



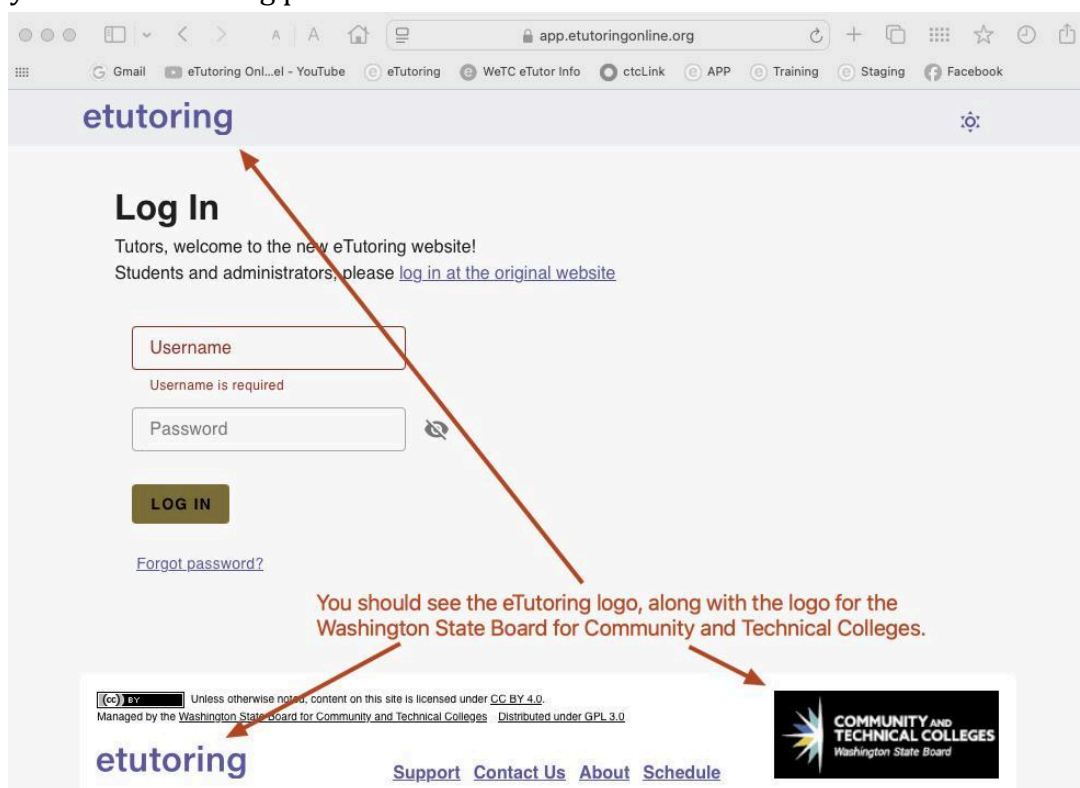
# The Live eTutor's Shift (A Walkthrough)

HERE'S A QUICK RUNDOWN OF YOUR STEPS FOR EACH eTUTORING SHIFT:

1. Log into eTutoring with your personal username.
2. Push the green clock in button.
3. Open several tabs in your browser; we recommend opening one tab to the eQuestions queue.
4. Click on "Live Tutoring" on your eTutoring homepage.
5. Click on the link next to your current shift's day and time to enter today's Zoom room.
6. Sign in to Zoom, if needed.
7. Share a Whiteboard and post a welcome note using the text tool.
8. Turn on Attendee Annotation.
9. Check on your Zoom doorbell/chime and check the volume on your speakers/headphones.
10. Help students in your Zoom room for the entirety of your shift, working on eQuestions whenever possible.
11. When your shift is over, exit your Zoom room.
12. Click on the red "clock out" button on your eTutoring homepage.
13. Log out.

## DETAILED STEPS (WALKTHROUGH)

1. First, go to the [eTutoring login page](#). If the page doesn't look like the image below, you're in the wrong place.





2. Enter **YOUR** username and password in the login boxes and click on “Log In.” Do NOT fill in the username and password you used during the training.

The director emailed your personal username and eTutoring email address to you in the email entitled “eTutor Training Complete.” Your username is either your first initial and last name, or something similar (sometimes it’s the first part of your email address or your first name and last initial.)

**Log In**

Tutors, welcome to the new eTutoring website!  
Students and administrators, please [log in at the original website](#)

Username  
Username is required

Password

LOG IN

[Forgot password?](#)

Click to show/hide password.

Click here and fill out form, if needed.

**If you’ve forgotten your password or you’re logging in the first time**, click on “Forgot Password” just under the login boxes. Then, fill out the password reset form with your eTutoring email and check your inbox for an email instructing you how to reset your password.

