



Realtime Tutors : Getting Started With Realtime

A Guide for Tutors

Updated Q1 2017

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2. Please call us on 0131 450 7081 or email support@realmetutors.co.uk if you need any help.

INTRODUCTION

Welcome to Realtime Tutors. We hope that you enjoy working with us and with our students.

This guide is designed to help you to get started in your role as a Realtime Tutor after you have registered with us.

You may find that it is useful to print and keep parts of it for reference as you are familiarising yourself with the Realtime Virtual Classroom.

Comprehensive guidance on how to use the Realtime Virtual Classroom is available in the accompanying Powerpoint Files:

- Tutoring Skills 1: The Virtual Classroom : Meet the Tutor
- Tutoring Skills 2 : The Virtual Classroom : Deliver Online Tutorials
- Download at: <https://www.realtimetutors.co.uk/resources-for-tutors/>

The Virtual Classroom: <https://www.realtimetutors.co.uk/class-list/> is available daily at the times listed below for tutors to access and practice with the tools. The session is called Trial Access and Use of the Virtual Classroom and any registered tutor can join this session. A maximum of 25 tutors can be in the Virtual Classroom at any time. You can access as described in the PPTX's; Tutoring Skills 1 and 2 or use the link above.

- 7.00 pm – 8.00 pm
- 11.00am – 12 noon
- 2.00pm – 3.00pm

Note: The Virtual Classroom is supported best on Chrome or Firefox – please use one of these browsers.

Ensure that your microphone and camera are switched on and accessible to the browser. Depending on your personal browser settings you may need to give the site permission to use your camera and microphone, you would do this in “permissions” . If you're unfamiliar with permission settings this is a useful link to show you how <http://www.howtogeek.com/188241/how-to-modify-permissions-for-individual-websites-in-all-browsers/>)

3. Please call us on 0131 450 7081 or email support@realtimetutors.co.uk if you need any help.

COMPLETE YOUR REALTIME PROFILE

When prospective students and their parents are looking for a tutor, they will generally look through a list of qualified tutors and select one or more that appeals to them. In most cases they will click through to find out more from the Tutor Profile and decide at that point if they would like to Meet the Tutor with a view to working with you.

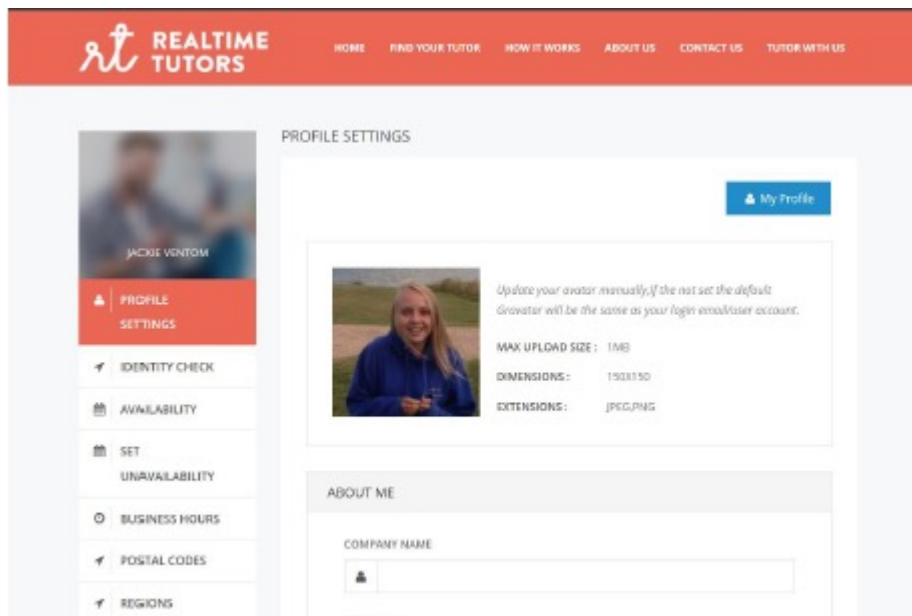
So it's in your best interests to make sure that your profile:

- ✓ Tells the truth
- ✓ Reflects your personality as well as your ability
- ✓ Is well written ie no spelling or grammatical mistakes
- ✓ Has a clear head and shoulders photo – avoid the late night in a club selfie!

