



Getting Started





Arrange tutoring

Find a tutor

If you created your own account you can find a tutor yourself and contact them to make an enquiry. Simply look through the list of available tutors and note which offer subjects that meet your needs. Our tutors offer free trials, so you can send them a message, tell them a bit about what you are looking for, then arrange a time for your trial to discuss how they can help you.

If your account was setup by a guardian they may have already found a tutor for you and then linked you to the tutor (My account > My tutors). This means you can exchange messages with the tutor and attend online lessons in their Tutor Room.

Message your tutor

After you have send an initial message to a tutor, they will show up on your My Tutors list. From the **My Tutors** page, you can use the  Options cog to **Send a message** to your tutor. You can also  attach files from your device, if you wish to share them with your tutor.

If you receive a message from your tutor it will show in your **Inbox** (My account > Messages). If your account was setup using an email address, you'll also receive an email notification.

For safeguarding, all messages and files you exchange with tutors can be viewed by your guardian, if applicable.

Schedule lessons

To schedule a lesson, simply send your tutor a message to arrange a day and time for online lessons. If you are unable to attend a scheduled lesson, just send the tutor a message to let them know, giving as much notice as possible (or ask your guardian to do it for you).

All the online lessons you attend in the Tutor Room will be automatically logged (My account > Lessons). If your tutor has added any written notes or files to the lesson log, an icon will be shown and can be clicked to view the notes.

Pay for tutoring

Tutor Wallet

Your student account has a Wallet which can be used to pay for all your tutoring. **If your account was setup by a guardian they can top up and manage your Wallet for you.** The current balance of your Wallet is shown in the top menu. You can also view all your Wallet transactions (My account > Wallet > My transactions).

Otherwise, you can manage your Wallet yourself.

Top up your Wallet

You can add money to your Wallet by going to: (My account > Wallet > Top up). You can top up any amount (e.g. for one lesson or for multiple lessons) using any Visa or Mastercard (debit or credit).

Payment for online lessons

If you have an hourly rate set with a tutor (My account > My tutors) then payment for online lessons will occur automatically once the lesson has finished. You will require at least 1 hours worth of funds in your Wallet before you can enter the Tutor Room to start an online lesson, so make sure to top up your Wallet before your lesson start time.. You do NOT need to have money in your wallet for a free trial, however.

After the lesson, payment will be automatically deducted from your Wallet and the amount will be shown in your lessons list (My account > Lessons). *Note: Don't worry if a lesson runs slightly over an arranged duration (e.g. 65 mins instead of 60 mins), you won't be charged any extra for a little additional time.*

If required, you (or your guardian) can increase the billing amount for a past online lesson (My account > Lessons > Options cog > Adjust).

Manual payments

Funds in your Wallet can also be used to pay for additional services, such as marking services or missed lessons. For example, if you have missed scheduled lessons without notifying your tutor, they may ask for a small fee for their time when they waited for you.

You can make manual payments if needed (My account > My tutors > Options cog > Make manual payment).

Attend lessons

Attending an online lesson

When it's time to attend an online lesson:

- Login to your own student account > click **Attend lesson** > click **Enter Tutor Room**.

You'll be taken to a waiting room - stay on this page. The tutor will be told you are waiting so they can authorise you to enter. You'll then be taken to the Lobby:

- **Allow** access to your camera and microphone > click **Join**.

Note: You need to login to your own students account to attend a lesson, you can't attend a lesson using a guardian account.

Using the Tutor Room

The Tutor Room runs in the browser so will work on any modern device (e.g. laptop, tablet etc).

Once you join the Tutor Room you'll see your tutor (and the other students if you're attending a group lesson). You'll also see the interactive whiteboard or document editor. Your tutor will guide you on using the room tools during the lesson.

Troubleshooting




If you have any technical issues in the Tutor Room, you can open the *Troubleshooting* (⚙ Settings > ⓘ Troubleshooting) which will try to diagnose the issue.

Using the Tutor Room





During a lesson your tutor will guide you in using any tools, if required. However, for your general reference, here is an overview of some of the tools available.

Video chat

Your camera and microphone will turn on automatically. You'll be able to see and hear your tutor and any other students in the lesson, and they'll be able to see and hear you.

You can turn your  camera or  microphone on or off during a lesson, if required. If you have multiple cameras or microphones you can select which ones you'd like to use ( *Setup > Device setup*).

Whiteboard tabs



- **View:** Your view of the whiteboard will usually be controlled by your tutor, so only they can move the whiteboard around, zoom in or out and change tabs. If you need a different view, simply ask your tutor to change it.
- **Point:** Simply move your cursor (or tap) to point within the whiteboard area and this will be shown to the tutor and any other students.
- **Annotate:** Use the toolbar buttons to  *Draw*,  *Highlight* or **T** *Type* onto any uploaded resources (*note: your tutor may have disabled these tools for students*).
-  **Upload:** You can see any resources uploaded by your tutor, or upload files yourself from your own device (including images, PDFs, PowerPoints and Word files). If you upload a file with multiple pages then each page will be added to a separate whiteboard tab.
-  **Snapshot:** You can snapshot any paper based work onto the whiteboard by holding it up to your camera and using the snapshot button (although your live camera image is flipped/mirrored, your snapshot won't be and will display correctly).