If you don’t remember which email is your eTutoring email, OR you don’t remember your username, go back to the email Sarah sent you when you completed your eTutor training. All relevant information appears in that email. If your email inbox allows you to search, enter “eTutor Training Complete” in the search box and the email from Sarah should appear.

If you have any questions, you can always [contact Sarah](#).

When you’re logged into your tutor account, your page will look like the one below:

If you’re in the right place, you’ll notice a few things (see screenshot below):



The screenshot shows the eTutoring homepage with a navigation bar at the top containing links for HOME, SCHEDULE, LIVE, EQUESTIONS, and RESOURCES. Below this is a sub-navigation bar with MAIN and REPORTS. The main content area is divided into several sections:

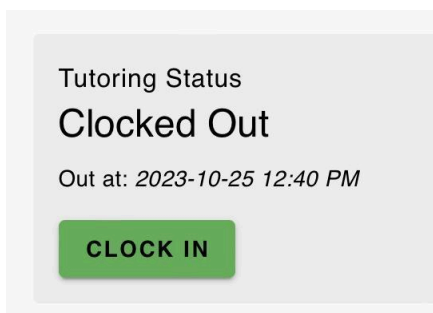
- eQuestions:** A box indicating "No questions awaiting response" and "No new questions".
- Tutoring Status:** A box showing "Clocked Out" with an "Out at:" field and a green "CLOCK IN" button. An orange arrow points to the user's name "Aastha" in the top right corner.
- Announcements:** A section with text about file naming conventions for uploads, including examples like "Smithjungessay.doc" and "Johnsonfreudpaper2.docx".
- Upcoming Shifts:** A box with a red border listing shifts for February 8, 9, 15, and 16, each with a day label (Sat/Sun) and a time range (2:00pm - 5:00pm or 2:00pm - 4:00pm).

You should notice:

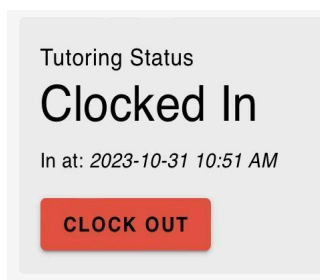
- A. Your first name appears in the upper right corner. If it doesn't, you've logged in under the training account rather than YOUR tutor account. Please log out and log in to your personal eTutoring account.
- B. Once you're scheduled for shifts, your next few shifts should appear in the "Upcoming Shifts" box. If the shifts listed here are wrong, please fill out the [scheduling form](#) ASAP.

If this is your first time logging in, or if you've forgotten your password, use the password reset email to change your password to something you'll remember. Then log in.

3. Next, click on the Clock In button to clock in. You clock in by pushing the **green** button on the right side of your homepage.



After you've pushed the clock-in button, you'll notice that it will turn red and display the last time you clocked in (see below).



NOTE: Make sure the clock out button is **RED** and says you're clocked in **before** you start working. Do NOT skip this step. If you don't log in and clock in to eTutoring, you won't enter the correct Zoom room (each shift's Zoom room has a unique link) AND it will look like you missed your shift.

4. Open several tabs on your browser, and open one to eQuestions.

Your browser's tab bar should look something like this (but your name will appear in the upper right corner next to the person icon):



5. Next, click on "Live" in your eTutoring toolbar (see the tab highlighted purple in the screenshot above).

Then click on the link next to your current shift's day and time to enter today's Zoom room. It should appear at the top of the list, but please check the times carefully.



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SCHEDULE

LIVE

QUESTIONS

RESOURCES

Li

Live Meetings

Your next Zoom meeting link should appear at the top of this list.

Zoom meetings are in Pacific time

| Session                         | Participants | Meeting Links                 | Start Date        |
|---------------------------------|--------------|-------------------------------|-------------------|
| Live T - 9:00-11:00 (ET) Nov 10 | 0            | <a href="#">Start Meeting</a> | 11-10-2023 6:00am |
| Live T - 9:00-11:00 (ET) Nov 13 | 0            | <a href="#">Start Meeting</a> | 11-13-2023 6:00am |

refreshed at 3:57pm

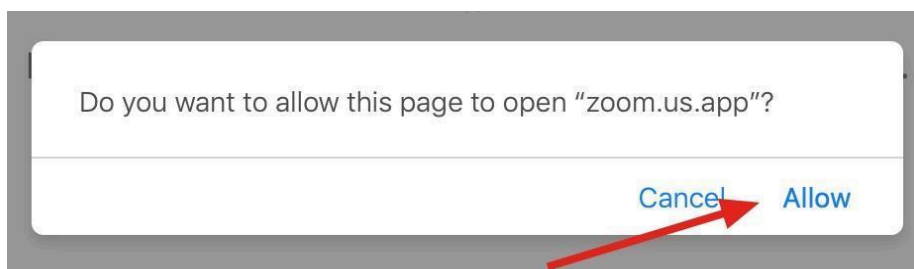
\*\*\* Notice that each meeting time/shift has a unique Zoom room URL \*\*\*