YOUR PROFILE : HOW AND WHY

When your application to register as a tutor has been approved, you will automatically be routed to your Profile Page when you log in.

On this single page you will input and update all relevant information about yourself. Realtime Tutors will use some of this information to manage your work and to pay you. Prospective students and parents will use it to help them top select their tutor.



4. Please call us on 0131 450 7081 or email support@realtimetutors.co.uk if you need any help.

COMPLETING YOUR PROFILE: PROFILE SETTINGS

This is the area where you describe yourself to potential customers. Elements of this will be visible to prospective students and their carers to help them to decide whether you are the right tutor for them, so use it to present yourself positively and accurately.

This is also where you input important information that allows Realtime Tutors to communicate with you and pay you, so please make sure that you do not leave anything out!

NB : There is a [SUBMIT](#) button at the bottom of the page – any time that you input new information, you should use the [SUBMIT](#) button or the information will not be saved.

Most fields are self explanatory however the guidelines below will help you to complete your profile accurately.

MY PROFILE : Clicking this will let you view your profile as registered users of Realtime Tutors see it. To get back to the PROFILE SETTINGS page, click on your Name in the Top RH corner of the page.

PHOTO:

Choose a good quality head and shoulders photo of yourself and upload it according to the specification on the website. Clients tell us that they are drawn to tutors who look natural, friendly and professional, so a smile helps and we recommend that you avoid the clubbing, sunbathing or pictures with you in the background! Head and shoulders please.

ABOUT ME

TAGLINE:

If you can summarise your tutoring style in a few words or short sentence this is the field to do it.

For example: 'FUN AND EFFECTIVE TUITION' 'ORGANISED AND PROFESSIONAL' 'FANATICAL ABOUT FRENCH'

BIOGRAPHY:

Keep it focussed: too much information may be off putting, too little and you will probably undersell yourself.

You should answer the following questions:

- What relevant qualifications and experience do I have in the subjects I will be tutoring
- What am I like as a person and a tutor?
- Why should someone employ me as a tutor for themselves or their child?
- What are my interests?
- What special or unique achievements have I got (if I have not already mentioned them)?
- Anything else unique or interesting that I have not mentioned and which might appeal to customers?

CONTACT DETAILS

A number of these will have been automatically entered from your Registration form, so please make sure that they are correct and add the remaining information.

SOCIAL MEDIA

For your own protection and privacy, please do not complete the fields in this area. Realtime Tutors will remove any information entered here in line with our Terms and Conditions.

