

# Online Tutoring: Anywhere, Anytime

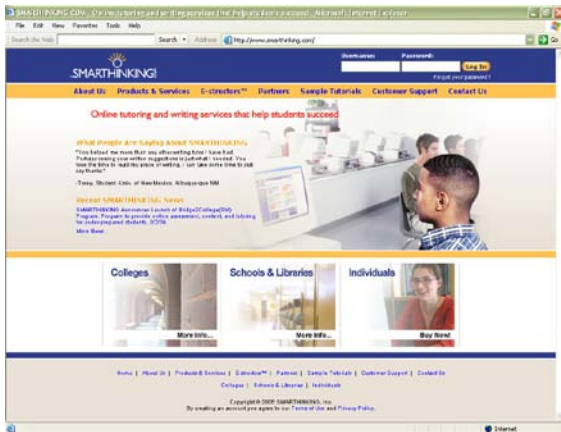
**Math \*\* Science \*\* Writing \*\* Business**

For the full list of subjects and schedules, go to

[http://services.smarthinking.com/static/pub\\_common/hours.cfm?st=1](http://services.smarthinking.com/static/pub_common/hours.cfm?st=1)

## With **SMARTHINKING** Online Tutoring, you can

- **Connect With a Tutor** and interact live.
- **Submit your Writing** for any class to our Online Writing Lab.
- **Submit a Question** and receive a reply from a tutor.



## Setting up a New Account

1. Log-in to MySVCC and click on Blackboard
2. On the SVCC College tab you will see a module area for “Southside Smarthinking”
3. Read through the information and click on the “Sign Up Now” button
4. Fill out the registration form, creating your own unique username and password
5. Use this new login you have created to log into SMARTHINKING anytime you need help

## Technology Requirements and Troubleshooting

- Cookies/Javascript should be enabled.
- Please disable all popup blockers for [www.smarthinking.com](http://www.smarthinking.com)
- Make sure that your browser is set up to allow cookies and pop-up windows (SMARTHINKING uses both of these)
- Make sure that you have Java installed. If you need to install Java, go to <http://www.java.com> and follow the instructions for the free download.
- For a **full list** of the most up to date settings, please refer here <http://services.smarthinking.com/static/customerSupport/technicalRequirementsFAQ/>

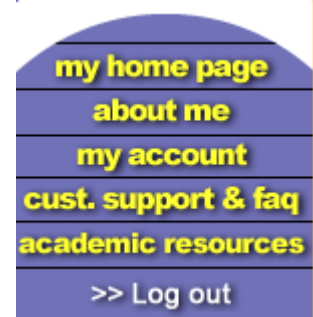
## Need help using SMARTHINKING?

Click on the **SMARTHINKING Student Handbook** in the Customer Support & FAQ area of your homepage!!  
Or, you can contact Customer Support at [support@smarthinking.com](mailto:support@smarthinking.com) or (888) 430-7429 ext. 1 (Mon-Fri, 8am – 6pm ET)


## An Overview of How to use SMARTHINKING


Once you are logged in, you will find various tabs on the left-hand side of the page or along the top:


- **my home page**-brings you back to your SMARTHINKING home page.
- **about me**-opens the form completed at registration and allows you to change your personal information and time zone
- **my account**-provides access to information about your use of SMARTHINKING
- **cust. support & FAQ**-provides access to information that will help you solve any problems that arise when you are using SMARTHINKING
- **academic resources**-provides access to the SMARTHINKING Writer's and ESL Writer's Handbooks, an Accounting Glossary, a Study Guide Handbook, and links to other sites that provide support for students studying mathematics.
- **Log out**-allows you to log out of your account when you are finished using SMARTHINKING.




In the center of the screen, your options for tutoring are displayed:

- **connect with an e-structor now!** Is used when you want live tutoring right away.
 

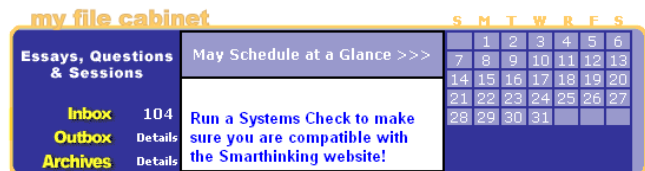
Select an active subject and meet with an e-structor for a private session. [Tell Me How.](#)  
Select a Subject
- **submit your writing** is used to send an essay or paper draft to an e-structor for review.
 

Submit your essays or career writing. Get the e-structor's comments from your Inbox, usually within 24 hours. [Tell Me How.](#)  
Select a Subject
- **schedule a personal session** is used when you want to make an appointment for future tutoring. **If you know that you cannot make a scheduled session, you MUST CANCEL IT WITHIN 48 HOURS OF THE APPOINTMENT TIME IN ORDER TO NOT BE CHARGED FOR IT**


Pre-schedule a live session with an e-structor of your choice. [Tell Me How.](#)  
Select a Subject
- **submit a question** is used when you would rather wait for a response to your question than take the time for a live session.
 

Choose a subject below and submit your question. Get the e-structor's response from your Inbox, usually within 24 hours. [Tell Me How.](#)  
Select a Subject

Near the bottom of the screen, you will find **my file cabinet**. Your SMARTHINKING file cabinet contains transcripts of your online sessions, copies of responses to questions you have submitted, and reviews/critiques of papers and essays submitted to the Essay Center.



There is a more detailed handbook of these steps inside your account. Simply click on the **SMARTHINKING Student Handbook** in the Customer Support & FAQ area of your homepage!!  
Or, contact Customer Support at [support@smarthinking.com](mailto:support@smarthinking.com) or (888) 430-7429 ext. 1 (Mon-Fri, 8am – 6pm ET)