Document tabs



- **Point / Select:** Simply click (or tap) to select text within the document area and this will be shown to the tutor and any other students.
- **Edit:** You and your tutor can edit and annotate text documents together in real time, or create new text documents.
- **Upload:** Any text can simply be copied and pasted directly into a document tab.

Downloading


Once a lesson is finished you won't be able to re-enter the Tutor Room, so make sure you download any resources you wish to keep before you leave the Tutor Room.

- **Download all tabs:** You can download a copy of all whiteboard and document tabs to your own device at anytime ( Options >  Export).
- **Download single tab:** If you're on a laptop or desktop, you can also right-click on the title of any tab to download only that specific tab.

Chat

-  **Message:** You can send a typed message via the chat. Messages are visible to the tutor and also to any other students present.
-  **Share:** To share files and links during a lesson, simply attach the file or paste the link into the chat. To view or download a file or link shared by your tutor or another student, simply click on it within the chat.

Screen share

If your tutor or another student shares their screen, you'll see it automatically. To share your own screen, click  **Share** then select just the browser tab or application window you wish to share (rather than your entire screen).

Note: Rather than sharing your screen, we highly recommend uploading work to a whiteboard tab or document tab instead if possible, as this requires less bandwidth, is interactive and editable, and can be downloaded.

System requirements

The Tutor Room runs in the web browser so there's nothing to install. All you need is a device with a camera and microphone and a good internet connection.

Note: Phones are supported but not recommended because the screen is too small to provide a high quality online lesson experience.

Troubleshooting

If you're having technical issues with the Tutor Room, open the Tutor Room automatic Troubleshooting (⚙ Setup > ⓘ Troubleshooting).

Frequently asked questions

Why do I need this?

CloudLearn Live is a platform designed to provide extra tuition for those who feel they would benefit from further 'face-to-face' tuition. Within your CloudLearn course, you already have the ability to contact your course tutor with questions via messaging or through the course forum, and most of our students have found this is all they need, to great success!

Some students, however, would like more individualized and specific tuition - and we know some have added their own private tuition on top of the course. CloudLearn Live is our way of providing access to tutors that we have vetted, and who also have familiarity with our course offerings and are able to offer affordable tutoring for people with different learning styles.

Do I need this to pass my course?

In short, no. Everyone is different when it comes to learning, some students will not require any additional support, but for those who do we have made this platform available at the request of students. Overall we have a pass rate of 98%.

Can you tell me why it's this price?

Our tutors are independent contractors that set their own rates, based on their experience. The average hourly rate for tutors in the UK is £30-£60 an hour, and we will ensure our tutors stay within this range.

How do payments work?

The CloudLearn Live platform provides an automated payment service, meaning you will need to put money into your account ('wallet') in order to hold a session. In fact the platform will not let you enter the tutor's room unless you have enough money in your account to pay for an hour session, with the exception of the free trial. But that's all you need to put in your wallet, and you only pay for the time that you are with your tutor, so there is no need to pay in advance, or installments.

Are there any discounts available for multi-subjects?

Again, as the tutors are independent contractors, there is no way of doing this. However, you might find a tutor who is able to teach you in multiple subjects, and is willing to address all your needs in a single session.

What is included in the price?

When you message the tutor for the first time, you can tell them what your needs are so that they can tailor a lesson just for you. You will be able to download the content from the lesson, and tutors will often provide you with written feedback and additional study materials, depending on the subject.

How do we know this is safe?

All of our teachers have been interviewed and approved to be on CloudLearn Live, and have provided their teaching credentials as well as their Disclosure and Barring Service (DBS) checks.

Are there age restrictions for tutorials?

Like our CloudLearn courses, we have no age restrictions. Parents are welcome to join for free trials, and discuss with the tutor whether they can be present for future tutorials.

Can I get a refund if I don't want the tutor's support anymore?

Payment is taken at the point of lesson completion, and so there is no need to request a refund as you do not pay for sessions in advance.

Will I need to supervise my child?

No, but a parent or guardian may want to meet with the tutor in the first instance to see if a tailored solution can be provided to meet the needs of the child.

Is there a free trial?

We have asked all tutors to provide a free trial

Do I need a certain device to access CLL?

All devices work, but a laptop or desktop computer is probably best

Can you record the hour support to look back on?

Sessions are not recorded, but materials from the session can be downloaded.

Is this only available for CloudLearn Students?

No. CloudLearnLive is available to any student.



www.cloudlearnlive.co.uk

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