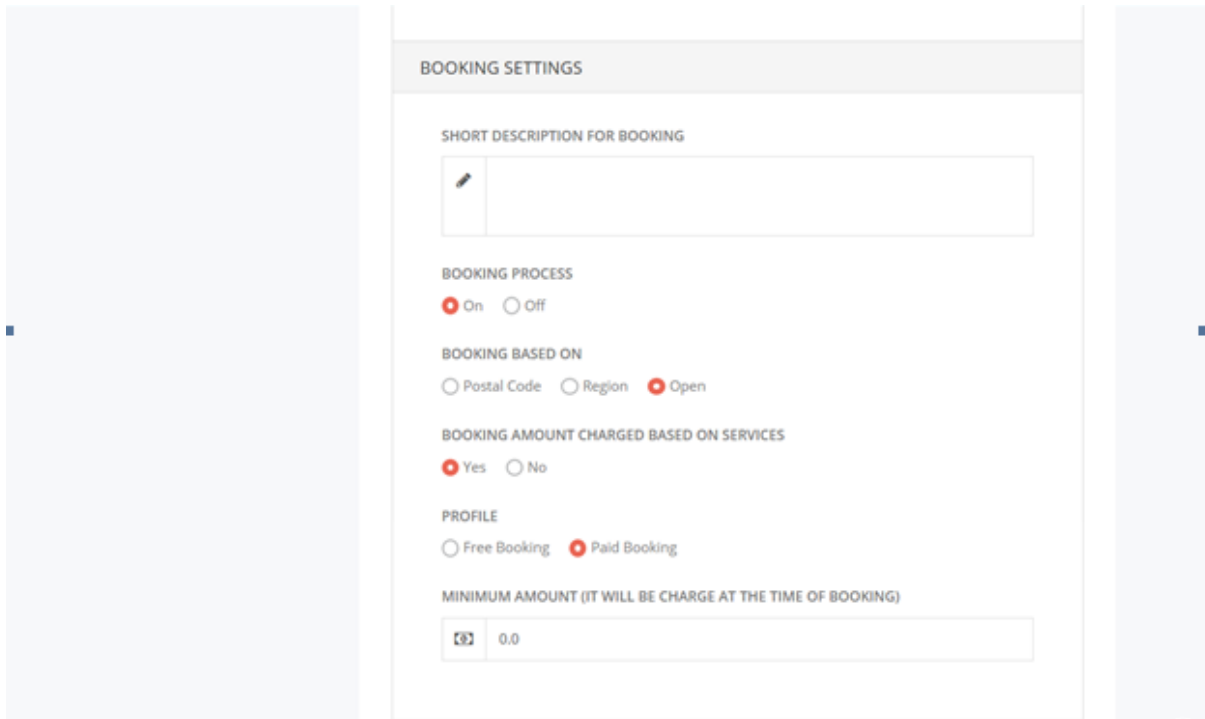
PASSWORD DETAILS

This will have been automatically entered from your Registration Form. Use this field if you wish to change it.

6. Please call us on 0131 450 7081 or email support@realtime tutors.co.uk if you need any help.

BOOKING SETTINGS

This needs to be switched ON and the settings to be as they are below in order to enable tutorial bookings to be made. Check and amend if needed.



The screenshot shows a 'BOOKING SETTINGS' form with the following sections:

- SHORT DESCRIPTION FOR BOOKING**: A text input field with a pencil icon.
- BOOKING PROCESS**: Radio buttons for On and Off.
- BOOKING BASED ON**: Radio buttons for Postal Code, Region, and Open.
- BOOKING AMOUNT CHARGED BASED ON SERVICES**: Radio buttons for Yes and No.
- PROFILE**: Radio buttons for Free Booking and Paid Booking.
- MINIMUM AMOUNT (IT WILL BE CHARGE AT THE TIME OF BOOKING)**: A text input field with a currency icon and the value '0.0'.

BANK ACCOUNT DETAILS / PAYPAL

This is to enable Realtime Tutors to pay you for tutorials you have delivered. You only need to enter the relevant information for the payment method you prefer, so **either** BANK ACCOUNT DETAILS **or** PAYPAL EMAIL ADDRESS. For your personal security, we recommend using PAYPAL .

COVER IMAGE, GALLERY IMAGES, ATTACHMENTS, EMBEDDED CODE

For your own protection and privacy, please do not complete the fields in this area. Realtime Tutors will remove any information entered here in line with our Terms and Conditions.

SUBMIT

Always hit this button when you have changed information in your profile and want the changes to be saved.

7. Please call us on 0131 450 7081 or email support@realtimetutors.co.uk if you need any help.

SIDE BAR MENU: THE TOOLS TO SCHEDULE TUTORIALS

IDENTITY CHECK :

You will have been asked to upload the relevant documents in order to register as a tutor. Clicking on this box accesses the documents Realtime Tutors hold to support your application. Unless you are changing a document, you can ignore UPLOAD.

AVAILABILITY :

Use this to set up the days and times you are available for tutorials.

This needs to be done on a day by day basis.

Note : Timeslots are 30 minutes each and tutorials are (generally) one hour. You will need time to prepare for each tutorial so please select your timeslots as one hour blocks with at least one 30 minute timeslot between each one hour block (see below).

MONDAY	12:00	12:30	01:00	01:30	02:00	02:30
TUESDAY	03:00	03:30	04:00	04:30	05:00	05:30
WEDNESDAY	06:00	06:30	07:00	07:30	08:00	08:30
THURSDAY	09:00	09:30	10:00	10:30	11:00	11:30
FRIDAY	12:00	12:30	13:00	13:30	14:00	14:30
SATURDAY	15:00	15:30	16:00	16:30	17:00	17:30
SUNDAY	18:00	18:30	19:00	19:30	20:00	20:30
	21:00	21:30	22:00	22:30	23:00	23:30

1	12:00-13:00	✘
1	13:30-14:30	✘
1	15:00-16:00	✘

Select a day when you are available to deliver tutorials, then click on each 60 minute time period (2 x 30 minute timeslots) when you are available. The time slots start at 12.00 midnight and use the 24 hour clock so take care that you do not select timeslots in the middle of the night in error.