This is **very important** – if you select the wrong link, you’ll go into the wrong Zoom room and students will not be able to see you or enter your room. Everything will look totally normal to you, but no students will come into your room because you’re in the wrong room. **It’s VITAL that you click on the link for the meeting you’re starting right now.**

If you do not see a link for today’s shift, (or tomorrow’s) [contact Sarah Bergfeld](#) IMMEDIATELY. She is the only person who can troubleshoot this issue. Do NOT create a meeting yourself or click on one of the other shifts (they also won’t work and students won’t be able to see you or enter your room).

When you click on your meeting link, one of two things will happen:

- If this box pops up, click on “Allow:”



Clicking on “Allow” should bring you to step 6 (which appears after B, below).

- If you don’t see the screen above, but you see the screen below, click on “Download and run Zoom.”



## Your meeting should start in a few seconds...

If Zoom does not run in a moment,  
[Download & run Zoom](#). Then [click here](#) to join the meeting.



Click here.

At this point, you'll need to download the Zoom app. When Zoom is done downloading you should try entering the current shift's Zoom room again **from within eTutoring**.

Return to your Live Tutoring page and click on the link matching the current date and time (see below).

E SCHEDULE **LIVE** EQUESTIONS RESOURCES Liv

**Live Meetings** Your next Zoom meeting link should appear at the top of this list. Zoom meetings are in Pacific time

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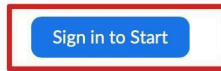
refreshed at 3:57pm

### 6. If needed, sign into Zoom.

If you're not already signed in to Zoom, Zoom will say "If you are the meeting host, sign in to start the meeting." For this reason, it's a good idea to keep your Zoom login credentials nearby whenever you plan to tutor. When you see the screen below, click on "Sign in to Start."



If you are the meeting host, sign in to start the meeting(992 2312 2260)



Click here.

I'm not the meeting host, [Join Meeting as an Attendee](#)

Then, fill in your login credentials for Zoom.

The image shows the Zoom Sign In page with four numbered instructions:

1. Enter your email address here. (Points to the Email Address input field)
2. Enter your Zoom password here. (Points to the Password input field)
3. De-select this! (Points to the checked 'Stay signed in' checkbox)
4. Click here to sign in. (Points to the Sign In button)

The page includes a 'Welcome back!' message, a 'Forgot password?' link, a checkbox for 'Stay signed in', and social login options for SSO, Apple, Google, and Facebook, all of which are crossed out with red X's.

Note: **DO NOT SKIP THIS STEP!** Make sure you deselect “Stay signed in,” especially if you are on a school/public computer. And if you have any other Zoom accounts, (through your school or independently) make sure you deselect “Stay signed in” with those accounts too. If you don’t, Zoom will automatically sign you into the account you used most recently.

Finally, click on “Sign In.”

If you’ve forgotten your Zoom credentials,

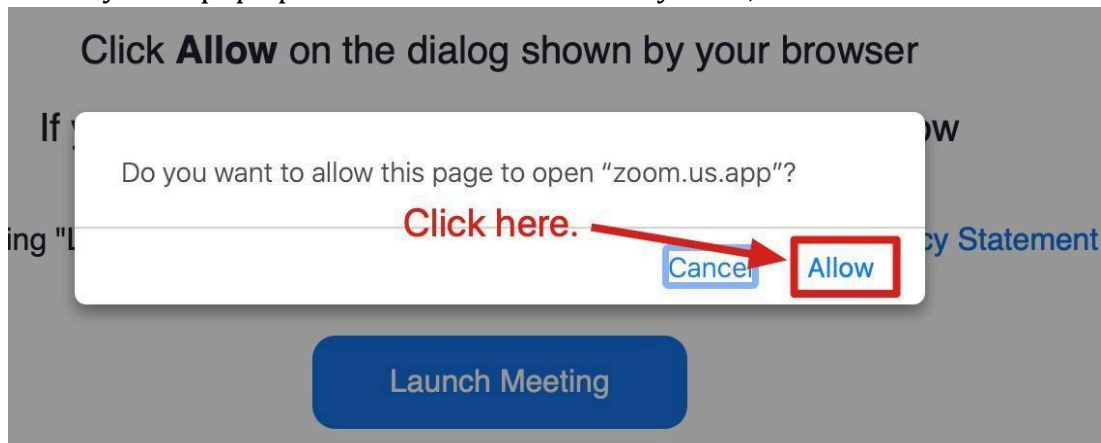
- Go to: [Zoom.us/forgot\\_password](https://zoom.us/forgot_password)



