

Online Tutoring: Anywhere, Anytime

Math ** Science ** Business ** Writing

For subjects and schedules, go to

http://www.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.



Logging On

Insert **YOUR 7-DIGIT NSU ID** for the username and **"NSU"** for the password in the boxes that appear at the top of the page at <http://www.smarthinking.com>.

Once you have logged on, you will be taken directly to your SMARTHINKING Home Page.

If this does not work, please contact Robin Marable at rmarable@nsu.edu or (757)823-2196.

Technology Requirements and Troubleshooting

- Cookies/Javascript should be enabled.
- Please disable all popup blockers for 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://www.smarthinking.com/static/customerSupport/technicalRequirementsFAQ/>

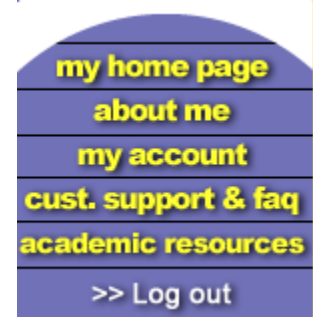
Need help using SMARTHINKING?

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 or (888) 430-7429 ext. 1 (Mon-Fri, 8am – 6pm ET)

An Overview of How to use SMARTHINKING


Once you are logged in, on the left hand side of the screen, you will find hot links to the following:

- **my home page**-brings you back to your SMARTHINKING home page.
- **about me**- 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.




connect with an e-structor now!
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. Essay feedback is returned usually within 24 hours.



submit your writing
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**

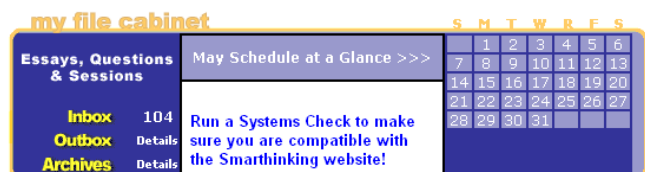


schedule a personal session
Pre-schedule a live session with an e-structor of your choice. [Tell Me How.](#)
Select a Subject
- **submit a question** is used when you would rather wait for a response to your question than take the time for a live session. Question feedback is returned usually within 24 hours.



submit a question
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!!