8. Please call us on 0131 450 7081 or email support@realmetutors.co.uk if you need any help.

When you have selected all the timeslots for which you wish to make yourself available, click on the **ARE YOU DONE?** box below the grid. When you do this, a summary of available timeslots will appear below the grid. In the white box to the left of each time period, input '1' as below. This will ensure that you do not get double booked for any time period.

1	12:00-13:00	✕
1	13:30-14:30	✕
1	15:00-16:00	✕
1	16:30-17:30	✕

Select **SUBMIT**. The message below will appear at the top of the grid.

Time slots added successfully.

Repeat the process for each day you wish to make yourself available for tutorials.

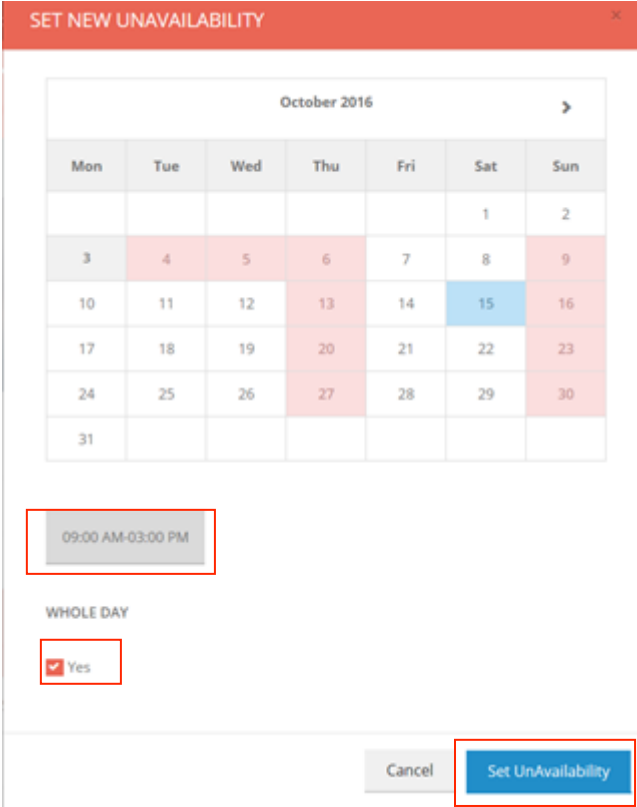
SET UNAVAILABILITY :

This function allows you to select a specific date and time when you are usually available and declare yourself unavailable – useful when something unexpected comes up.

Click the **SELECT NEW UNAVAILABILITY**. You will see a calendar as below.

Select the date on which you wish to make yourself unavailable.

You will then get the time periods where you have stated that you are available. You can either select one or all of these, or select the **WHOLE DAY** by clicking the **YES** box. Complete the action by clicking **SET UNAVAILABILITY**.



October 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

09:00 AM-03:00 PM

WHOLE DAY

Yes

Cancel Set UnAvailability

You can remove unavailable slots by selecting any listed unavailable entry followed by the



TUTORING HOURS

Use this to summarise the days and times when you will generally be available to deliver tutorials. It is what a client will see when they view your Profile Page. It will also be used by potential clients when they request a Meet the Tutor session.

This is duplication of the days and times you entered when you set your availability – we know it is a pain but one set of data is used as the basis for scheduling tutorials, the other will appear on your Profile Page.

POSTCODES

Please ignore this. It will default to Virtual Classroom.

REGIONS

Please ignore this.

10. Please call us on 0131 450 7081 or email support@realmetutors.co.uk if you need any help.

MY TUTORIAL OPTIONS

In this area you will set up the tutorials that you are authorised to deliver through Realtime Tutors.

For each of the subjects you are authorised to tutor, there are two products which a customer can buy – a single tutorial or a package of three tutorials. You should add each of these products, for each subject, as follows.

Select the Add Tutorial Options button

Single Tutorial

In the Tutorial Options Name field, input SUBJECT NAME SINGLE TUTORIAL

Select the Fixed Price button.

In the Tutorial Options Cost field, input £27.50

TUTORIAL OPTIONS COST

Fixed Price Per Hour

Select the Create button.