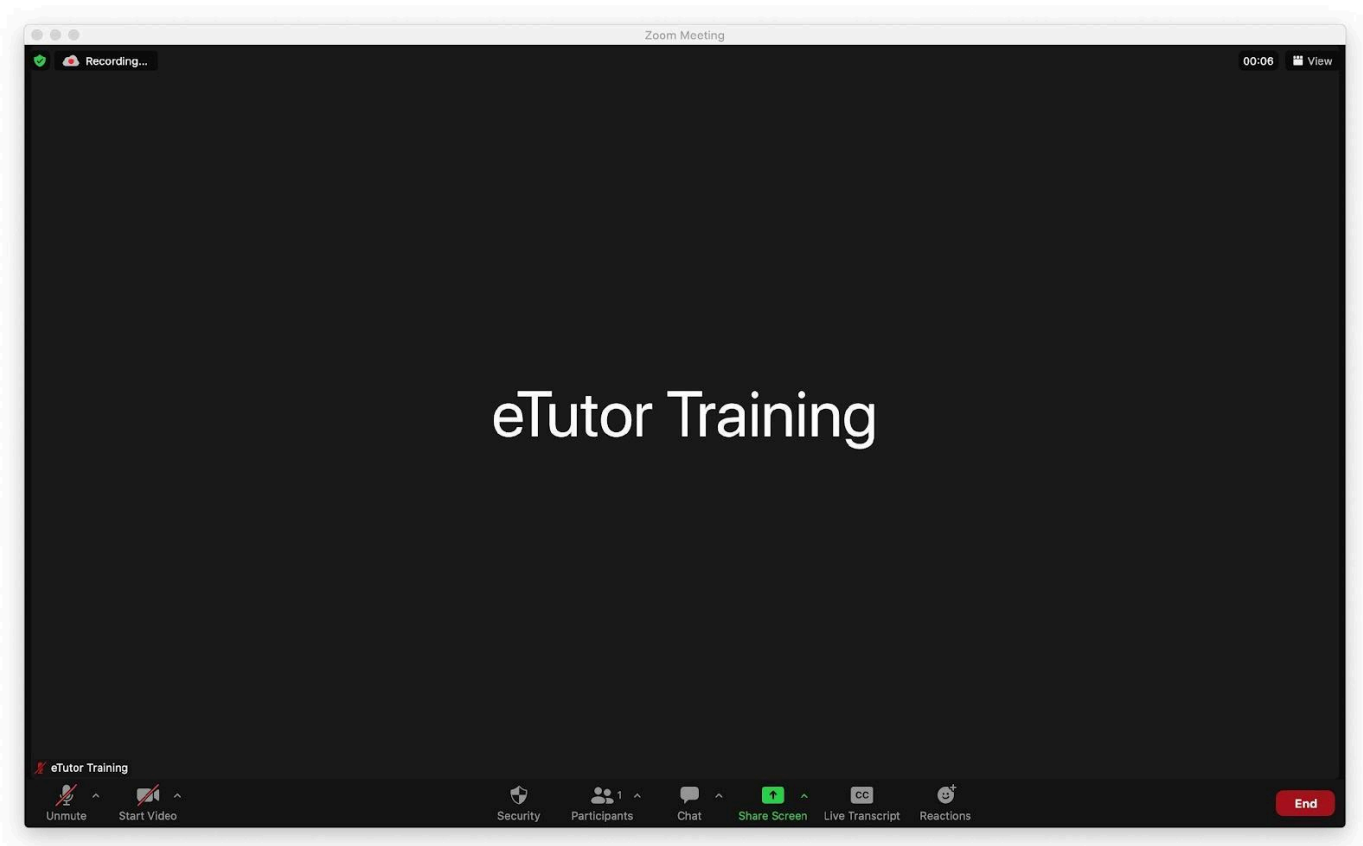


- a. Enter in your email address.
- a. Click Send.
- a. You will receive an email with a link to **reset** your **password**.
- a. Enter in your new **password**.
- a. Enter in the new **password** a second time for confirmation.
- a. Click Save.
- a. You have now **reset** your **password** and you should be good.

You may see a pop up like the one below. When you do, click on “allow.”



