# Why use TutorMe?

For our students at The W TutorMe is a free online education platform that provides on-demand tutoring. The TutorMe platform provides our students with thousands of tutors to share their understanding of concepts with students around the globe. TutorMe gives students access to tutors 24 hours a day, 7 days a week. The tutors have access to whiteboard, audio/video chat, screen-sharing, graphing calculators, and more, ready to help you.

How to Access TutorMe

Students at MUW are provided up to **5 hours per week** with no **cap on each session**. Students are not required to schedule an appointment with a tutor. Sessions are on demand by using the TutorMe link inside of Canvas. Please follow these steps to access your free online tutoring within Canvas. **Please note MUW students cannot access TutorMe outside of Canvas.**

- Log in to Canvas.
- Click **Account** at the top left of the global menu navigation menu.
- Click **TutorMe** in the course navigation menu.
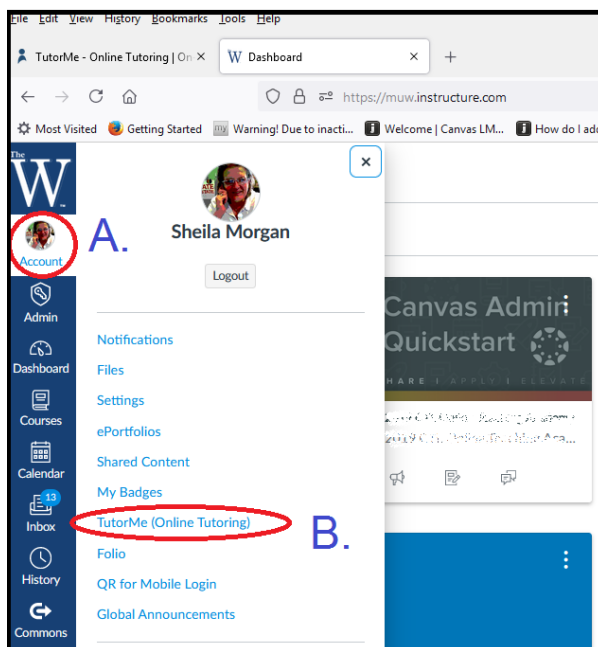
What Can Student Expectation and Best Practices For Learning Hard Concepts

- When connecting with a tutor, students must come prepared and provide a detailed description of the type of help they need and upload assignments and/or screenshots for the tutor.
- Students - Tutors will help you understand the concept and processes, but they will not provide answers or do the work for you. Any student that asks tutors to do the work for them or behaves in a disrespectful manner towards the tutors will be suspended from the platform.

Guides and Tutorials from TutorMe

- [How to Start a Lesson with a Tutor](#)
- [How to Search for a Tutor by Subject](#)
- [How to Connect with a Tutor You've Previously Worked with](#)
- [How to Upload a File](#)
- [How to Search for a Tutor by Subject](#)
- [Search TutorMe Support Guides](#)

Please note: It is recommended that students log in to TutorMe from Google Chrome for best results. Please ensure pop-ups are enabled in your web browser.

TutorMe Technical Support

Click the speech bubble at the bottom right of the TutorMe screen to access Live chat or open a ticket. TutorMe does not offer phone support. [Learn more about chat support.](#)

- Live Chat - Available from 9am-6pm, M-F
- Ticket - Any message sent via chat outside of technical support hours will be entered as a ticket.
- support@tutorme.com

TutorMe FAQ – Frequently Asked Questions

Instructor Questions

Who are the Tutors at TutorMe?

TutorMe has over 10,000 tutors. 78% of their tutors hold at least an advanced degree. Each tutor goes through 15 hours of training, quarterly reviews, and follows TutorMe's See more information below.

How does TutorMe handle Academic Misconduct?

Here is a snippet from the TutorMe [Honor Code](#):

TutorMe does not allow or participate in academic dishonesty in any form. Tutors are to work through students' assignments with them. They will not complete tests or assignments, or simply provide students answers without the required work.

TutorMe's platform was developed to help connect teachers with learners. It is not a platform to exchange answers or completed assignments. Effective tutoring is more than simply giving out answers to questions. We encourage pioneering problem-solving approaches, helping students comprehend the methods required to find the answer instead of giving them the answer and working backwards.

