availability calendar and click on a date

- **Green time slots** indicate that the tutor is available for the full or partial length of the time slot.
- **Yellow time slots** indicate that the tutor is available for a drop-in session.
- **Grey time slots** indicate that the session is full or expired, or the tutor is unavailable for that time slot.

Step 7:

Select 'New Timeslot' and fill out all required fields

Note:
*Selecting **"Apply to only"** will only modify that specific time slot while selecting **"Apply to all"** will modify all subsequent time slots*

Editing Tutor Availability

Admins can easily edit time slots on a tutor's 'Availability' calendar.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Tutors' tab and select 'Approved'

Step 3:

Choose a tutor and select 'View as user'
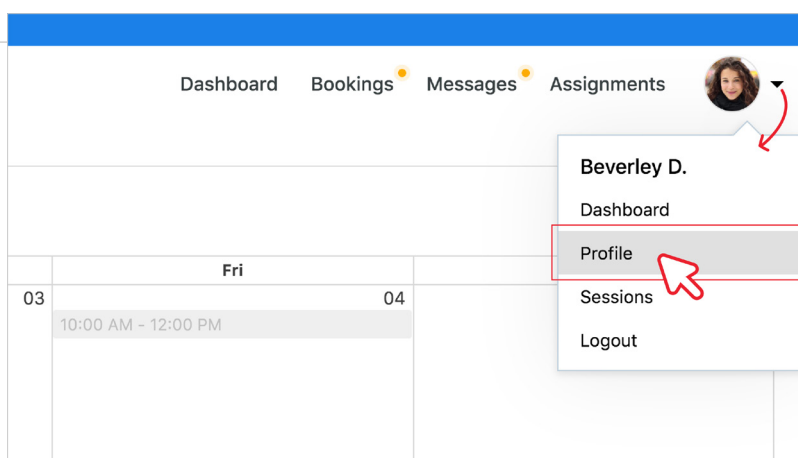

Step 4:
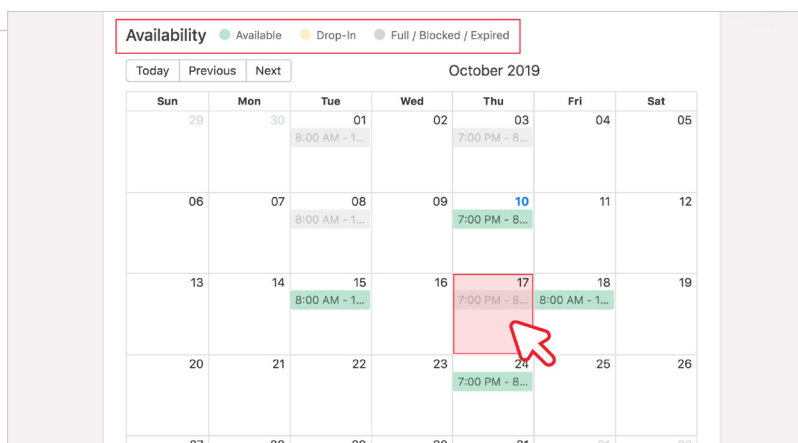
Click on tutor's icon

Step 5:

Select 'Profile'

Step 6:

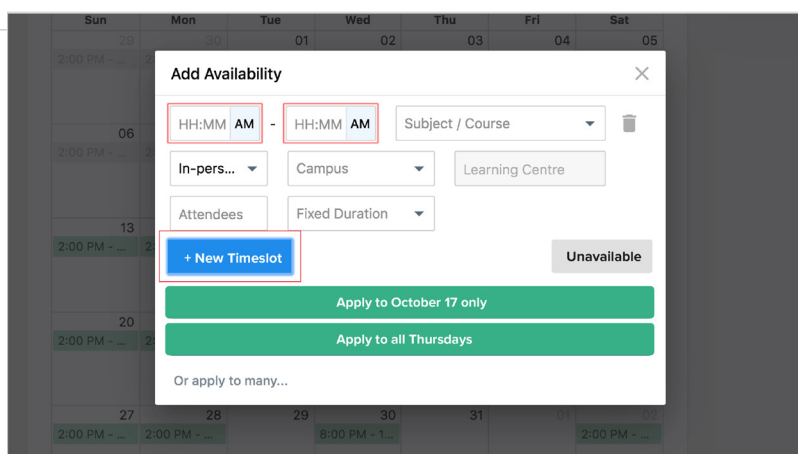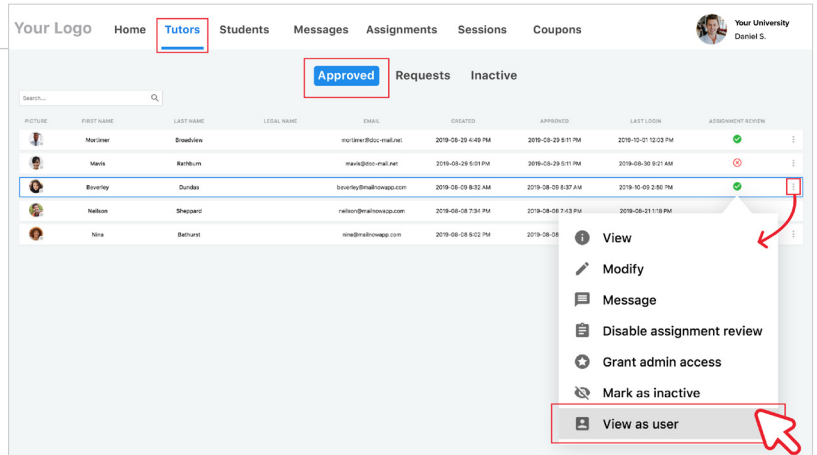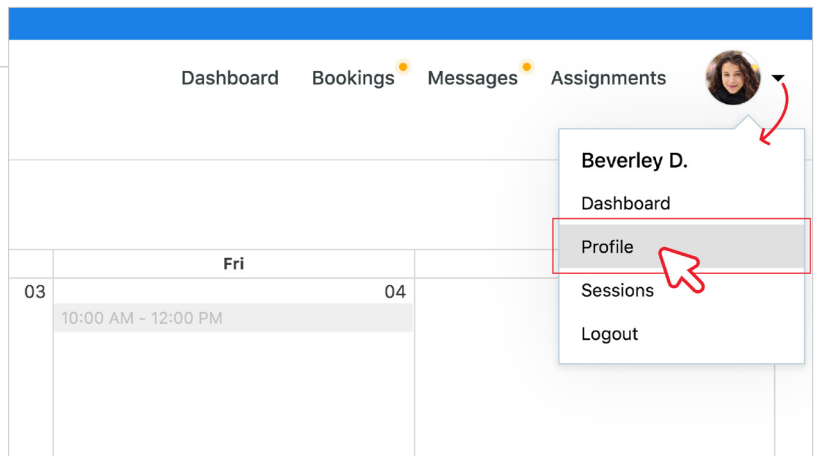Scroll down to the tutor's availability calendar and click on a date

- **Green time slots** indicate that the tutor is available for the full or partial length of the time slot.
- **Yellow time slots** indicate that the tutor is available for a drop-in session.
- **Grey time slots** indicate that the session is full or expired, or the tutor is unavailable for that time slot.
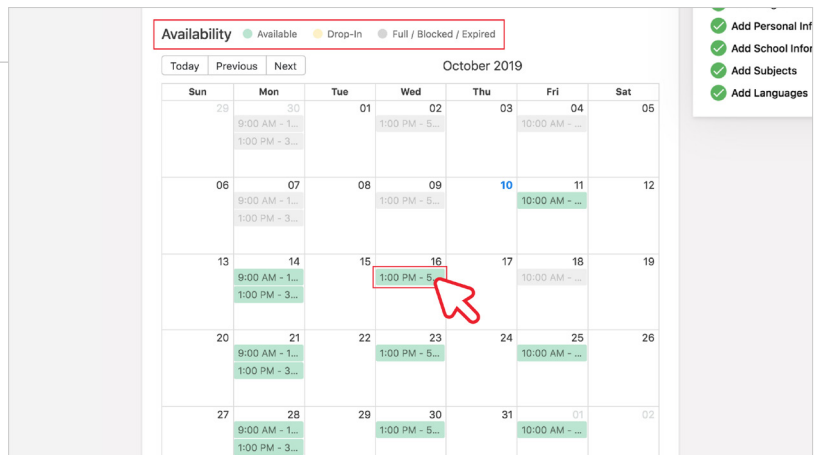
Step 7:

Edit the time slot (i.e time, subject, location, campus, etc.) or delete the time slot

> *Note:*
> *Selecting **"Apply to only"** will only modify that specific time slot while selecting **"Apply to all"** will modify all subsequent time slots*

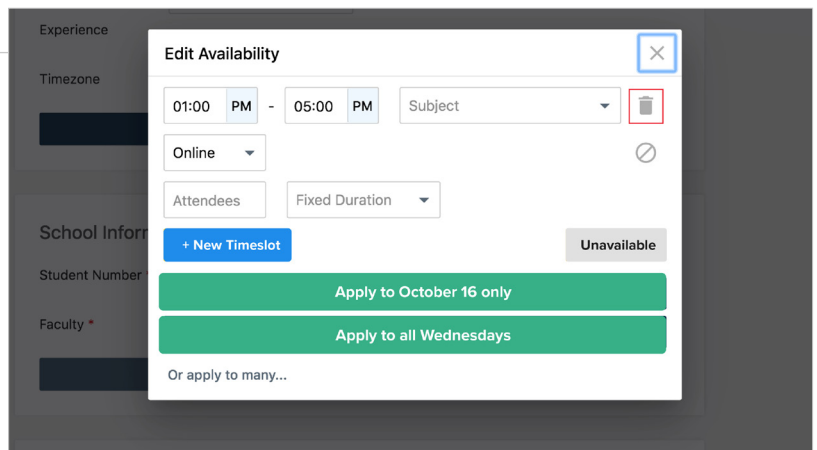## Messaging Tutors

Admins can message approved tutors through the built-in messaging system.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Tutors' tab

