

During open lab hours, tutors will be available to help. They will work with you to get you unstuck when you're not sure what to do next on an assignment. We will be using the Autograder system to manage the queue of requests for help. The Autograder queue will be open during scheduled lab hours when at least one tutor is on duty. To get in the queue, **log into <https://autograder.ucsd.edu/> with your @ucsd.edu email and password. Submit your question as a ticket** using the following tips:

- Give a meaningful question or problem statement in your ticket.
- Be prepared! When the tutor shows up, you should be ready to reproduce the issue you're having, have a test case that doesn't produce the right output, show them a drawing of the situation you're confused about, etc.

Expect to have about 5 minutes with a tutor (or TA or instructor): you probably won't have the solution at the end of the conversation, but you should feel unstuck and ready to try new approaches.

If you are unable to access the autograder, submit a private post on Piazza to let us know with your name, email, and PID so we can add you.

In-Person Tutoring in the CSE Labs (basement)

If you'd like to receive help from a tutor here's how you can receive in-person assistance via a CSE lab computer.

Note: You can only receive in-person assistance if you are in the CSE Labs in the CSE basement. Otherwise, please submit a ticket following the remote tutoring instructions.

1. Log into your **cs12sp22** account.
 - a. If the lab computer is in Windows then restart and choose CentOS.
 - b. If you're logged into the lab machine with your regular UCSD credentials, first log out. Now, log in to the machine with your CSE 12 account. You can use the account of either partner. The username starts with "**cs12sp22**". If you don't know what it is, use the ACMS account lookup tool:
<https://sdacs.ucsd.edu/~icc/index.php>.
2. Using a browser, log into <https://autograder.ucsd.edu/> with your @ucsd.edu email.
 - a. Click "**Create a new ticket**" and submit your question in the description of your ticket.
 - b. Indicate your **lab room location** and **computer number**.
 - i. The lab room number should be next to the entrance of the room.
 - ii. The computer number should be on the bottom right corner of the desktop.

3. Once your ticket is accepted, a tutor will come to you.
 - a. Please stay in your seat!
 - b. If the tutor arrives and you are not present at the specified location, they will either cancel the ticket or move on to the next ticket in the queue.

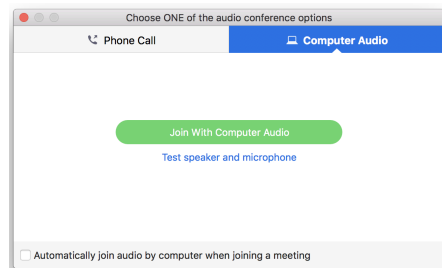
If there is no in-person tutoring, but remote tutoring is available, please refer to the remote tutoring procedures. The computers in the CSE labs should have zoom downloaded after logging into your cs12sp22 account.

Remote Tutoring with Zoom: Student Procedures

If you'd like to receive help from a tutor remotely here's how you can receive interactive assistance remotely via Zoom. Before you can receive remote assistance, be sure to follow the instructions on obtaining your UC San Diego Zoom Pro account here:

<https://blink.ucsd.edu/technology/file-sharing/zoom/index.html>

1. Log into <https://autograder.ucsd.edu/> with your @ucsd.edu email.
 - a. Click "Create a new ticket" and submit your question in the description of your ticket.
 - b. Indicate your location as **Hallway - Remote**.
 - c. In the first part of your ticket description, write the following: **"(Remote)"**
 - i. Ticket Description Example: *(Remote) I am having trouble on Stepik question 3.2.*
2. After the tutor accepts your ticket, refer to the ticket's comment section and **copy the Zoom meeting link listed there by the tutor**.
3. Paste the link into a new browser to start a zoom interaction with the tutor.
4. You might need to choose an audio source for the call (phone or computer)
 - a. We recommend you join with computer audio.



- b. If you are using a computer that does not have a microphone or audio, you may want to additionally connect to the Zoom conference using your phone or tablet. This way, you can share a window or your desktop using a computer and participate with audio using your phone or tablet.

5. If you want to discuss your code with the tutor, be sure to share your terminal/IDE/ssh session following the screen sharing instructions below.

Please refer to the UCSD [Zoom: User Guide](#) for detailed functionality instructions, including how to [Share Screen](#) and [Annotate Shared Content](#).