Package of Three Tutorials

In the Tutorial Options Name field, input SUBJECT NAME 3 TUTORIAL PACKAGE

Select the Per Hour button.

In the Tutorial Options Cost field, input £24.57

In the Tutorial Options Hours field , input 3.

TUTORIAL OPTIONS COST

Fixed Price Per Hour

Select the Create button.

11. Please call us on 0131 450 7081 or email support@realmetutors.co.uk if you need any help.

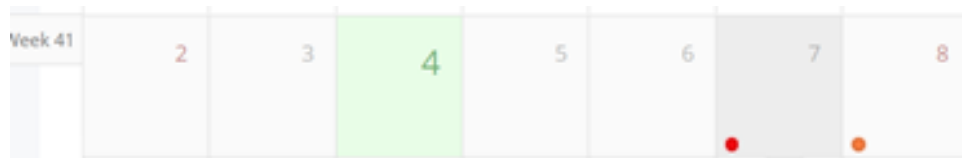
BOOKINGS

Each time you get a tutorial booking, you will receive a confirmation email from Realtime Tutors. Tutorials will be booked automatically when a customer selects a time slot which you have marked as available. Additionally, a summary of your bookings will appear here so that you can keep track of what is scheduled for you.

You can use this area in the (hopefully unlikely) event of you having to cancel or reschedule a tutorial. (See Below).

SCHEDULE


You can view your tutorial bookings by day, week or month here. Each booking appears as a dot on the day scheduled. Click on the dot to see who the customer is and the time and subject details



We really recommend that you check your schedule for days where you have said that you are available for tutoring as no one benefits from you missing a tutorial booking!

TO CANCEL A SCHEDULED TUTORIAL

We hope that this will not happen often, but if you do need to cancel, go to the BOOKINGS area of your Profile. Select the relevant tutorial and scroll across to the very last column headed ACTION. Click on blue eye (view booking link) and select CANCEL.

Booking	49J80534A81507219	Paypal	
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Please email admin@realtimetutors.co.uk and also telephone or text the number below as soon as you can.

Realtime Tutors will ensure that the customer is informed about the cancellation and is advised how to reschedule with the minimum inconvenience.

Assuming that both you and the client wish to reschedule, Realtime will ask the client to suggest an alternative date and time and will mark that slot as unavailable so that you do not get double booked.

We will then send a new Virtual Classroom link to you and to the client.

12. Please call us on 0131 450 7081 or email support@realtimetutors.co.uk if you need any help.

MEET THE TUTOR

Please use the accompanying Powerpoint File “Tutoring Skills 1 : The Virtual Classroom : Meet the Tutor” (<https://www.realtimetutors.co.uk/wp-content/uploads/2016/11/WORKING-WITH-VIRTUAL-CLASSROOM.pdf>) for comprehensive step by step guidance on how to set up and use the Realtime Virtual Classroom for this first meeting with prospective students and their carers.

Prospective customers will request a Meet the Tutor session using the CONTACT US TO ARRANGE A MEET THE TUTOR form on your Profile Page. They will select a date and time from your availability times.

You will receive an email from Realtime Tutors notifying you of the request. This includes a link to the Virtual Classroom (or you can access it when you login by clicking on VIRTUAL CLASSES link in the top bar, but please have in mind that it is visible only when you are logged in). When you click <https://www.realtimetutors.co.uk/class-list/> link, you will see a list of tutorials and MEET THE TUTOR session.

MEET THE TUTOR sessions are named as follows:

TUTOR NAME AND SURNAME MEET THE TUTOR DATE EG: ANNE_SMITH_MEETTHETUTOR_011216

You will see the word LIVE besides the meeting when it is accessible for you. Click LAUNCH to access it and start the meeting at the agreed time.

Realtime Tutors will also use this process to schedule your initial interview.

MEET THE TUTOR PREPARATION CHECKLIST

1. Aim to launch the session at least 5 – 10 minutes before a tutorial – at least until you become confident with the tools and setting up the Virtual Classroom.
2. Prepare questions :
 - to get the student talking and to find out a little about them as a person.
 - to find out about the student and what they want to gain from online tutoring.
 - to find out how the student and their carer want the tutorials to work eg times, feedback, homework.
3. Prepare answers for questions that you think the student and their carer may ask you.
4. Prepare a brief (one sentence!) explanation about the virtual classroom and how it works to help settle the student and their carer into the online learning environment.
5. Check that the technology is working for you and the client

1. Before the client joins the meeting

13. Please call us on 0131 450 7081 or email support@realtimetutors.co.uk if you need any help.

- ✓ Your mic and camera switched on.
- ✓ Broadband connection is good.