Step 3:

Select 'Approved'

Step 4:

Select 'Message'

Step 5:

Type and send the message

Students Tab

Viewing Student Profiles

Admins can view a student's conversations, sessions, payments, and coupons in this view.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Students' tab

Step 3:

Choose a student you wish to view and select 'View'

Messaging Students

Admins can message students through TutorOcean's built-in messaging system.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)
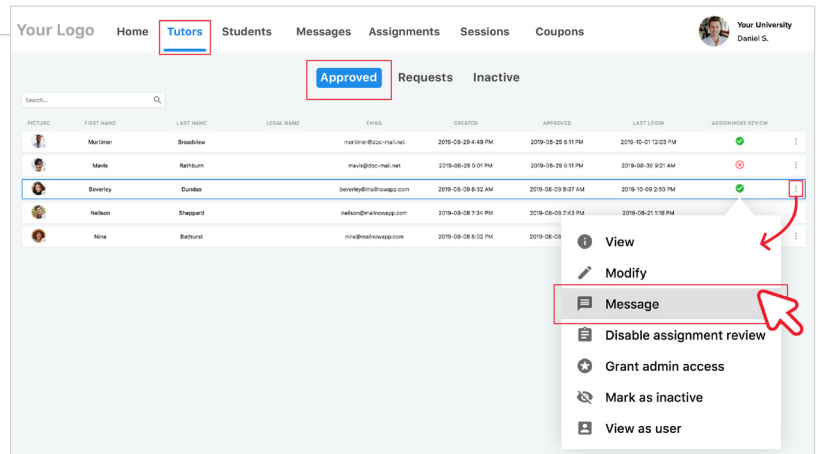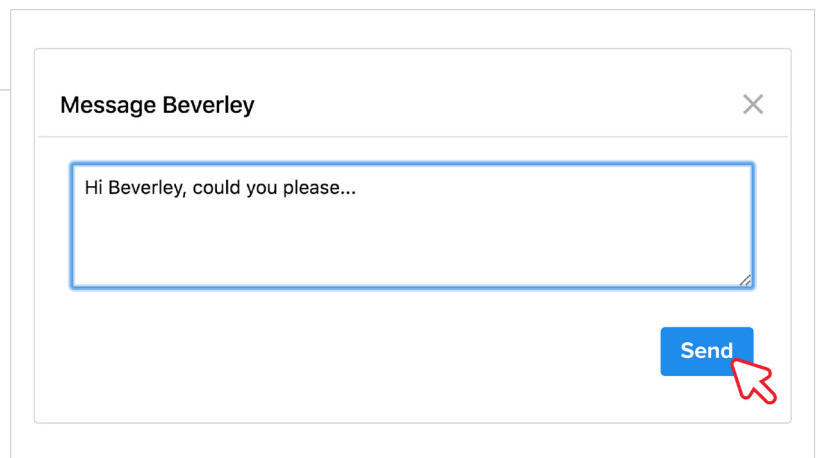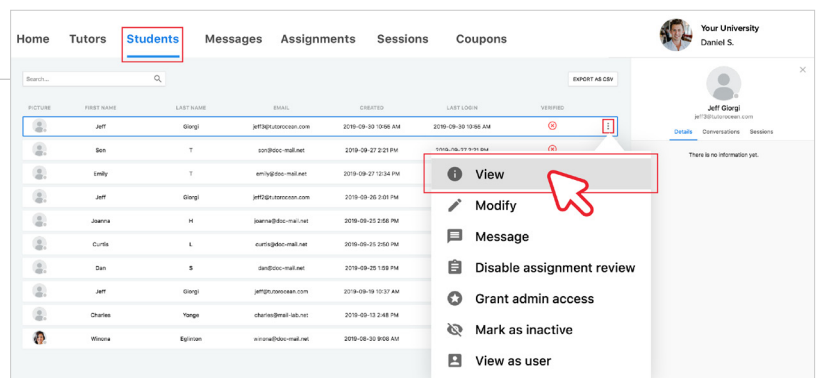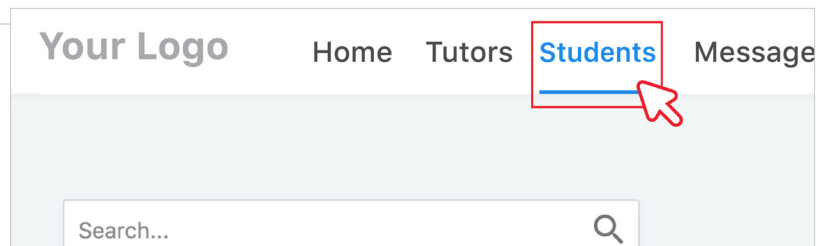
Step 2:

Go to 'Students' tab

Step 3:

Choose a student who you wish to message and select 'Message'
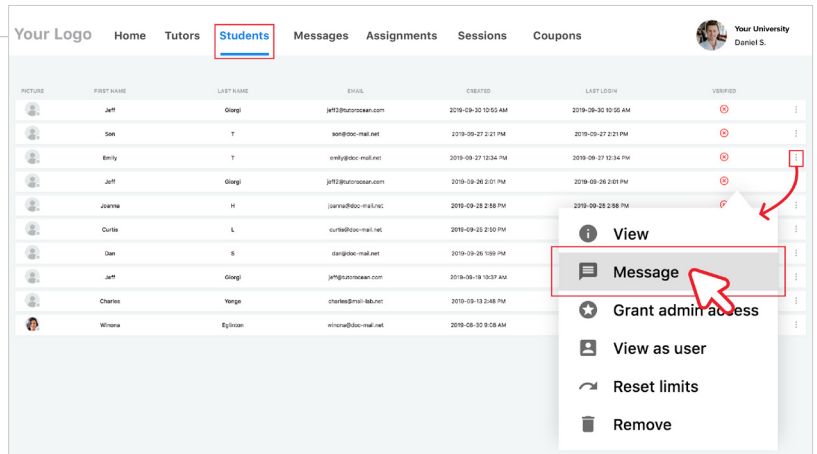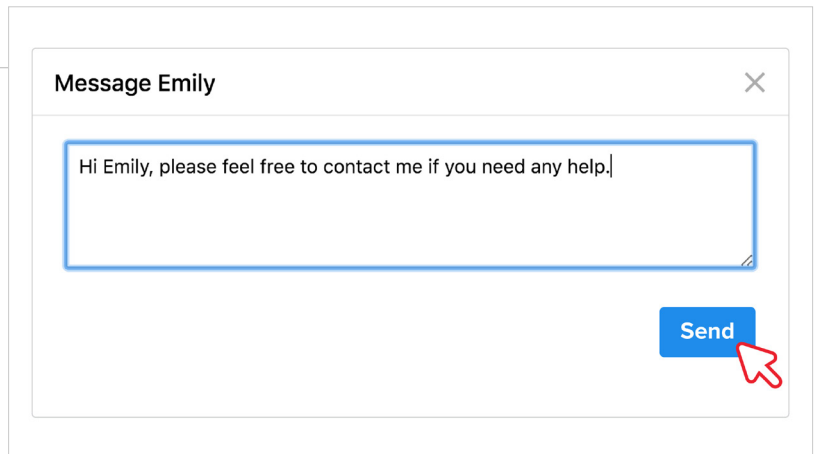

Sessions Tab

Viewing Upcoming Sessions

TutorOcean allows Admins to view all upcoming bookings.
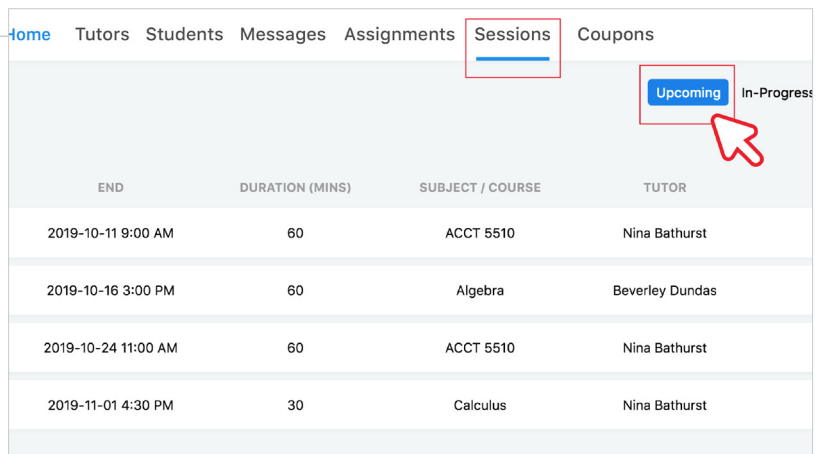
Step 1:

Go to Admin Portal (refer to Admin Dashboard)

Step 2:

Go to 'Sessions' tab

Step 3:

Select 'Upcoming'

Viewing Completed Sessions

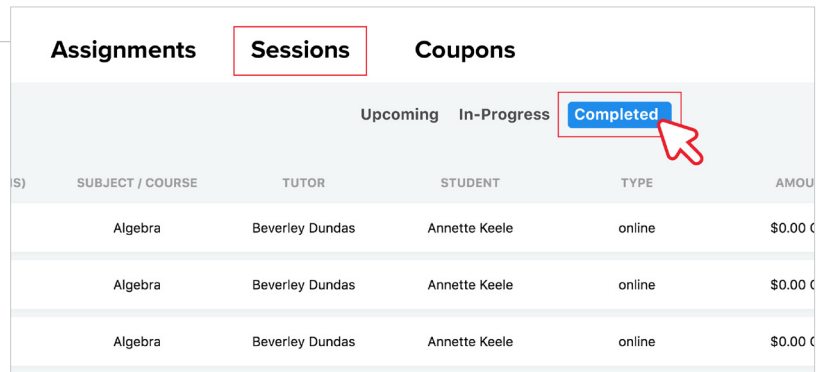TutorOcean allows Admins to view all completed bookings.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Sessions' tab

