Quad C

Student Guide

Student Guide

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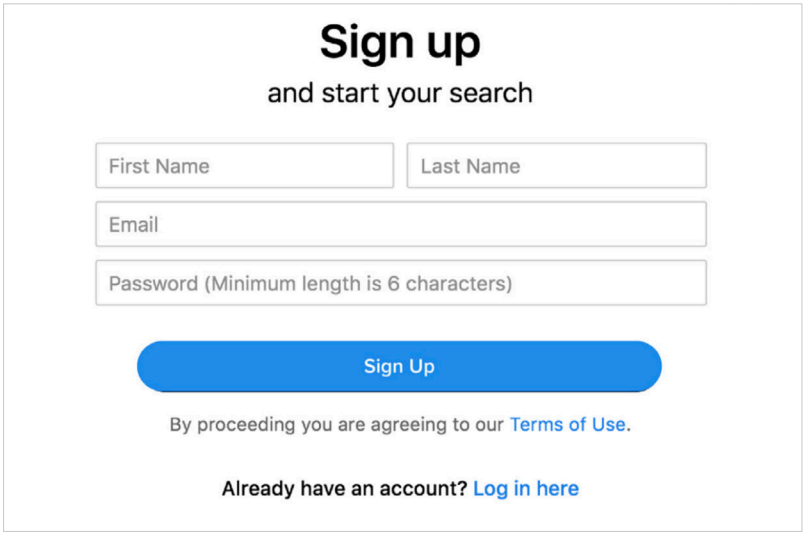
Setting Up Your Account

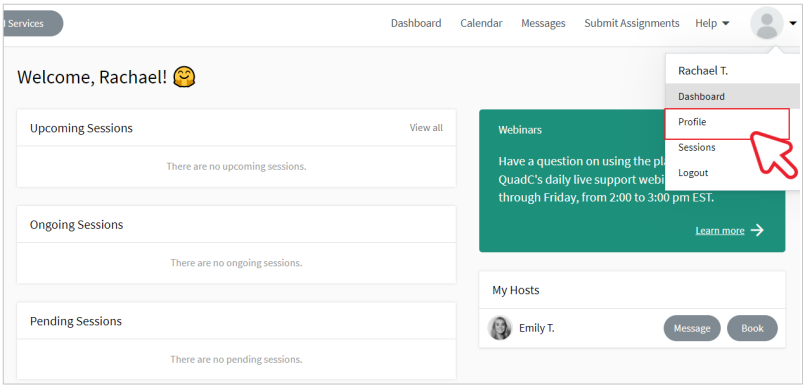
Sign Up

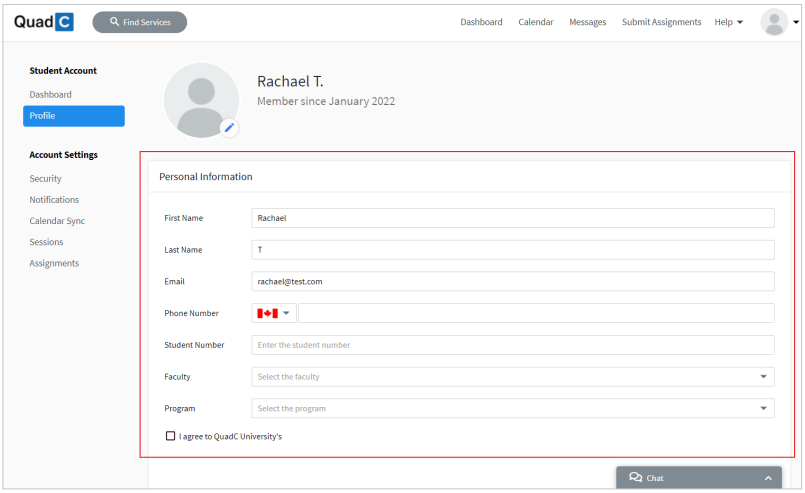
Create your account as a student using your first name, last name, school email address and password. If you are using Single Sign-On, sign in using your school's credentials.



Completing Your Profile

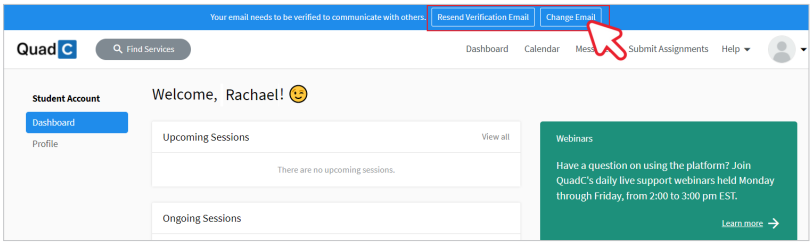
Students must complete a profile by entering additional information such as student number, campus location, program of study, semester, etc..





Verifying Your Email Address

Students must verify their email to gain access to the platform's services. If you are using Single Sign-On, you will not need to verify your email address.



Finding a Host

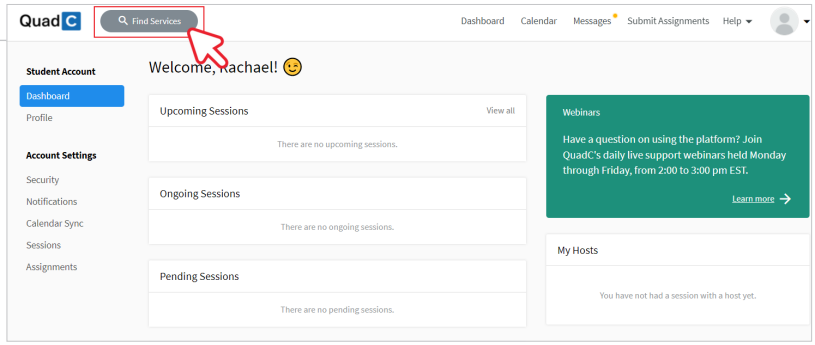
List View

Starting Your Search

Students can search by subject, course, or host name.

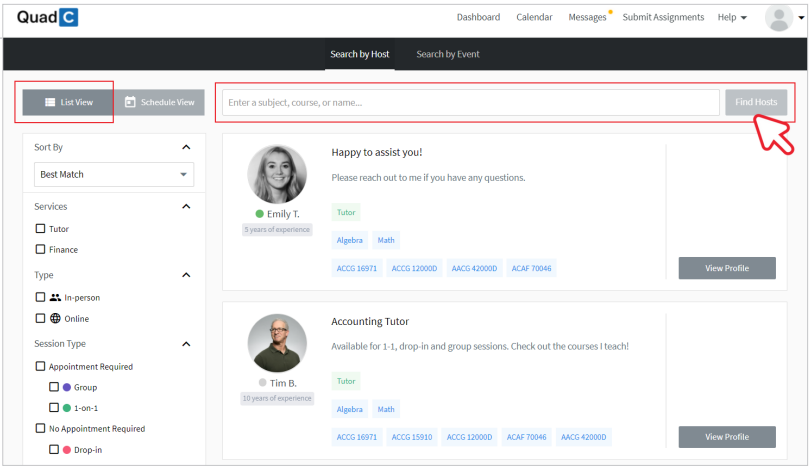
Step 1:

Click on Find Services at the top of the page



Step 2:

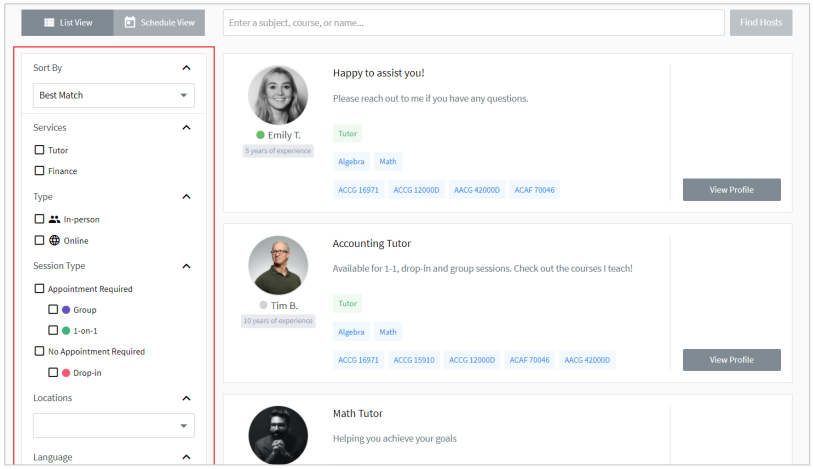
Click on List View and enter a subject, course code, or host name into the search bar



Filtering Your Search

Students can filter their search for hosts by Service, Type, Session Type, Location, Language, Status, Rating, etc.

- Service: Choose what service you are looking for help in
- Type: Choose whether you want to meet online or in-person
- Session Type: Choose whether you want to book the session in advance or drop-in

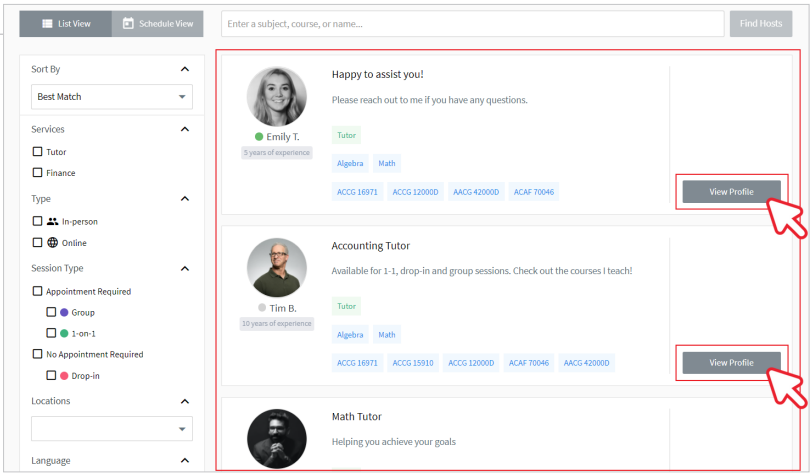


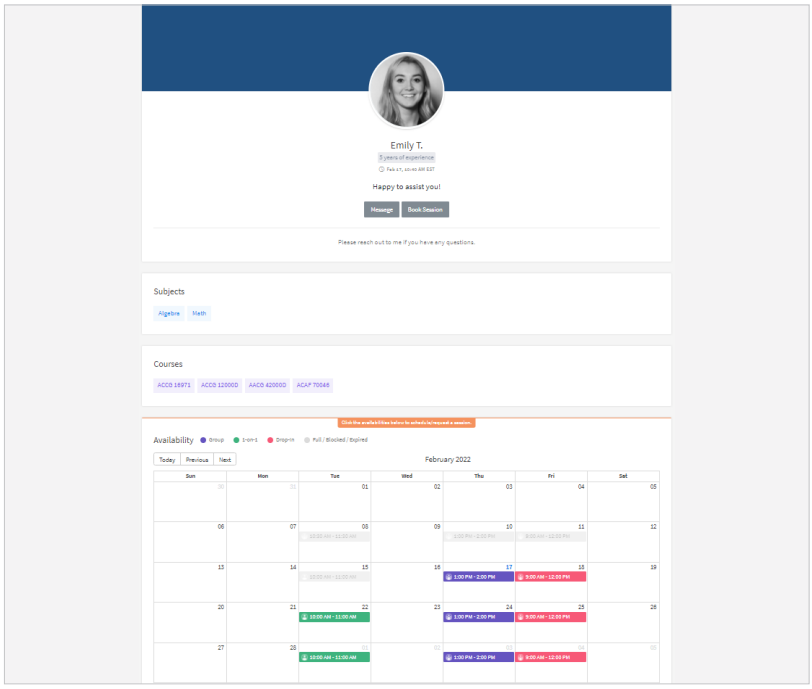
Viewing Host Profiles

Students can expand host profiles to see full description, availability, reviews, and more.

Step 1:

Scroll through host profiles that match your search





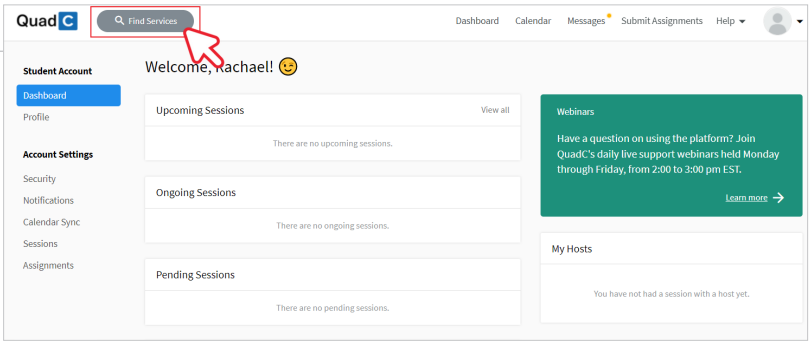
Schedule View

Starting Your Search

Students can search by subject or course code.

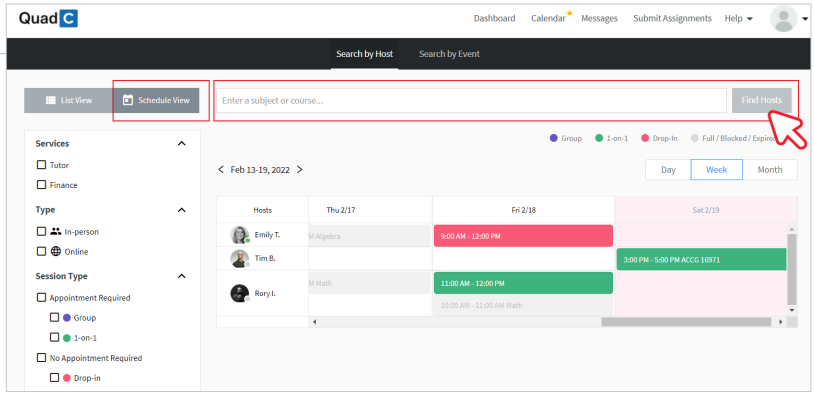
Step 1:

Click on Find Services at the top of the page



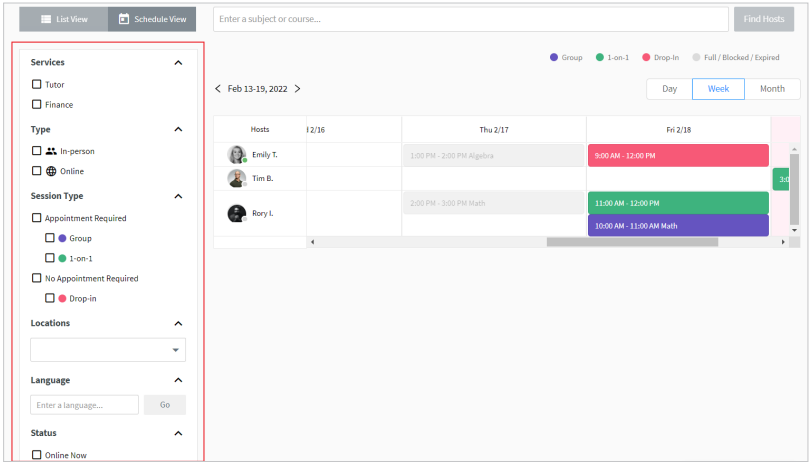
Step 2:

Click on Schedule View and enter a subject or course code into the search bar



Filtering Your Search

Students can filter their search for hosts by Service, Type, Session Type, Location, Language, Status, Rating, etc.

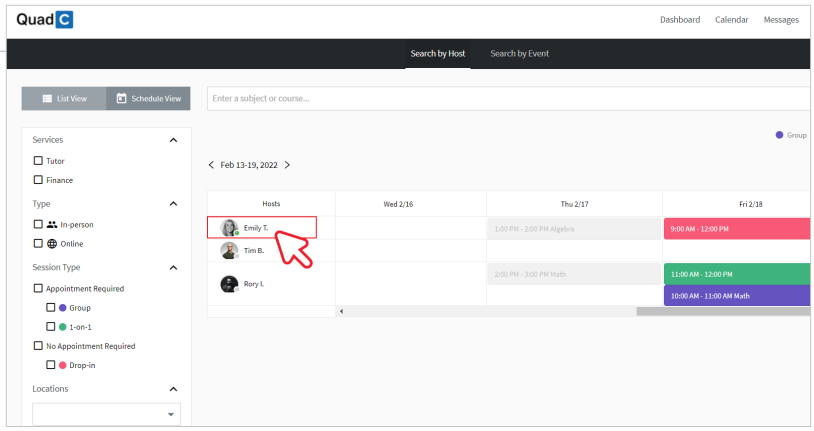


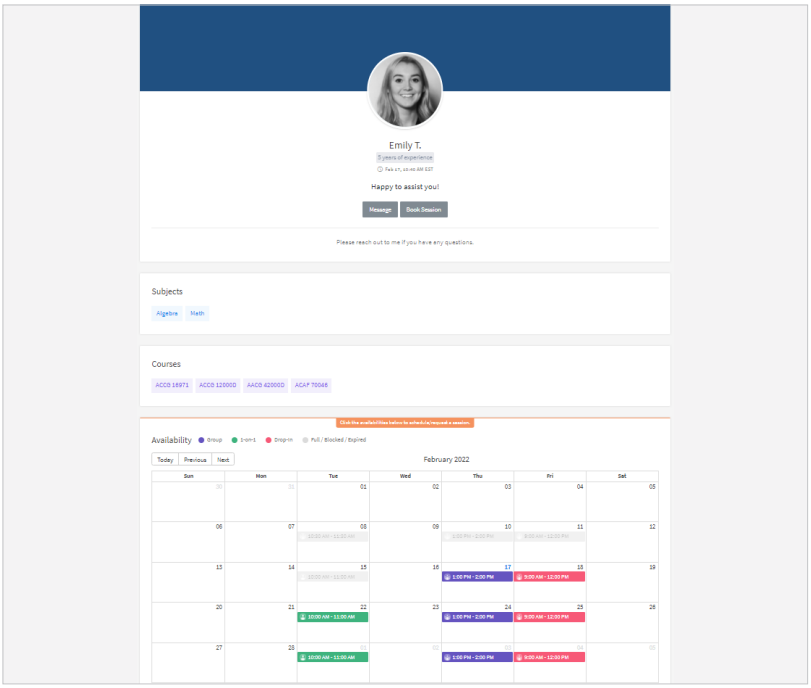
Viewing Host Profiles

Students can expand host profiles to see full description, availability, reviews, and more.

Step 1:

Click on a host's name to view their full profile





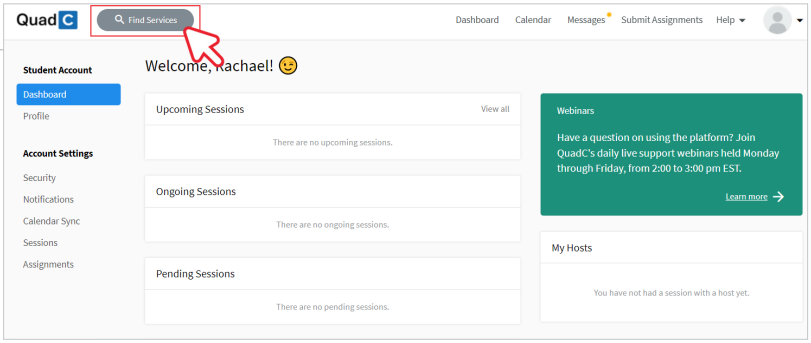
Booking a Session

In List View

Students can book sessions with new hosts by viewing their host profiles.

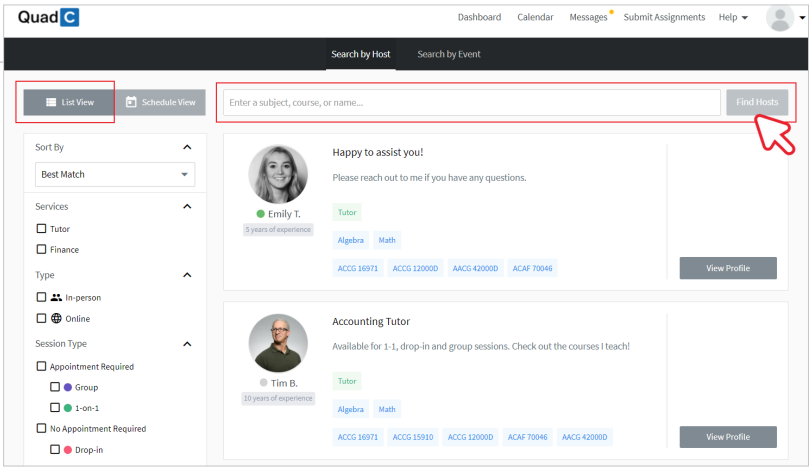
Step 1:

Click on Find Services at the top of the page



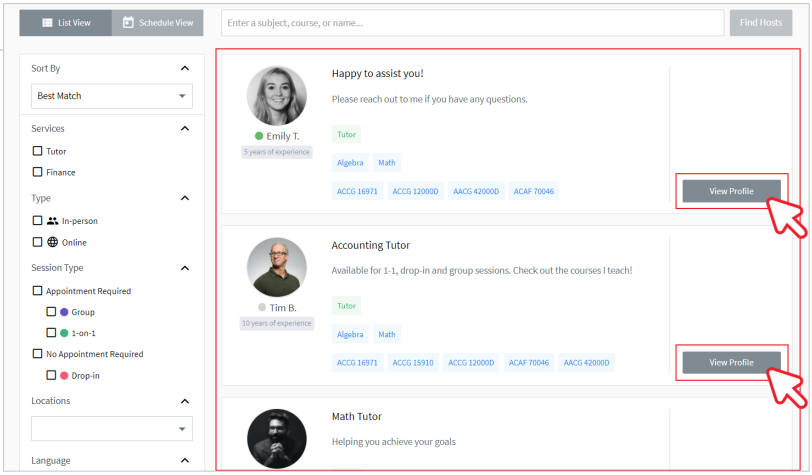
Step 2:

Click on List View and enter a subject, course code, or host name into the search bar



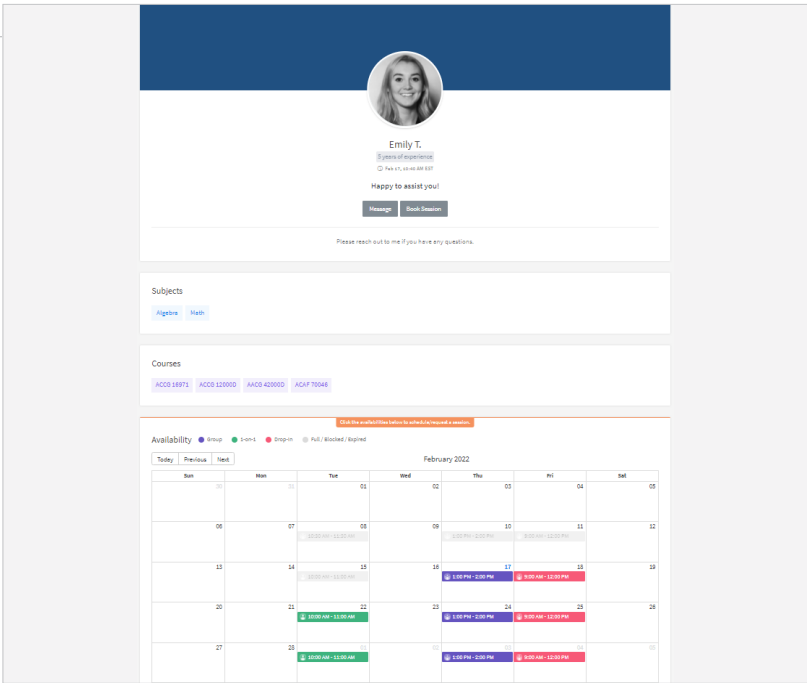
Step 3:

Scroll through host profiles that match your search and click on View Profile to expand the host's profile



Step 4:

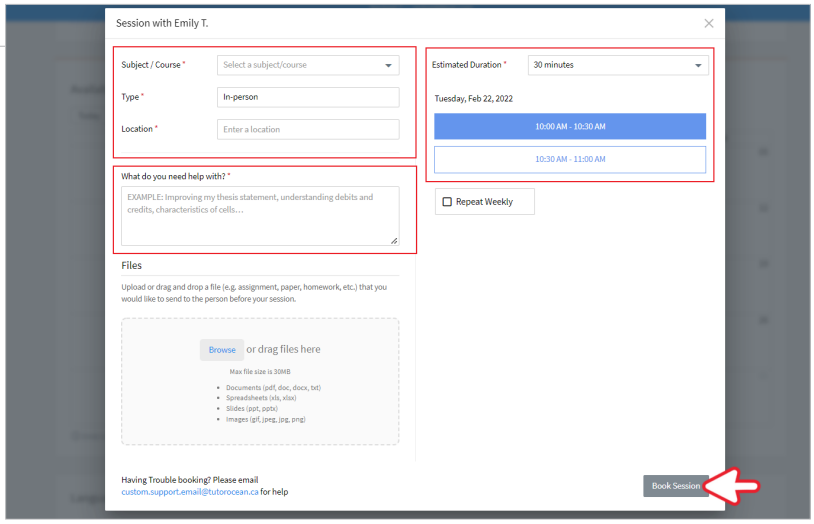
Scroll down to the host's availability and click on a date/time slot



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

Step 5:

Fill out all required fields and click on Book Session. You may also attach files to the booking in order to send them over to the host before the session occurs

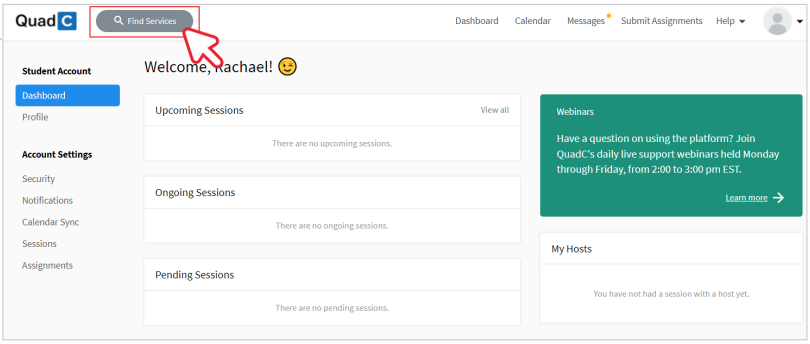


In Schedule View

Students can book a session with a host by searching and filtering in the Schedule View.

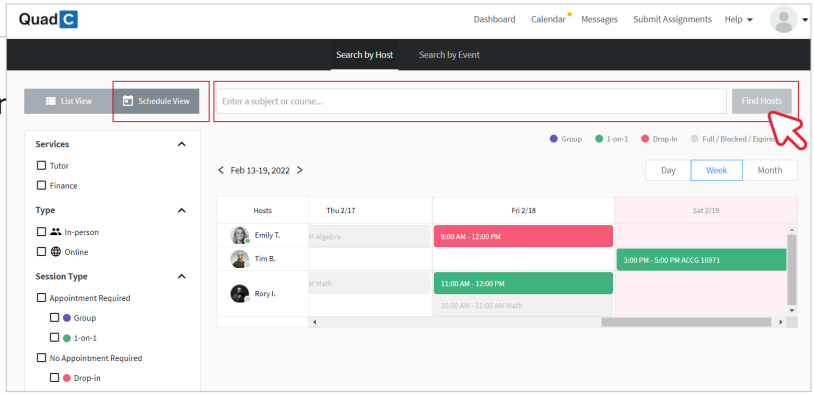
Step 1:

Click on Find Services at the top of the page



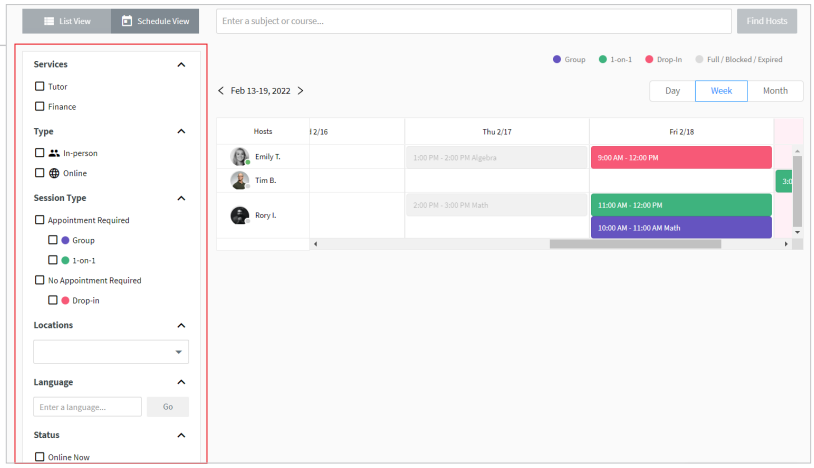
Step 2:

Click on Schedule View and enter a subject or course code into the search bar



Step 3:

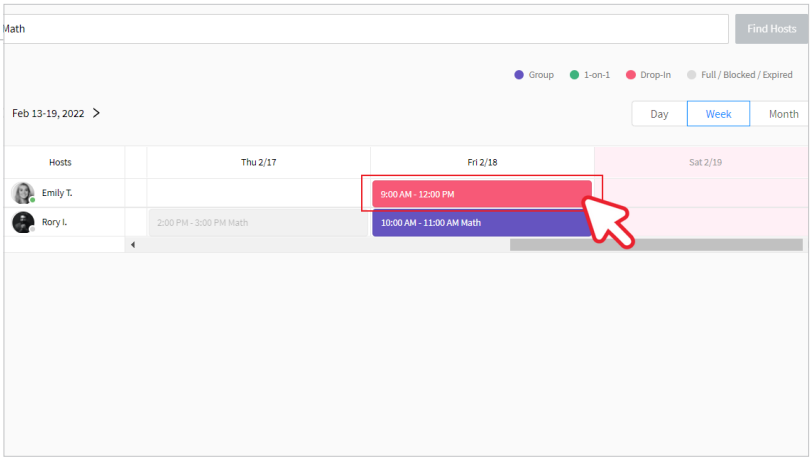
Filter your search for hosts by Service, Type, Session Type, Location, Language, Status, Rating, etc.



Step 4:

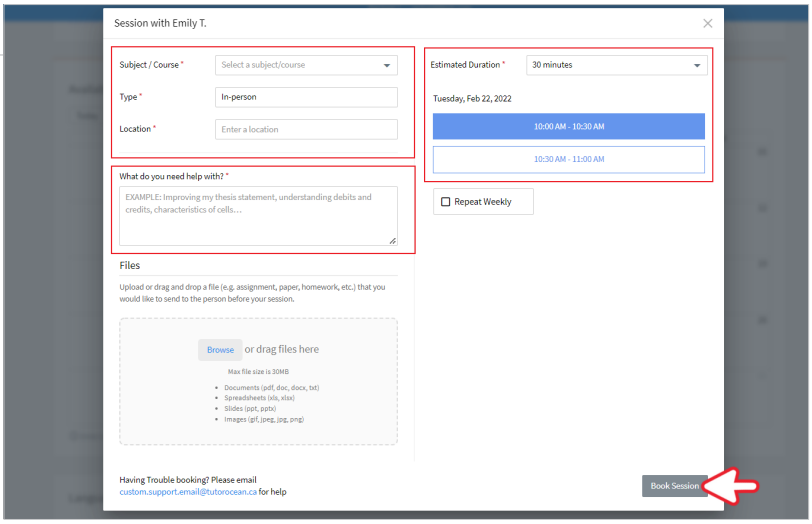
Choose a host and time slot that matches your search

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



Step 5:

Fill out all required fields and click on Book Session. You may also attach files to the booking in order to send them over to the host before the session occurs



Managing Sessions

Via Calendar

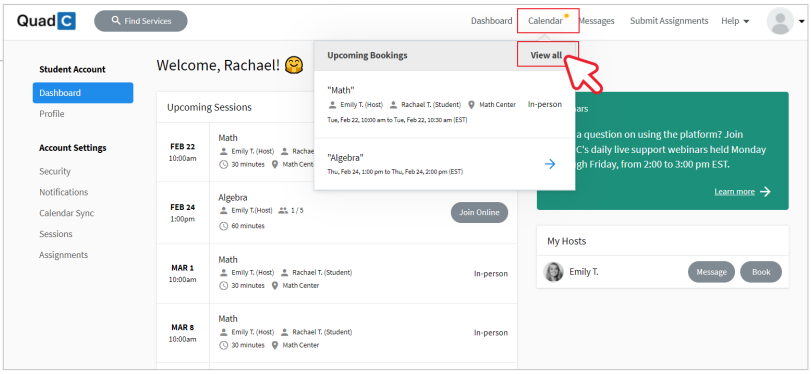
Students can view their past, pending, or upcoming bookings through their bookings calendar.

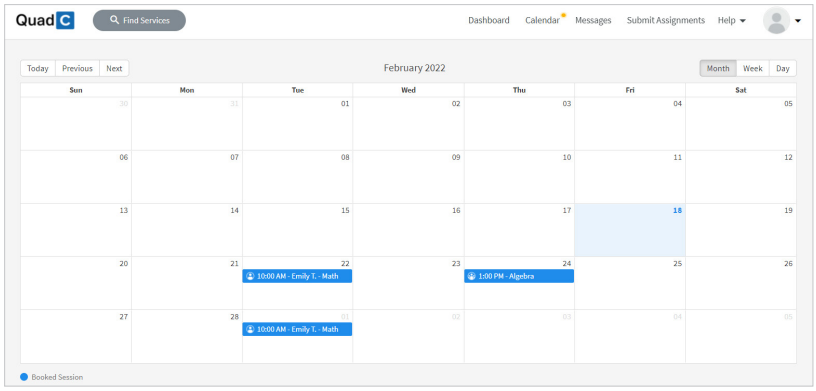
Step 1:

Go to ‘Calendar’

Step 2:

Select ‘View all’



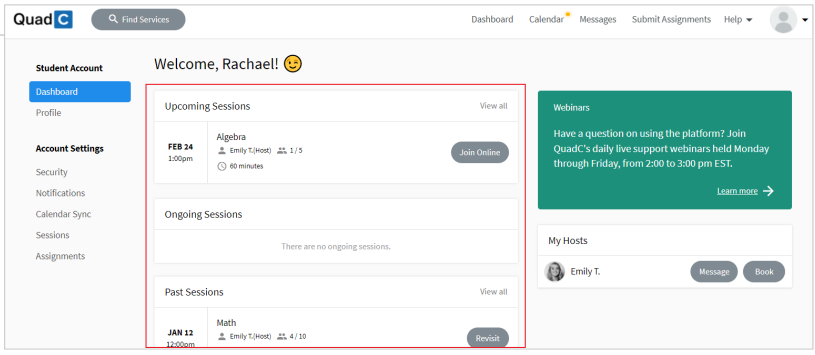


Via Dashboard

Students can view their upcoming, ongoing, and past sessions via their Dashboard.

Step 1:

Go to ‘Dashboard’



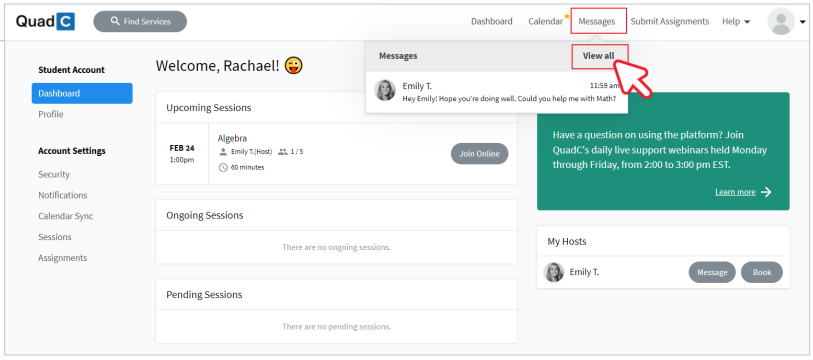
Communicating With Hosts

Messaging Hosts

Students can easily communicate with hosts through TutorOcean's built-in messaging system.