When your room opens, it will look similar to the image below, **but your name will appear in the middle of the screen.**



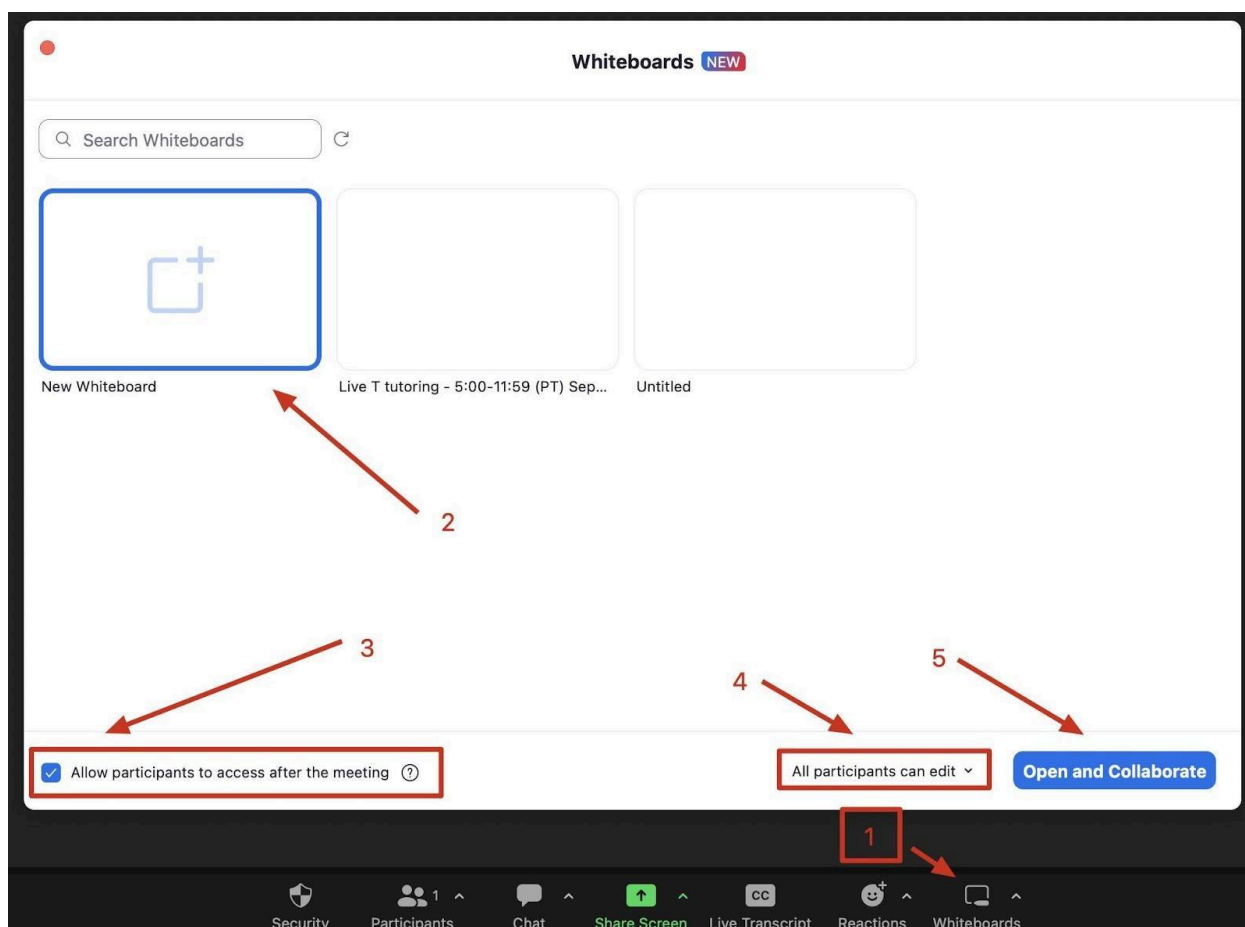




Once your Zoom screen shows up, you should arrange your panels to your liking.

7. Share a Whiteboard and post a welcome note using the text tool.

The simplest way to open and share a whiteboard is to click on the whiteboard button at the bottom of your Zoom screen. When you do that, the pop up shown below will appear.



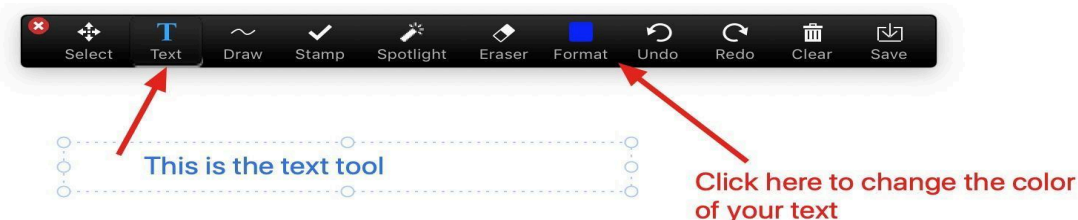
Each number in the screenshot above is described in more detail below.