All lessons and messages on the site are monitored, and any violation of TutorMe's academic honesty policy will result in suspension and review.

Who do I contact if I think a student is misusing TutorMe?

If you feel that students are misusing TutorMe, you can contact [MUW Student Success Center,](#) to start an investigation. This may result in suspending the student's TutorMe account.

Can I review a student's tutoring session?

Yes, all tutoring sessions are recorded and archived. If you would like to review a specific tutoring session, please contact [MUW Student Success Services and](#) include the student and tutoring subject you would like to investigate.

Student Questions

What should I do if I reach my limit?

Students at MUW are provided up to **3 hours per week with a 1-hour cap** on each session. Once this limit is reached, the following message will display.

What browsers are compatible with TutorMe?

Students can use any recent version of a popular browser, but we highly recommend downloading [Chrome](#) for the best experience on TutorMe.

However, to use audio/video features in the lesson space, you must have Chrome, Firefox or Safari 11. **Screen sharing is only supported on Chrome.**

[Find more information about TutorMe's Requirements here.](#)

What Subject Areas are available for Tutoring?

TutorMe offers over 300 subjects. The categories include: Computer Science, Engineering, Foreign Language, History, Humanities, Math, Professional, Science, & Social Science. See [complete list of all subjects here](#).

How do I connect with Chat Support?

1. Select **TutorMe** from the course navigation on the left.
2. Click on the **Chat Bubble** at the bottom right corner of the TutorMe home page.

[How to Contact TutorMe](#)

How do I connect with a tutor I've previously worked with?

1. Select TutorMe from the course navigation on the left.
2. Select the name of the tutor you have recently tutored with from the right-hand side of the TutorMe home page. A chat box will appear where you can message and/or start a new lesson with the tutor.

Note: The dot to the left of the Tutor's name indicates if they are online or not. Gray means they are not online. Green means that they are online.

Note: If the tutor is currently in a lesson and you attempt to start a lesson, your lesson will be automatically rejected, but you can leave a chat for the tutor which they will see after their lesson is over.

Do I schedule a lesson?

Students do not need to schedule a time. Simply click the TutorMe link inside of Canvas and fill out the prompts to be paired with a tutor.

Once you have worked with a tutor, you can simply send them a message through the chatbox and schedule a time that best works for both of you. You can schedule to be online at the same time as the tutor, and you can request a lesson directly from your chat box.

How do I upload a file?

You can upload a file through TutorMe's matching system, the chat box, and the file share tab in the lesson space.

Matching System

To upload a file through the matching system, follow the steps below.

1. Search a subject or topic on the TutorMe [homepage](#).
2. Write a brief description of what you need help with, and click **browse** to upload a document from your computer.

File Sharing Tab

To upload a document using the file share feature while in a tutoring session, follow the steps below.