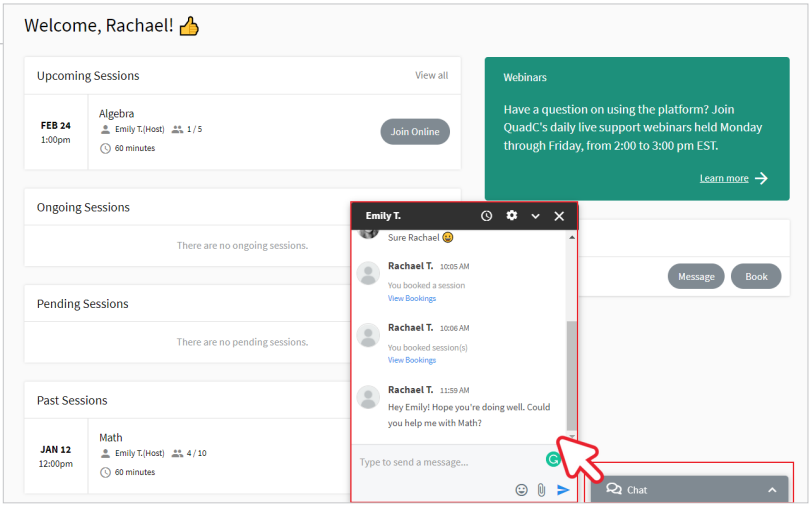
Option 1:

Message hosts via the 'Messages' tab



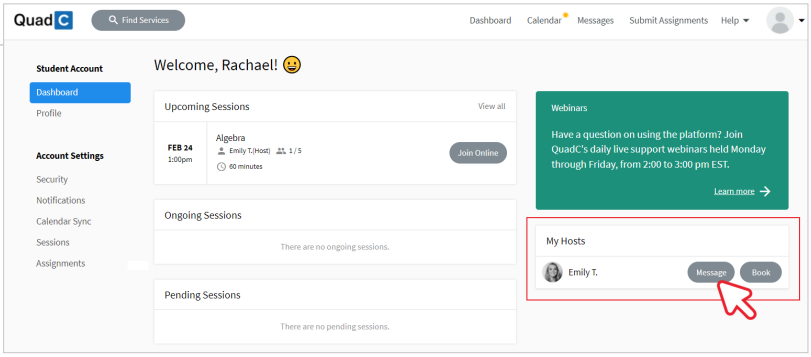
Option 2:

Message hosts with ongoing conversations via chat box



Option 3:

Message hosts via Dashboard



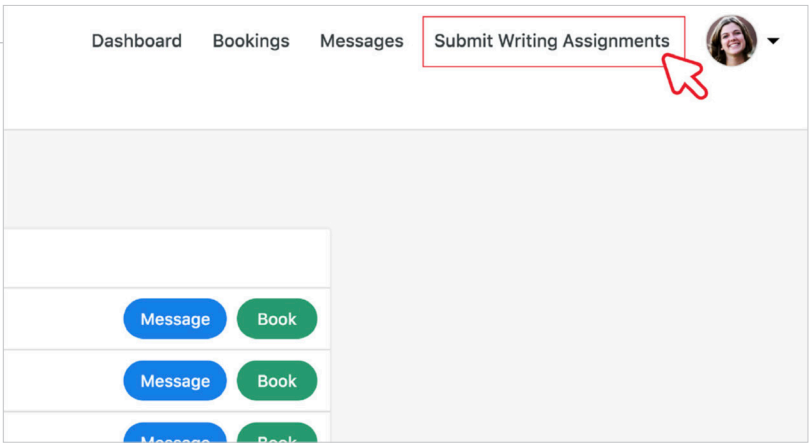
Assignment Help

Submitting an Assignment

Students can submit assignments for hosts to review and return.

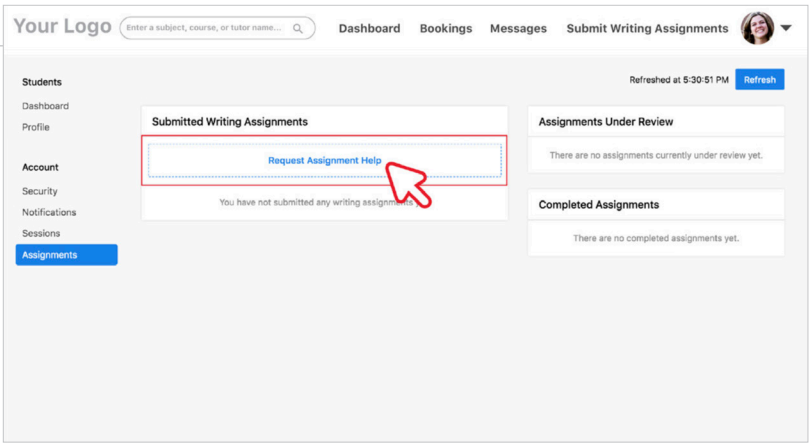
Step 1:

Go to ‘Submit Writing Assignments’



Step 2:

Click on ‘Request Assignment Help’



Step 3:

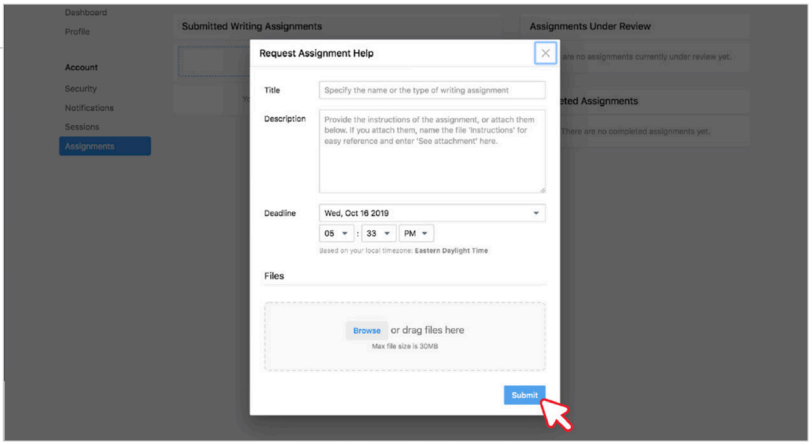
Fill out all required fields including title, description, and deadline

Step 4:

Attach atleast one file to submit your assignment

Step 5:

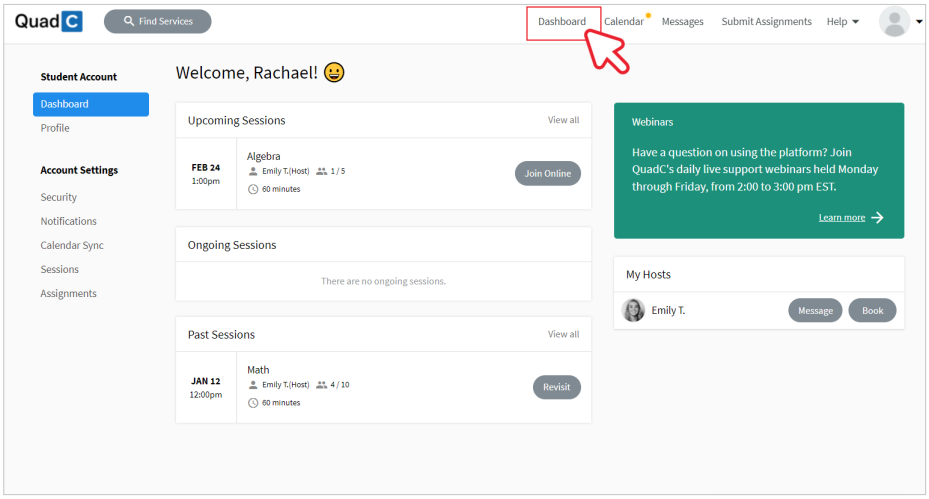
Click ‘Submit’



Features

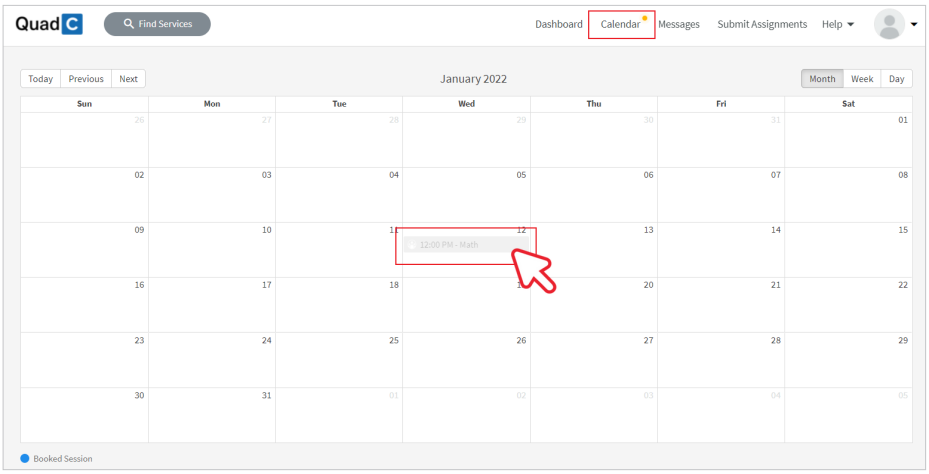
Dashboard

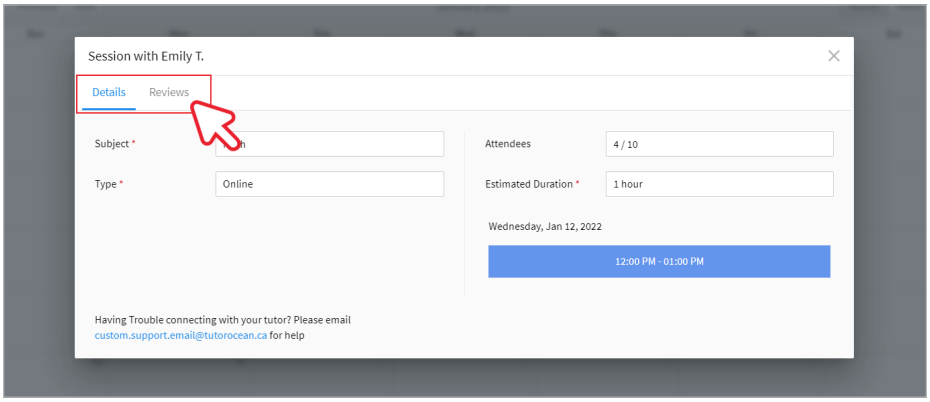
Students can use their Dashboard to see all upcoming, ongoing, and past sessions, and to access their profile, security, notifications, assignments, etc.



Session Details

Students can view details, reviews, and notes on their sessions.





Password

Changing Your Password

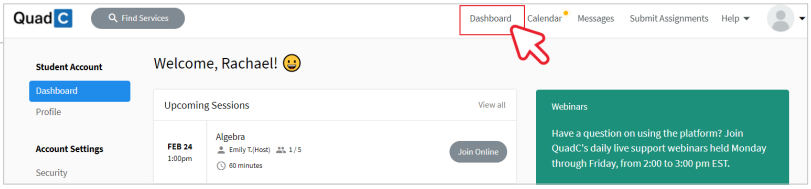
Students can change their change their password for personal reasons or security purposes.

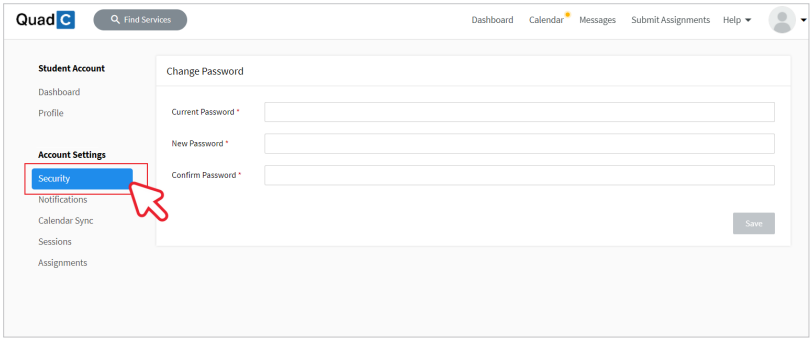
Step 1:

Go to Dashboard

Step 2:

Select ‘Go to Security’





Forgot Your Password

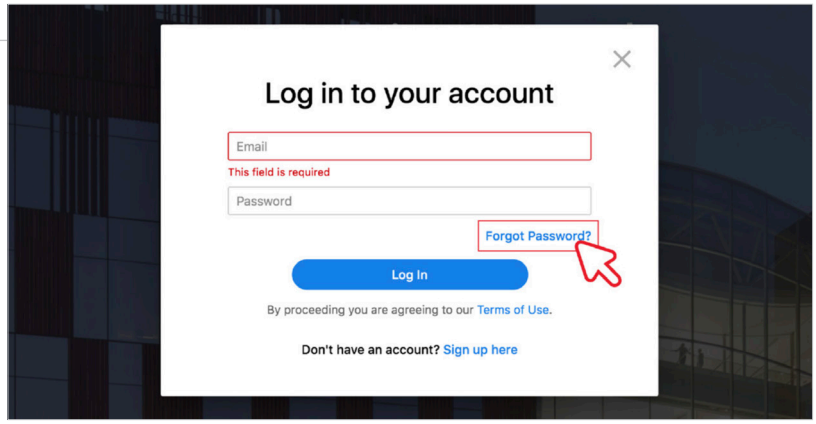
Students can reset their password if they have forgotten it.

Step 1:

Click on Log In

Step 2:

Click on Forgot Password?