1. This is the “Whiteboards” button. Click on it to open the whiteboard details screen shown above
2. Click here if you’d like to share a new whiteboard. Over time, you may acquire additional whiteboards, which you can open by choosing any of the whiteboards listed to the right of the new one. (We’ll look at this in more detail below).
3. Make sure “allow participants to access after the meeting is selected.” There are some restrictions, however, so some users may not be able to access the whiteboard after they leave the Zoom room.
4. Make sure “All participants can edit” is selected so both you and the student can manipulate the whiteboard during the session.



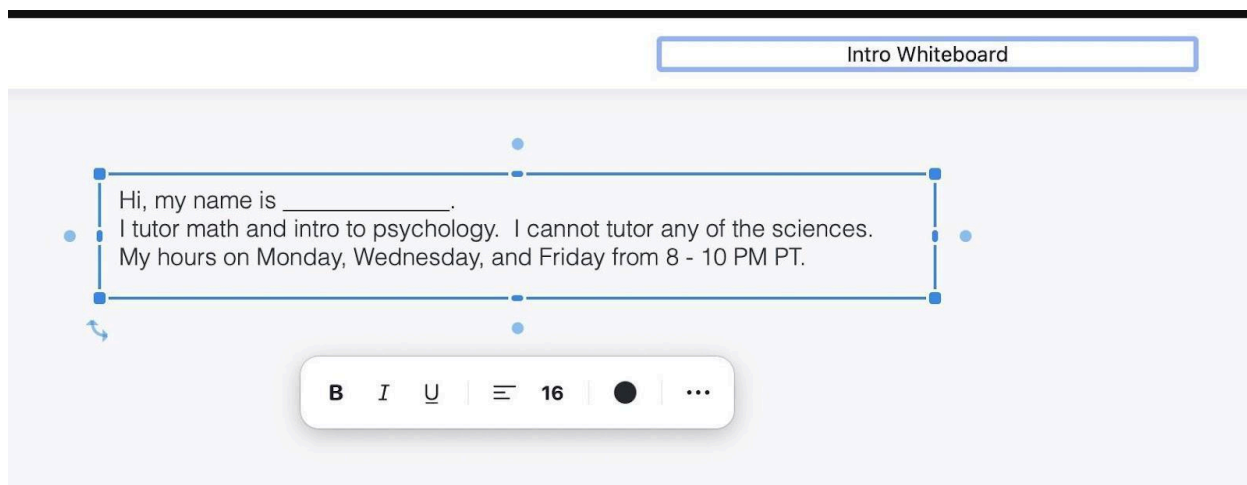
5. When you've selected your whiteboard, click on "Open and collaborate" to open the whiteboard.

Next, click on the text tool. The **Text Tool** appears on the whiteboard toolbar (see below).



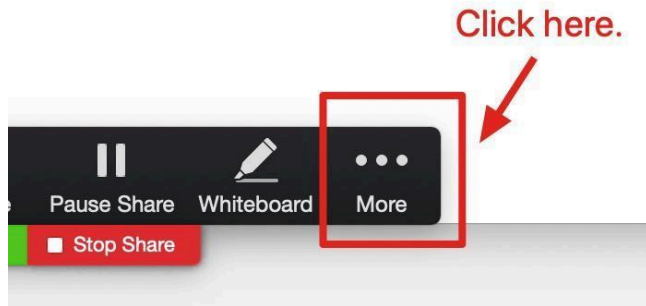
We strongly recommend using the text tool to write a welcome note on your whiteboard. When you post something on a shared whiteboard, every student who enters the room will see it. This will help you save some time greeting students as they come in.

Below is an example of what you might write. We also recommend naming each whiteboard, (just click on the light blue box at the top and type in the whiteboard's name) so they're easier to identify if you want to use them again later.