Step 3:

Select 'Completed'

	SUBJECT / COURSE	TUTOR	STUDENT	TYPE	AMOU
	Algebra	Beverley Dundas	Annette Keele	online	$0.00 (
	Algebra	Beverley Dundas	Annette Keele	online	$0.00 (
	Algebra	Beverley Dundas	Annette Keele	online	$0.00 (

Assignments Sessions Coupons

Upcoming In-Progress Completed

Viewing Feedback on Completed Sessions

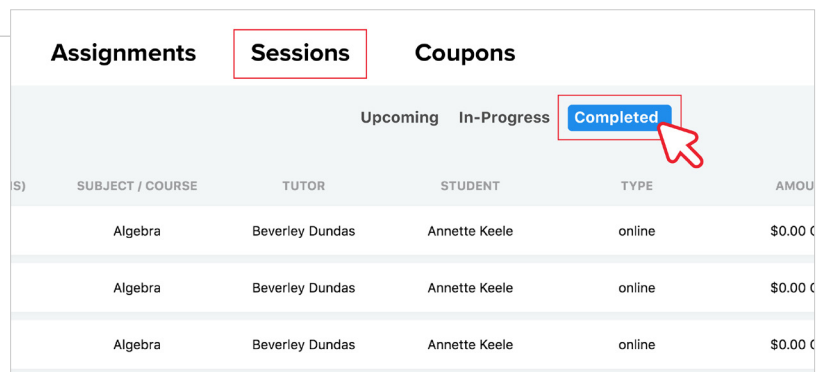TutorOcean allows Admins to view feedback from a tutor or student on a completed session.

Step 1:

Go to Admin Portal (refer to Admin Dashboard)

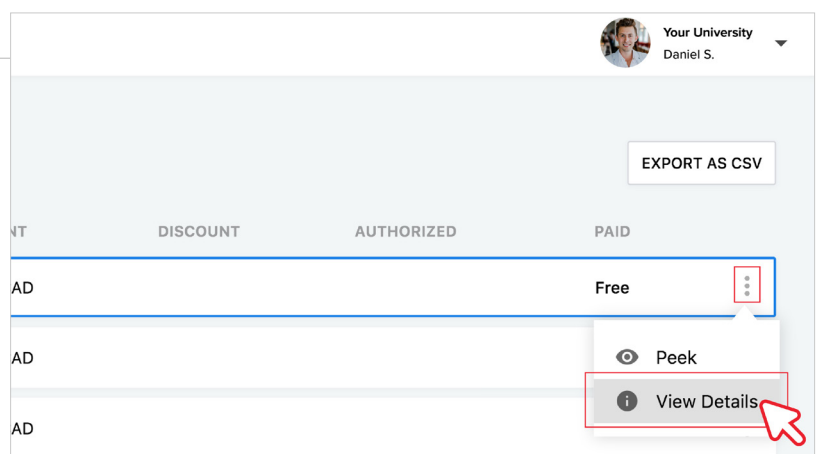**Step 2:**

Go to 'Sessions' tab

Step 3:

Select 'Completed'

Assignments Sessions Coupons

Upcoming In-Progress Completed

	SUBJECT / COURSE	TUTOR	STUDENT	TYPE	AMOU
	Algebra	Beverley Dundas	Annette Keele	online	$0.00 (
	Algebra	Beverley Dundas	Annette Keele	online	$0.00 (
	Algebra	Beverley Dundas	Annette Keele	online	$0.00 (

Step 4:

Select "View Details'

Your University
Daniel S.

EXPORT AS CSV

NT	DISCOUNT	AUTHORIZED	PAID
AD			Free
AD			
AD			
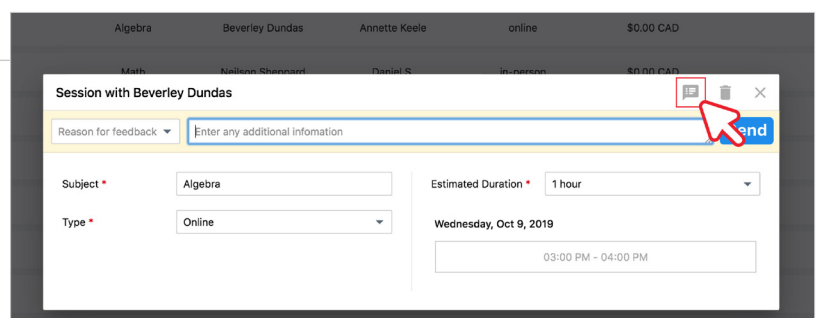
👁 Peek