2. After the client joins the meeting

- ✓ Enable the Student's mic and camera
- ✓ Confirm that the Student can see and hear you
- ✓ You can see and hear the student
- ✓ Tutorial is recording (automatic)

Note: The tutor controls the Virtual Classroom, so if a student accesses it before you do, they will not be able to do anything. The student will not be able to interact in the Virtual Classroom until the Tutor (that's you!) enables their mic and camera. If you and the student cannot see and hear each other, use the **CHAT** area to communicate and fix the problem.

DELIVER TUTORIALS THROUGH THE VIRTUAL CLASSROOM

Please use the accompanying Powerpoint File “Tutoring Skills 2 : The Virtual Classroom : Deliver Online Tutorials (<https://www.realtimetutors.co.uk/wp-content/uploads/2016/11/WORKING-WITH-VIRTUAL-CLASSROOM.pdf>) for comprehensive step by step guidance on how to set up and use the Realtime Virtual Classroom.

The Virtual Classroom is available daily at the times listed below for tutors to access and practice with the tools. The session is called Trial Access and Use of the Virtual Classroom and any registered tutor can join this session. A maximum of 25 tutors can be in the Virtual Classroom at any time.

- 7.00 pm – 8.00 pm
- 11.00am – 12 noon
- 2.00pm – 3.00pm

Note: The Virtual Classroom is supported best on Chrome or Firefox – please use one of these browsers.

PREPARING FOR TUTORIALS IN THE VIRTUAL CLASSROOM : TIPS FOR TUTORS:

Aim to start at least 5 – 10 minutes before a tutorial – at least until you get confident with the tools and setting up the Virtual Classroom.

The email from Realtime Tutors which confirms your tutorial booking includes a link to the Virtual Classroom (or you can access it when you login by clicking on VIRTUAL CLASSES).

Please note that Realtime do not provide any further reminders so you are advised to check your Realtime SCHEDULE regularly to ensure that you have scheduled the tutorial using whatever form of diary or scheduler you work with.

TO LAUNCH A TUTORIAL

When you click the Virtual Classes link, you will see a list of tutorials. They are named as follows:

TUTOR NAME AND SURNAME TUTORIAL SUBJECT DATE EG: ANNE_SMITH _ENGLISH_011216

You will see the word LIVE beside the meeting when it is accessible for you. Click LAUNCH to access it and start the meeting at the agreed time.

Realtime Tutors will also use this process to schedule your initial interview.

Upload materials that you plan to use during the tutorial before you start to avoid timewasting during the tutorial and to make sure that everything is working.

Check that the technology is working for you and the student :

Before the student joins the class

- ✓ Your mic and camera are switched on.
- ✓ Broadband connection is good.
- ✓ Files and documents you plan to use are uploaded and ready to use

After the student joins the class:

- ✓ Enable the Student's mic and camera
- ✓ Confirm that the Student can see and hear you
- ✓ You can see and hear the student
- ✓ Phones, social media etc are off
- ✓ Tutorial is recording (automatic)

If you and / or the student has difficulties hearing and / or seeing each other, use the **CHAT** function to communicate and resolve the problem.


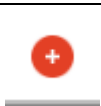








16. Please call us on 0131 450 7081 or email support@realtimetutors.co.uk if you need any help.






An overview of the tools available in the Virtual Classroom follow.

The tutorial will automatically cut out when 60 minutes have elapsed, so keep an eye on the timer at the top of the screen and allow yourself a few minutes at the end to close the tutorial and agree any follow up actions.