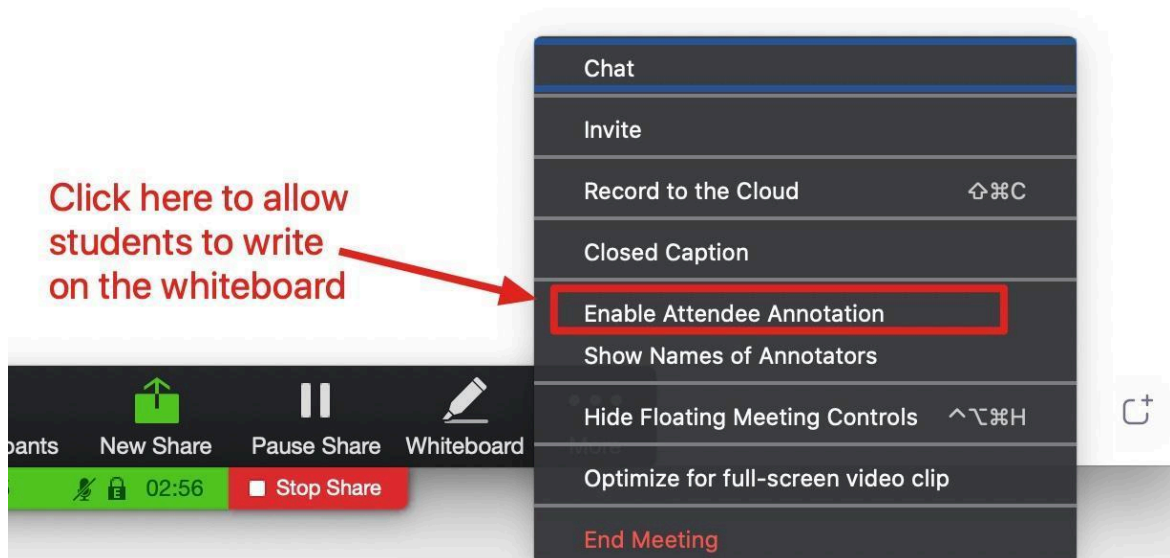


You can also add additional details to your welcome note (along with any others you think will be helpful):

- I'll help each student for about 20 minutes before moving on to the next student.
  - While you wait, please have your problem up on your screen. Be prepared to share your screen and talk about what you've tried so far.
  - When your session is done, please leave the Zoom room. You can always re-enter if you get stuck again.
8. Next, turn on Attendee Annotation. This will ensure students can write on the whiteboard. First, click on the "More" button on your Zoom control bar (see below).



Then, choose “Enable Attendee Annotation” If it already has a checkmark next to it, you don’t have to do anything.

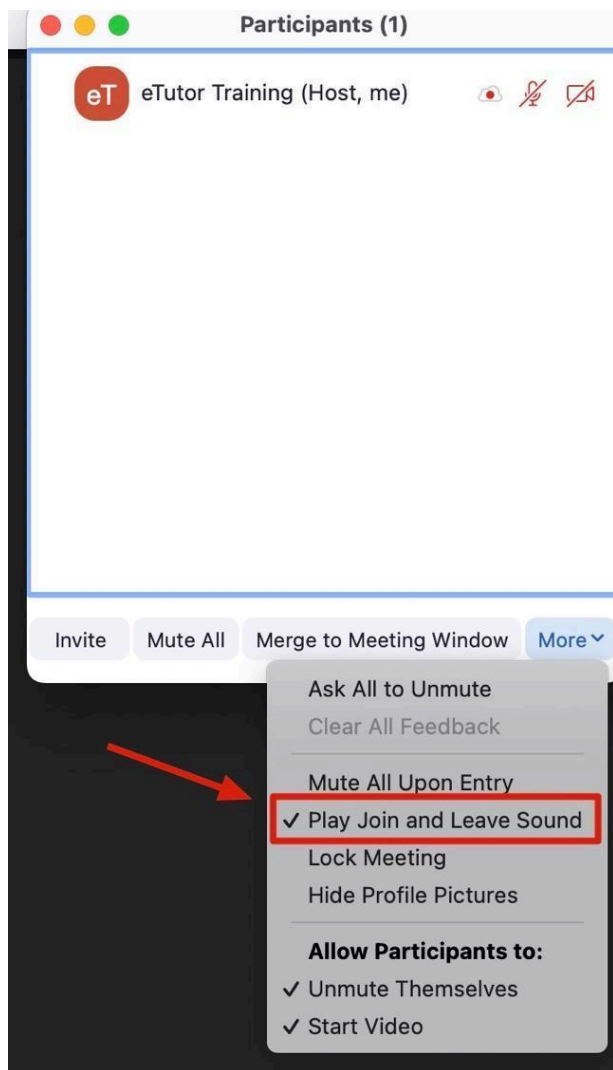


When students enter your Zoom room, you may need to walk them through annotating the whiteboard.

9. Next, check on your Zoom ringtone:

All Zoom rooms are **automatically set to make a chime sound** when students enter. However, if for some reason you don’t hear a chime, check your volume settings on your computer and headset. If those are both fine, go to the bottom of the Participants panel, and click on “More.”

Make sure “Play Join and Leave Sound” is checked. If it isn’t checked, make sure you click on it/select it so that the chime will play in the future. See below for an example. YOUR NAME should appear at the top of the participants box as the host.

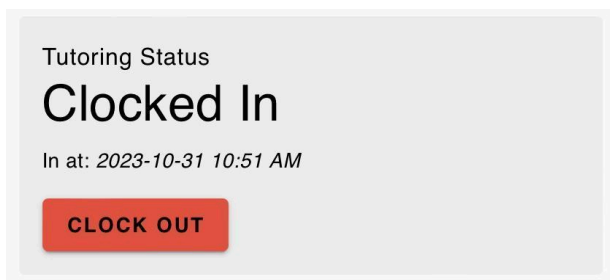


Help students in your Zoom room for the entirety of your shift, working on eQuestions when possible.