ℹ View Details

Step 5:

Select 'Feedback'

| Algebra | Beverley Dundas | Annette Keele | online | $0.00 CAD |
| Math | Neilson Sheppard | Daniel S. | in-person | $0.00 CAD |

Session with Beverley Dundas

Reason for feedback ▾   Enter any additional information   Send

Subject *   Algebra   Estimated Duration *   1 hour

Type *   Online   Wednesday, Oct 9, 2019

03:00 PM - 04:00 PM
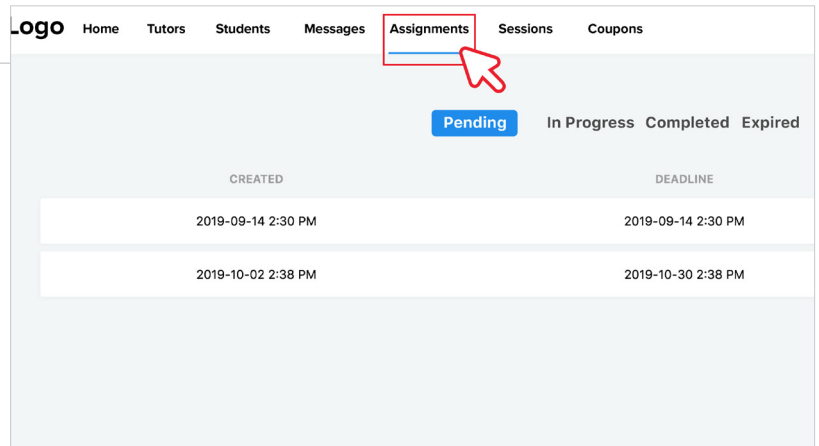
Assignments Tab

Viewing Assignments Tab

The assignment review feature allows Admins to view pending, in-progress, completed, and expired assignments.

Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Assignments' tab
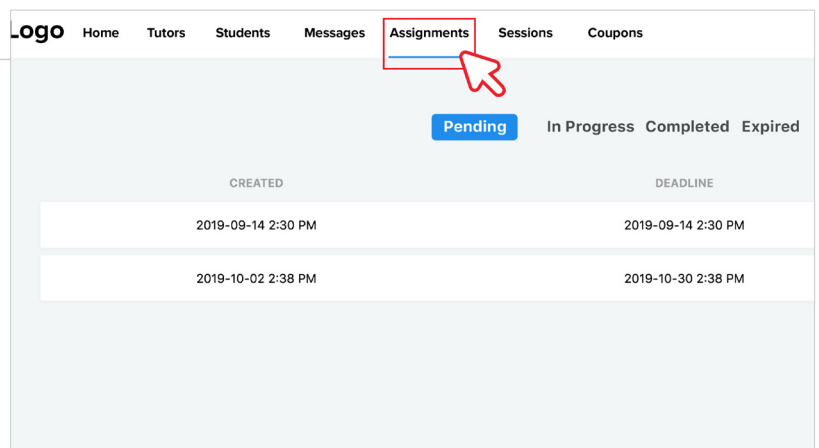

Turning Assignment Review On

Admins have total control over the assignment review feature allowing them to turn this feature 'on' or 'off' as they wish.

Step 1:

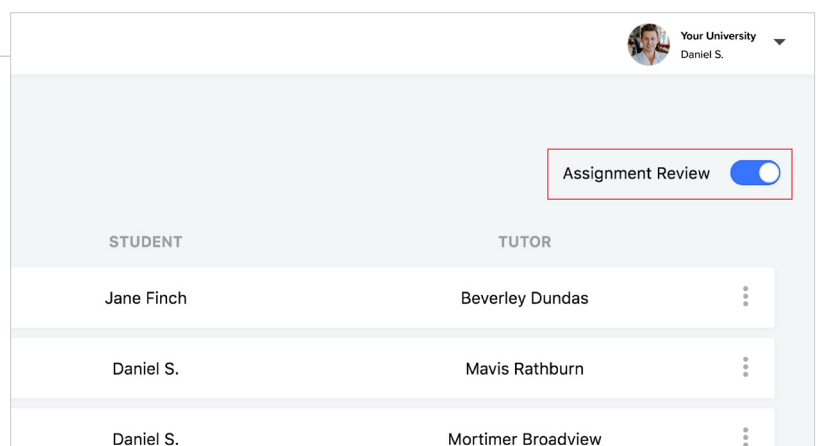Go to Admin Portal (refer to Admin Dashboard: page 3)

Step 2:

Go to 'Assignments' tab

Step 3:

Toggle the switch to the right to indicate "On"

Analytics

General

Admins can view the activity of all sessions, tutors, students, and payments within the last 24 hours, 7 days, 14 days, 30 days or all.