1. Click on the **file share tab** in the lesson space.
2. Click **Upload**.

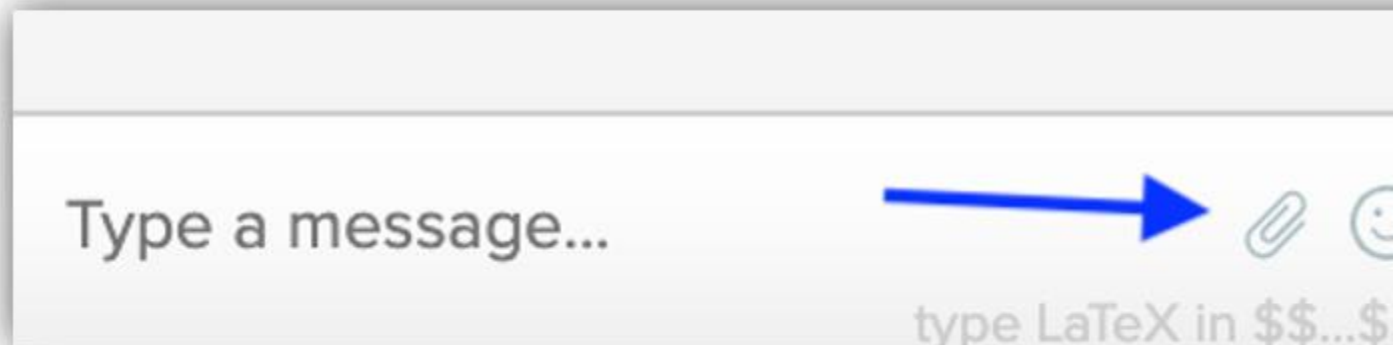**Note:** The file will be available for the student and the tutor to view and download.
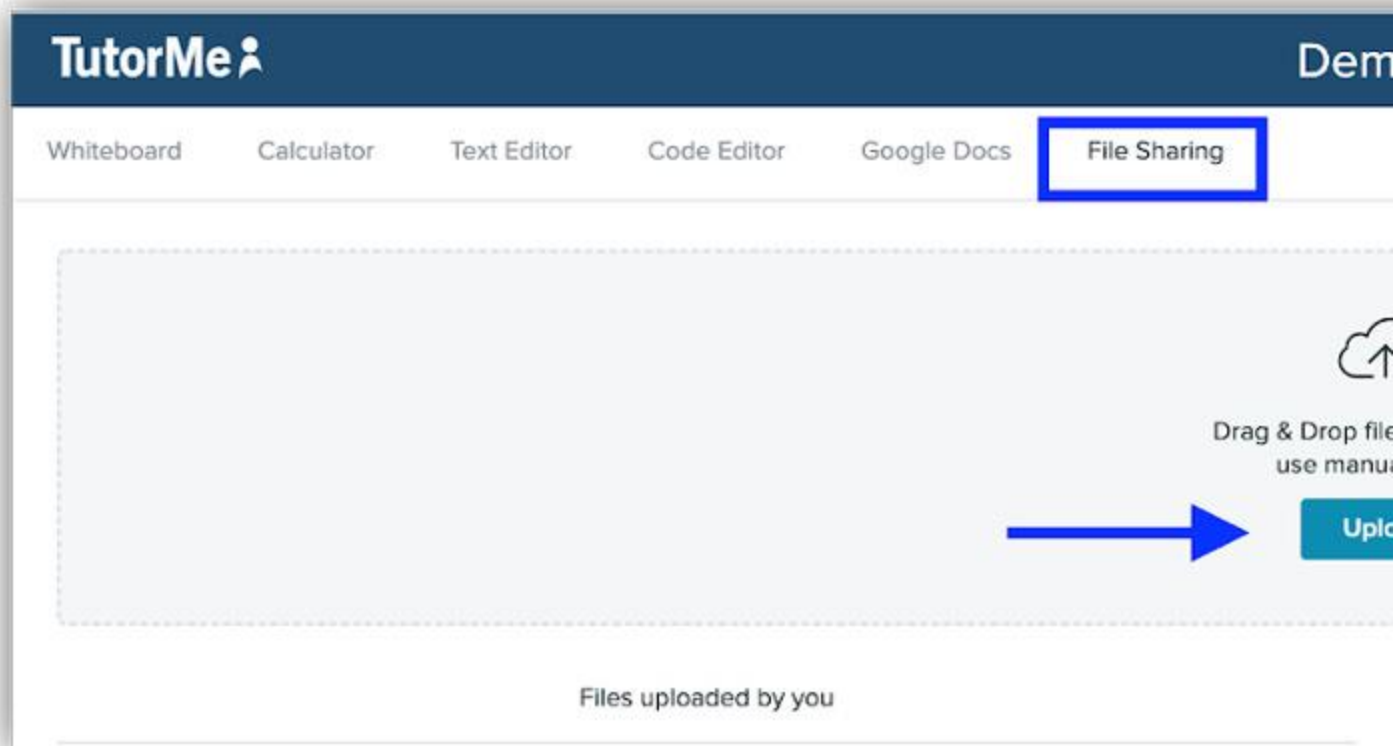
Chat Box

To upload a document in the chat box in the lesson space, follow the steps below.

1. Click on the **attachment icon** at the bottom of the chat box.

Note: The file will be available for the student and the tutor to view and download.

What if I have an issue with a Tutor?

Students can report a user via the gear icon on the chat box. [Click here for more information.](#)