



Free Online Tutoring:  
Anywhere, Anytime!!

## Math - Science - Business - Writing

**Connect With a Tutor** and interact in real time.

**Submit your Writing** for any class to our Online Writing Lab.

**Submit a Question** and receive a reply from a tutor.

### *Follow these steps to get started:*

1. Go to [www.smarthinking.com](http://www.smarthinking.com) and click the red Log In box
2. Enter your credentials as follows:  
Username= your NETC email address  
Password= changeme
3. Once logged in, click on About Me to change your password to something only you will know

Log into your Smarthinking account whenever you need help!



### Technology Requirements and Troubleshooting

- Enable Cookies/Javascript (install Java here <http://www.java.com>)
- Disable all popup blockers
- Refer to our **full list** of the most up to date settings here <http://services.smarthinking.com/static/customerSupport/technicalRequirementsFAQ/>

### *Need help using Smarthinking?*

Click on the **Smarthinking Student Handbook** link at the bottom of the homepage!  
You may also contact Customer Support at [support@smarthinking.com](mailto:support@smarthinking.com) or (888) 430-7429 ext. 1



## 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.
- **submit your writing** is used to send an essay or paper draft to an e-structor for review.
- **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**
- **submit a question** is used when you don’t have time for a live session. A tutor will respond usually within 24 hours.



### connect with an e-structor now!

Select an active subject and meet with an e-structor for a private session. [Live Hours / Tell Me How.](#)

Select a Subject



### schedule a personal session

Pre-schedule a live session with an e-structor of your choice. [Tell Me How.](#)

Select a Subject



### submit your writing

Submit your writing and receive the tutor's comments from your Inbox (usually within 24 hours) [Tell Me How.](#)

Select a Subject



### 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 your archives. Your Smarthinking archives contain 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.

Essays, Questions, & Sessions	
Inbox	0
Outbox	0
Archives	8

There is a more detailed handbook of these steps inside your account. Simply click on the **Smarthinking Student Handbook** link at the bottom of the homepage!  
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