Default boards available:

- Number of sessions
- Number of tutors
- Number of students
- Busiest times
- Most popular subjects
- Top tutors by sessions
- Top students by sessions
- Payments (optional)
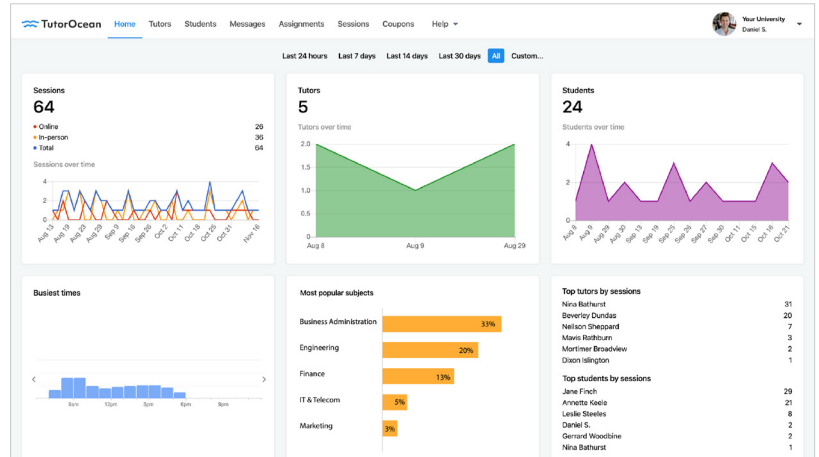
Custom

Admins can view the activity of all sessions, tutors, students, and payments within a custom timeframe.
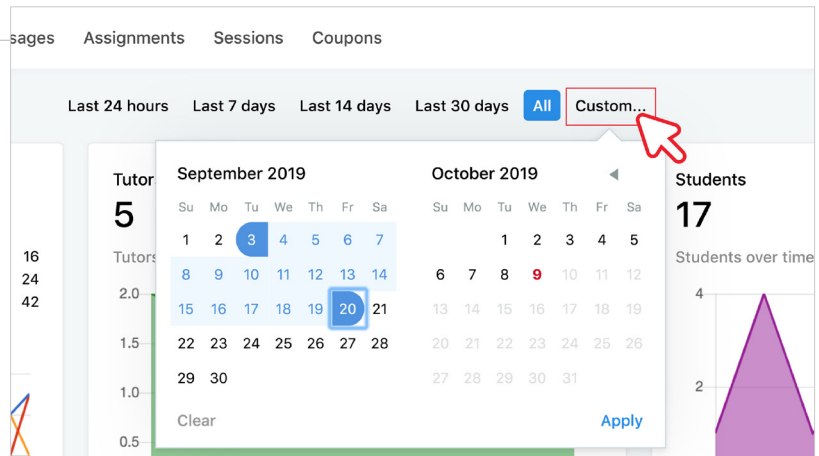
Step 1:

Go to Admin Portal (refer to Admin Dashboard: page 3)
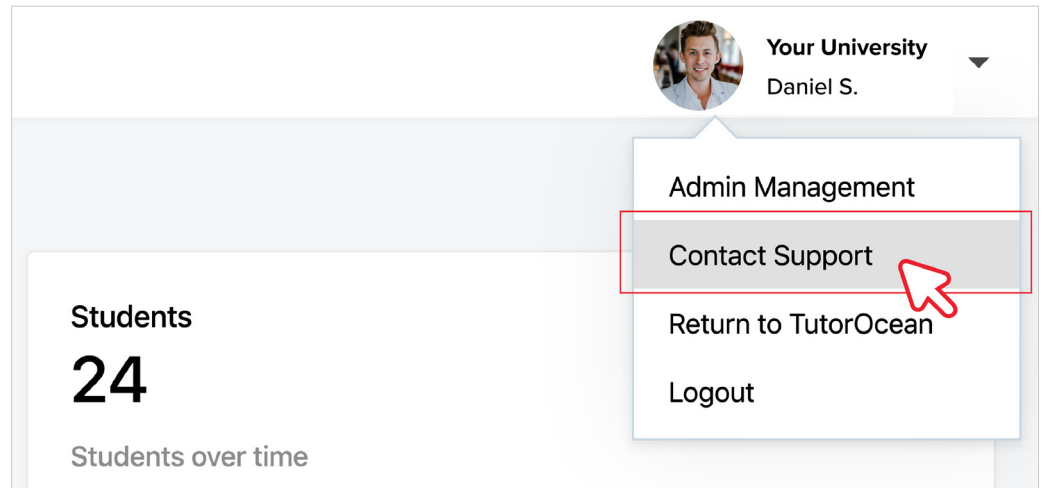
Step 2:

Go to 'Home'

Step 3:

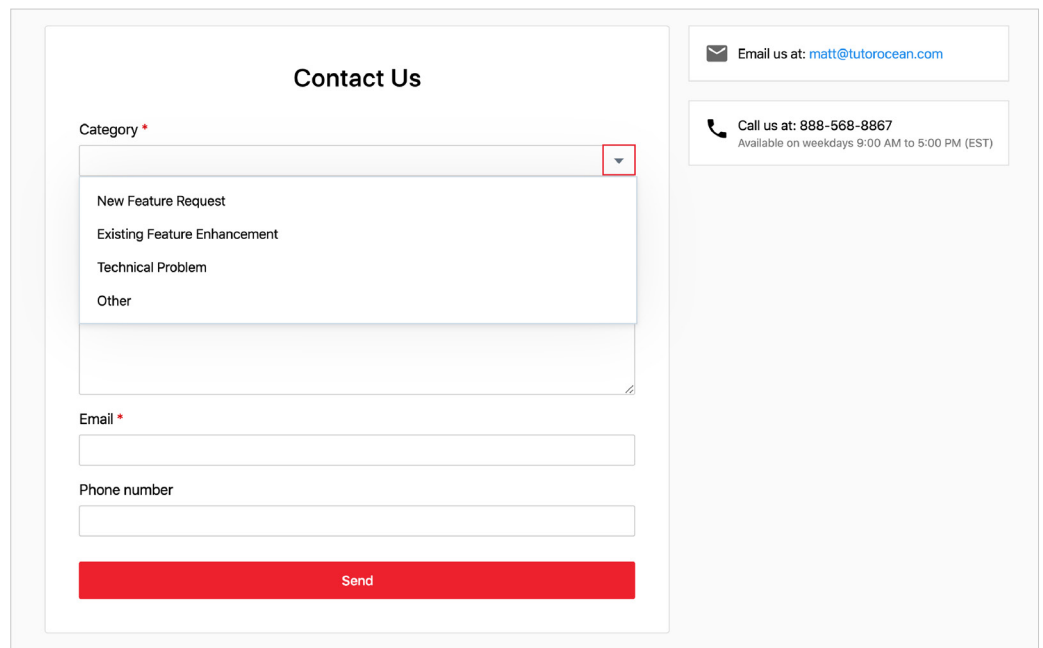Select 'Custom' and input the timeframe you wish to view

Support

The Customer Success Team offers support to all administrators through our ticketing system. All tickets are responded to within one business day. The turnaround time to complete requests varies depending on the priority of the ticket and the complexity of the solution.

Live Webinar

TutorOcean's Customer Success Team wants you to join in their daily live webinars! These support sessions will be held every Monday through Friday from 2:00pm to 2:30pm EST. In these sessions, the team will go over the following key features of the platform and will use this time to answer any questions:

- Sign in/sign up
- Setting up a tutor profile
- Searching for a tutor
- Messaging tutors/students
- Booking a session
- Joining an online session
- Online session checks/preparation (system requirements, allowing browser, preparation cards, etc)
- Key features of the online classroom

The sessions will run for approximately 20 minutes with an additional 10 minutes for questions and answers. In order to attend a live webinar, visit the following link: https://zoom.us/j/680544720?pwd=VjVSMW13Q2JxSHR. See you there!

Video Tutorial: How to Use the Platform

TutorOcean
for Higher-Ed
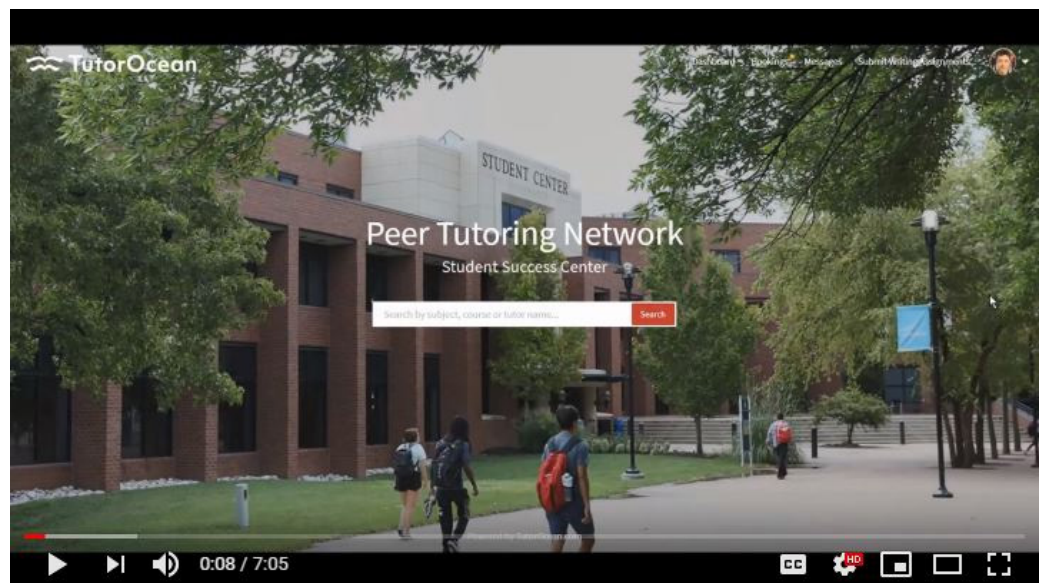
Phone Number: 1-888-568-8867

Email: support@tutorocean.com

www.tutorocean.com