

# Frequently Asked Questions - Smarthinking

To help you get started fast, we've compiled the questions students ask most often about Smarthinking online tutoring and writing reviews.

## What is Smarthinking?

Smarthinking is an online tutoring and writing review service designed to help you succeed in school and in your career. We've served millions of people since we started in 1999 — each student, each writer, one-on-one.

You can connect with us 24x7 on the Internet through your computer or mobile device.

## What subjects can I find a tutor for?

Our subject expert tutors offer one-on-one learning help in:

- mathematics & statistics
- science
- business
- Spanish
- computers & technology
- nursing & allied health
- reading
- writing

We tutor 24x7 in over 150 subjects. Some are available only during specific hours, or by appointment.

## How can I work with my Smarthinking tutor?

You can work with your Smarthinking tutor in any of the following ways:

- **Request drop-in tutoring** — Work one on one with a Smarthinking online tutor, right now (in most subjects).
- **Schedule tutoring in advance** — Want to plan ahead for that project or homework? Reserve time to meet with a tutor, one on one. Appointments must be made 24 hours in advance.
- **Leave questions** — Submit questions, show your work or ideas, and receive a tutor's detailed response within 24 hours.
- **Access bonus study aids** — Log into your Smarthinking account and immediately access expert content designed to help you master your subject, including 1,500 math tutorials, other math resources, an accounting study guide, a writer's handbook, a career writing handbook, and more.
- **Review previous sessions** — Revisit your earlier sessions with Smarthinking online tutors and any writing they've reviewed for you.

### What writing review services does Smarthinking provide?

Smarthinking provides writing review for:

- school assignments (for example: essays, research papers, practice SAT essay responses)
- career writing (for example: resumes, cover letters)

You can submit writing assignments in all subjects. If your class has a writing assignment, we can review it. Our writing specialists will give you a thorough critique and specific guidance for improving your work, usually within 24 hours.

### How do I get technical support?

First, check this FAQ. If that doesn't help, and you already have a Smarthinking account, [chat with us](#). (We'll need your Temple College email address)

### How do I get started?

Temple College has enabled your student account directly through your Desire2Learn (D2L) homepage. Scroll to the right-bottom corner and click on the "Smarthinking Portal" link.

### What devices can I use, and what are the technical requirements?

**For computers:** Smarthinking works from the following desktop or laptop (notebook) computer operating systems: Windows (10/8.x/7.x/Vista/XP), Apple Macintosh (macOS version 10.4x or higher), Linux, and Google Chrome OS (Chromebooks). You'll need at least 1GB memory and a Pentium Dual Core or faster processor (or equivalent).

Smarthinking works with web browsers including: Internet Explorer 8.0 or higher, Microsoft Edge, Firefox 12.0 or higher, Google Chrome, and Safari 5.0 or higher. You'll need to enable JavaScript and allow cookies and pop-ups while you're running Smarthinking.

**For smartphones and tablets:** You can download an optional free Smarthinking mobile app for [Apple devices](#) (iPhone®/iPad®) and [Android devices](#). Or, if you prefer, you can use Smarthinking through your device's web browser (for example, Safari or Google Chrome).

**Internet connections:** Smarthinking needs an internet connection of at least 256 kbps (which means nearly all cable and phone company connections will work as well as most satellite connections and internet-connected home wireless networks).

A technical detail you'll probably never need to know: Smarthinking uses outbound ports 80 (HTTP) and 443 (HTTPS/XMPP).

### **How do I request live online tutoring and start a session?**

Once you've set up your account and logged in:

1. Choose "Work with a Tutor or Career Coach."
2. Choose the subject area you want from the list of subjects. This will take you to an online tutorial whiteboard where you can connect with one of our trained tutors.
3. When the whiteboard loads, read the instructions in the middle of the page. Then click the Start button.
4. Type your question and click the Enter Question button on the top-right corner of your screen.
5. As soon as a tutor is available to help you, you'll get a visual and audio notification. Now you can communicate with your tutor by typing or drawing in the whiteboard area.
6. When you're done, click the Exit/Options button, and then click End Session.

### **How do I submit my essay for review?**

1. From your Smarthinking account.
2. Click on "Submit My Writing or Career Documents" and select a subject from the list.
3. Fill out the essay submission form. All required fields are marked with an asterisk (\*). Be detailed—the more your tutor knows about your assignment the better.
4. To upload your essay, click on the Browse button and locate your essay on your device or connected cloud account. Any uploaded writing must be saved in standard word processing formats such as Microsoft® Word (.doc or .docx), Rich Text Format (.rtf), or plain text (.txt).
5. Click Submit.
6. Review your submission and click "Confirm Submission." You'll receive a pop-up confirmation message.

You'll receive an email and/or text notification when your review is ready, typically within 24 hours.

### **How do I retrieve my essay once it's been reviewed?**

1. From your Smarthinking account.
2. Click on "Review My Sessions and Submissions."
3. To display a list of essays returned to you, check the "Writing" box (in the Type area), and the "Returned" box (in the Status area).
4. Click your essay's title and click the Download Essay button.
5. Choose a location on your computer where you want to save the file.
6. Click Save.

You can now open the reviewed version of the essay wherever you saved it, using the software application you used to create it.

### **What is “scheduled tutoring”?**

Scheduled tutoring allows you to schedule an interactive live whiteboard session with a tutor more than 24 hours in advance. Use scheduled tutoring when:

- You want to work with a specific tutor who’s already helped you.
- You know you’ll need help, but you want to prepare all your questions first.
- You need tutoring in an advanced subject which requires an appointment (for example, differential equations or corporate taxation).

### **Will your tutors give me the answers?**

No, they won’t. We want to help you learn, understand, and master the subject, so you can work independently. We want you to get a better grade now — and keep getting better grades in the future.

We work with you one-on-one to help you overcome roadblocks and quickly learn the skills and concepts you need to succeed. We give you useful feedback, practical reminders, relevant examples, and plenty of encouragement. When you submit writing for review, we give you detailed notes and comments, including a distilled plan for revision. But we won’t do your work for you.

### **What if I already have on-campus tutoring?**

If you do, that’s awesome.

Sometimes, we can be there when they can’t — at night, on weekends, during holiday breaks, or if you need help with a subject they don’t support. If they’re especially busy (say, for example, during exam week), we might be able to help you sooner than they can. And, sometimes, it just helps to have a second coach: someone with a different way to help you understand.