The tutorial will automatically be saved for 7 days and can be accessed by contacting support@realtimetutors.co.uk

VIRTUAL CLASSROOM : ICONS QUICK VIEW

TOP TOOLBAR		
	Active Whiteboard	Always Add a Whiteboard (See below) as part of your preparation for a tutorial. If you do not, the interactive tools will not work.
	Add Whiteboard	Always click this to open a Whiteboard to start the session and enable the interactive tools to work.
	Fill Colour	For shapes. Click on the colour you would like to use to create shapes on screen and click on Choose Fill. The colour strip on the icon will change to the colour you have chosen. It will default back to white when you use different tools.
	Line and Text Colour	This allows you to change the colour of lines and free text only Click on the colour you want to use and then click on Choose Stroke. The colour strip on the icon will change to the colour you have chosen. It will default back to black when you use different tools.
	Line Thickness	Use the Up and Down arrows to select the thickness you would like for lines and free text.
	Undo and Redo	Undo or redo the last action carried out using the screen tools on the Side Bar
	Image	Upload a jpg or jpeg or png image.. When you upload an image it will automatically appear in a new Whiteboard. Size and position any images you plan to use ahead of the tutorial if possible
	Time Remaining	The amount of time the tutorial has left to run. This will appear if the tutorial is not recording. If it is recording, you will see red box and a timer. If you run out of time you will have the option of extending the tutorial so you will not leave a student stranded!
	Full Screen	Click for Full Screen View
	Share Screen	Handy to share anything that you have not uploaded eg a video that is not in a supported format. You will need to have installed a plug in – see link below this table. We

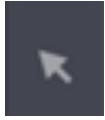


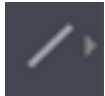







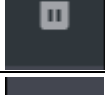
		strongly recommend you use Chrome as your browser if you intend to use this tool.
	Breakout Room	Not needed for individual tuition
	Poll	Not needed for individual tuition
	Image	Upload a jpeg or other image file from your computer.
	Video	Live link to video file. Copy and paste the link to the video when you are setting up the tutorial. Please do not try to set up and use the Library Option. YouTube and Vimeo are the only supported video file formats at present. If you find that having the link on screen before you plan to use it is intrusive, we suggest that you use the screen share option instead.
	Document	<p>Opens any selected file eg Word, Powerpoint or Excel document from your computer in a new Whiteboard. If you plan to use such resources during your tutorial, upload them before you start.</p> <p>When the file has been uploaded, a toolbar will appear above it allowing you to turn pages and Zoom to position it and ensure that all content is visible. – students can use this toolbar also - advise them to position it so that they can easily see it</p>

Share Screen : Below is the link to the Plug In required to use this function.

<https://chrome.google.com/webstore/detail/html5-virtual-classroom-s/ihglikcoelelbbcpahhhfomehdeefmnc> (for Chrome)

<https://addons.mozilla.org/en-GB/firefox/addon/screen-sharing-for-braincert-v/> (for Firefox)

VIRTUAL CLASSROOM : ICONS QUICK VIEW

SIDE TOOLBAR		
	Select	Use this to move items on the screen. Click on the icon, then click on the item you want to move. A frame will appear round it and you can drag it to wherever you want it to be. If you need to switch from one tool to another and cannot do so or the tool you want to use seems not to work, click Select to restore it.
	Pointer	Click on this to activate a pointer to indicate elements on the screen
	Pencil	Freehand writing tool. Most people are messy when they use this so practise. Use it arrow on the RH side to select a style.
	Line	Freehand line drawing tool. Most people are messy when they use this so practise. Use it arrow on the RH side to select a line style.
	Shape (image defaults to last selected shape)	Use it arrow on the RH side to select one of the shapes. Draw to the required size and change the Fill and Line colours as required
	Grid	Allows you to create a blank graph creation area... should you ever need to... It's fiddly so practice with it and let us know if you have any problems
	Eraser	Use this just like a normal eraser – it will appear on the screen as a white circle – move it over the item you want to get rid of.
	Text Box	Creates a text box where you or the student can type text using whatever font style you select. Neater than using the Pen! Right Click on it to copy, paste, rotate etc
	Equation Editor	Maths Tutors only (we think!) Allows you to quickly create customised equations. Practice before you use it! Enter the formula in the text box (where it will appear as text). Click CONVERT then ADD and it will appear as a formula on the whiteboard
	Wolfram Alpha	An online Siri. Click on the icon and type in a question – it will access the internet and give you an answer. It is very specific so you will not always get the answer you want so use with care and use sparingly – you are supposed to know the answers!
	Clear All	Clears all content from the Whiteboard. Cannot be undone but you will get a prompt before you do it.
	Settings	Not required as these are pre set.