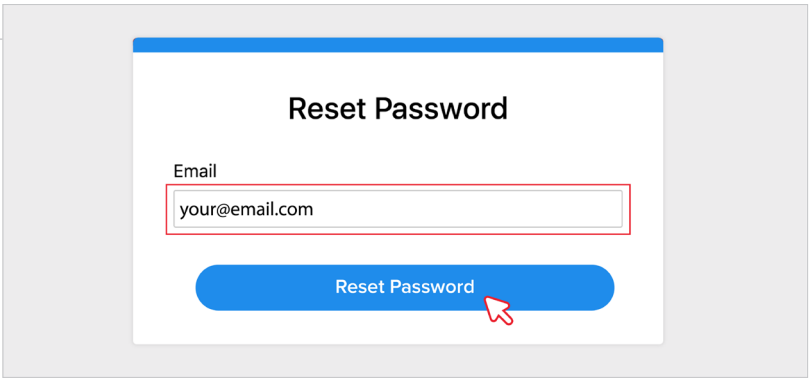


Step 3:

Enter the email associated with your account

Step 4:

Follow the steps sent to your email to reset your password



Support

Live Webinar

TutorOcean's Customer Success Team wants you to join in their daily live webinars! Session 1 is held every Monday through Friday from 2:00pm to 2:30pm EST and Session 2 is held every Sunday through Thursday from 7:00pm to 7:30pm 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:

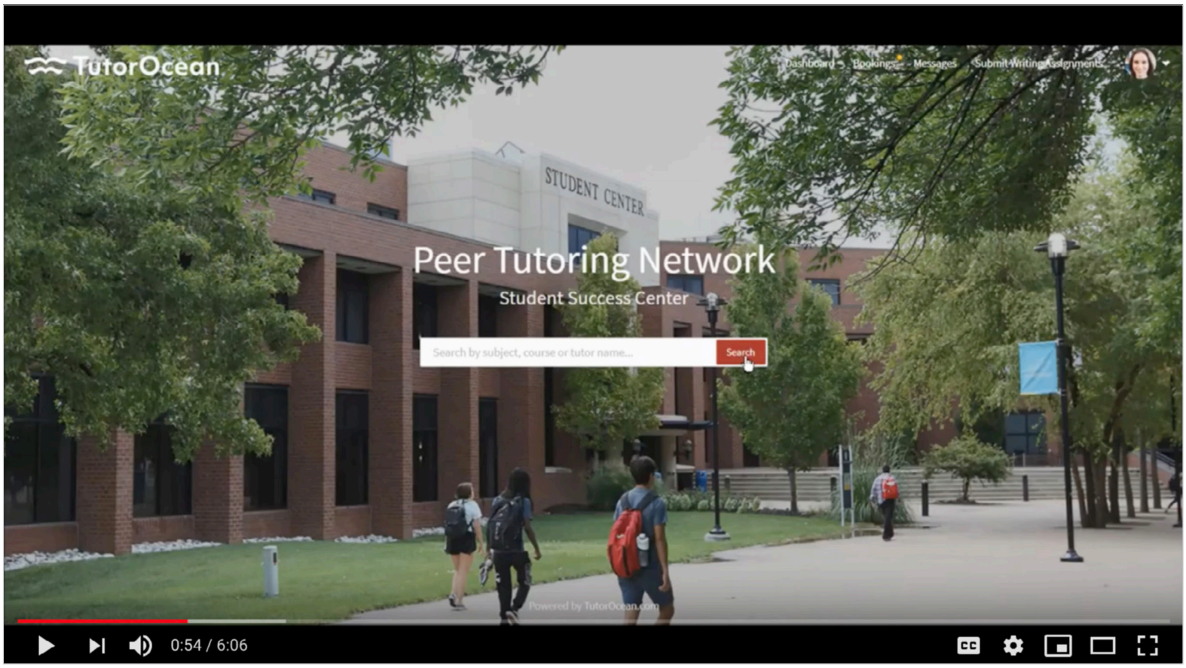
- Sign in/sign up
- Setting up a host profile
- Searching for a host
- Messaging hosts/students
- Booking a session
- Joining an online session
- Online session checks/preparation (system requirements, allowing browser, preparation cards, etc)
- Key features of the online classroom

Join Emily from 2:00 to 2:30 pm EST using the following link: Emily's Webinar the password to enter is **675130**.

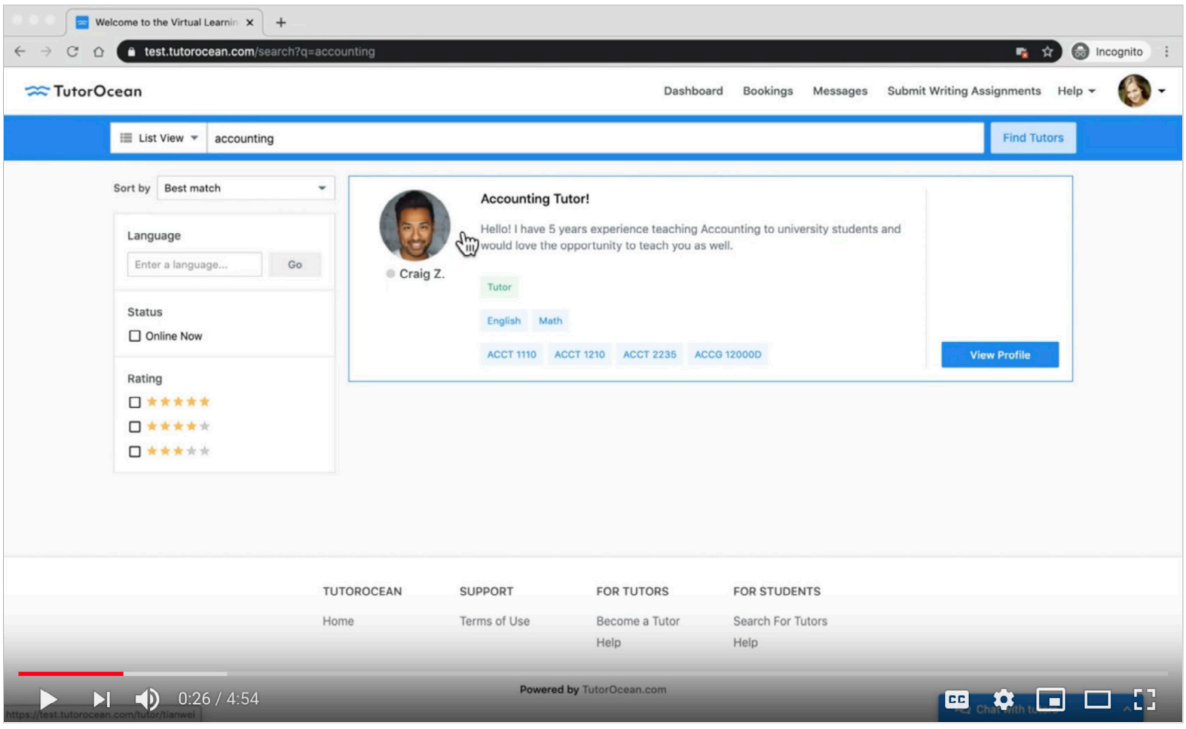
Join Daniel from 2:30 to 3:00 pm EST using the following link: Daniel's Webinar the password to enter is **274143**.

Join Randy from 3:00 to 3:30 pm EST using the following link: Randy's Webinar

Video Tutorial: How To Use The Platform



Video Tutorial: How To Use The Online Classroom



Quad C