10. When your shift is over, leave your Zoom room by clicking on the red circle in the upper left corner of your Zoom window (or the x in the upper right corner for Windows users). You can also choose “End meeting for all.” If you leave your room or end the meeting by mistake, don’t worry! You can get back in by going back to the Live tutoring page in eTutoring and clicking on the meeting link again.

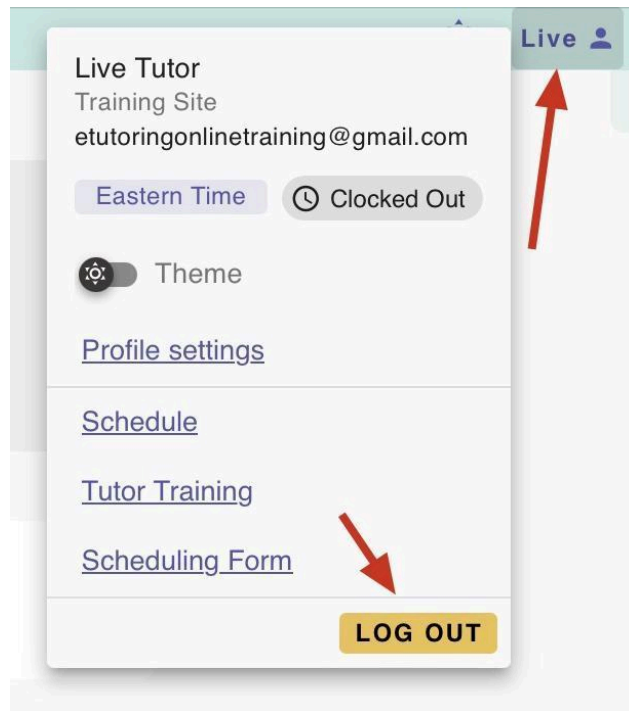
12 & 13: Clock out and log out.

At the end of every shift, you will need to return to your eTutoring homepage and push the **red** CLOCK OUT button:

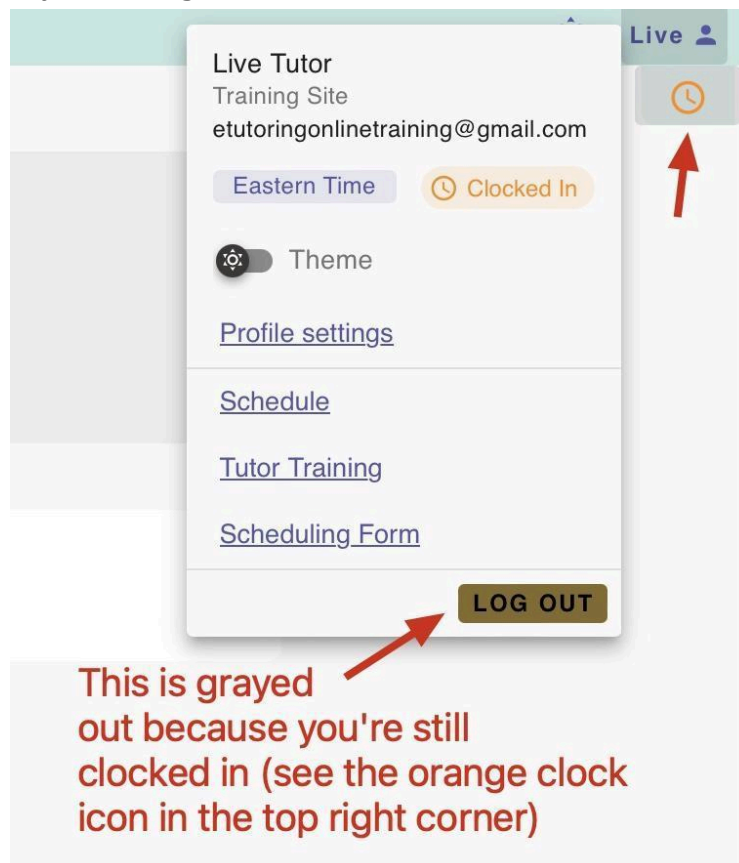




When you push the red CLOCK OUT button, it will turn green and show the time at which you clocked out. Then you can log out by clicking on your profile button in the upper right corner and clicking on “log out.” Of course, your name will appear where it says “Live” and “Live Tutor” below.



Please note that if you're still clocked in, you won't be able to log out. You'll need to clock out first, then you can log out.





**Very Important Note:** Only YOU can clock in. The site cannot (and will never) clock you in or out. If you log out or lose your internet connection, you WILL REMAIN CLOCKED IN UNTIL YOU PUSH THE CLOCK OUT BUTTON.



Once you've logged out, you're done. See you next time!