



# Online Tutoring: Anywhere, Anytime

**Math \*\* Science \*\* Business \*\* Writing**

For the full list of subjects and schedules, go to  
[http://www.smarthinking.com/static/pub\\_common/hours.cfm?st=1](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

1. **Go to [onlinetutoring.ccac.edu](http://onlinetutoring.ccac.edu).**
2. **Enter your NetID and password (your NetID must be preceded by "ccac", e.g., "ccacmyNetID")**

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

If you have trouble logging in, please contact:  
[help@servicedesk.ccac.edu](mailto:help@servicedesk.ccac.edu) or 412.237.3275

## Technology Requirements and Troubleshooting

- Cookies/Javascript should be enabled.
- Please disable all popup blockers for [www.smarthinking.com](http://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/>

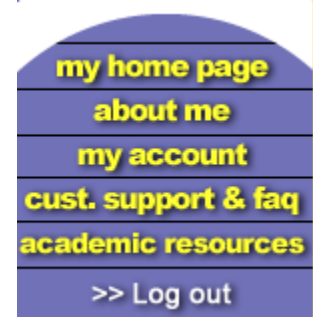
## Need help using SMARTHINKING?

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](mailto: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, 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.
 

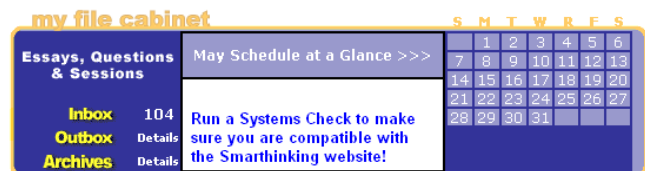
Select an active subject and meet with an e-structor for a private session. [Tell Me How.](#)  
Select a Subject
- **submit your writing** is used to send an essay or paper draft to an e-structor for review.
 

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**


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.
 

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!! Or, contact Customer Support at [support@smarthinking.com](mailto:support@smarthinking.com) or (888) 430-7429 ext. 1 (Mon-Fri, 8am – 6pm ET)