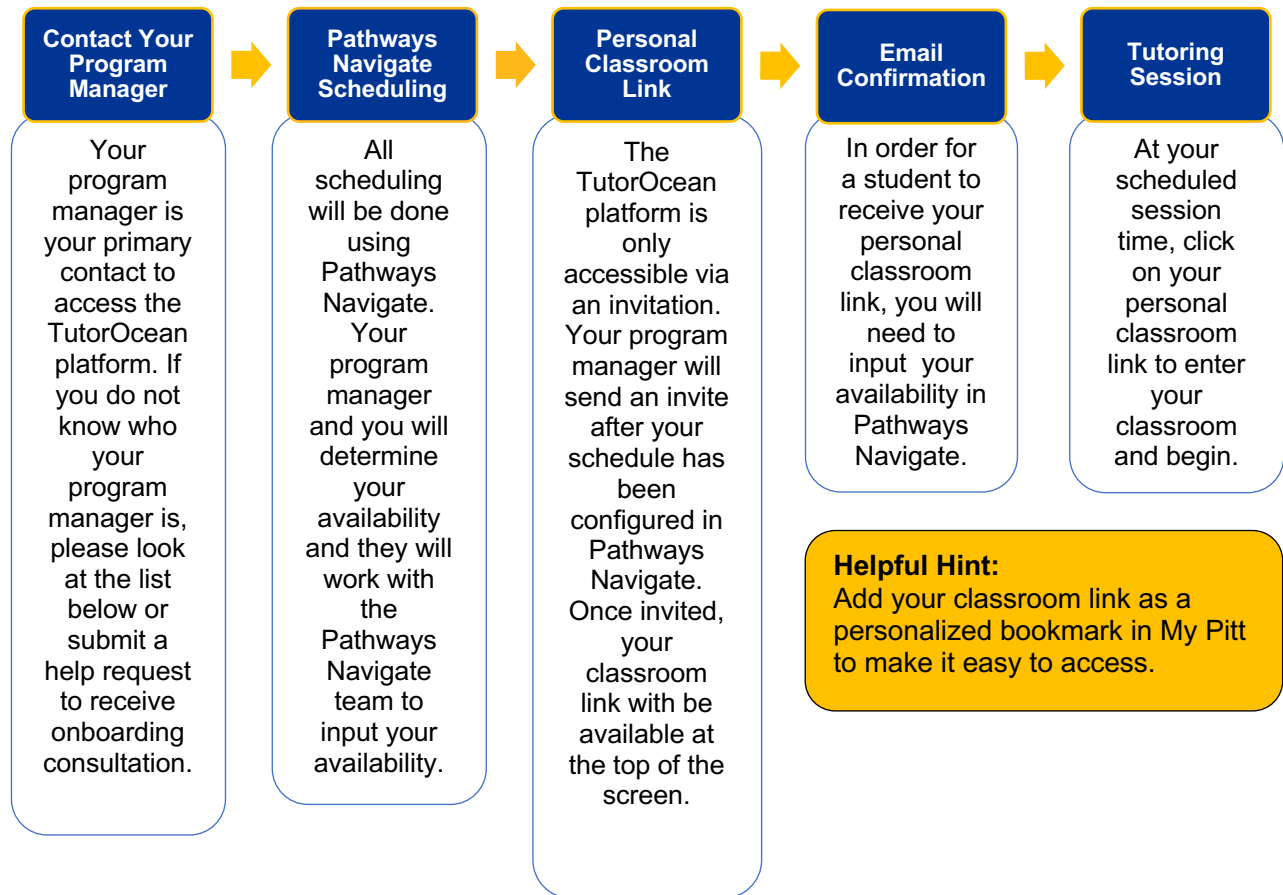


## HELP GUIDE FOR TUTORS How to Schedule a Tutoring Session

This document provides the information you need to schedule and attend a tutoring session.



### System Requirements

- Laptop or desktop computer and webcam
- Up-to-date Chrome browser (recommended)
- Up-to-date Firefox browser (alternative)
- Internal or external (e.g., headphones) microphone
- Internal or external (webcam) camera
- Reasonable broadband connection (Internet connections, like those in coffee shops, are not recommended)

Be prepared to allow the browser to access your video and audio.

## Tutoring Programs and Resources

### Requesting a Personal Classroom

TutorOcean classrooms can only be accessed by invitation from a program manager or Pitt IT administrator.

- **Tutors:** Request your personal Classroom link from your program manager. Tutors must be invited to use the platform.
- **Students:** Schedule your tutoring session using Pathways Navigate. Your confirmation email will include your tutor's personal classroom link.
- **Other staff members, instructors, or students** who are interested in using a TutorOcean classroom can contact the Technology Help Desk at [help@pitt.edu](mailto:help@pitt.edu) or 412-624-4357 to request an invitation to use the platform.

### List of Program Managers and Contacts

Visit [Tutor.pitt.edu](http://Tutor.pitt.edu) for a full list of tutoring programs and resources.



## Log in to Pathways Navigate

Chrome is the preferred browser.

**If you are logging in as yourself**, type [pathways.navigate.eab.com/staff](https://pathways.navigate.eab.com/staff) into your browser or find the “Advise Students” resource on my.pitt.edu. Use this site for setting up availability, completing notes and reports, and messaging students.

A screenshot of the Pitt Passport login page. At the top, it says "University of Pittsburgh" and "Pitt Passport". Below that, there are two input fields: "Username" with the placeholder "Enter username" and "Password" with the placeholder "Password". A yellow "Submit" button is below the fields. At the bottom, there are links for "Forgot password?" and "Need Help?", and a link for "New Account Activation".

**If you are logging in with an alias**, type

[pathways.navigate.eab.com/staff/?prevent\\_redirect=true](https://pathways.navigate.eab.com/staff/?prevent_redirect=true) into your browser. You will log in using the Username and Password provided by your supervisor. Use this site for setting up availability, completing reports, and messaging students. Please note that you will have to be logged out of everything on your computer behind PittPassport for this login screen to show.

A screenshot of the NAVIGATE login page. At the top, there is a blue logo with a building icon and the word "NAVIGATE" in blue. Below that, there are two input fields: "User Name:" and "Password:". A "Log in" button is below the fields, and a link for "Forgot your password?" is to its right.

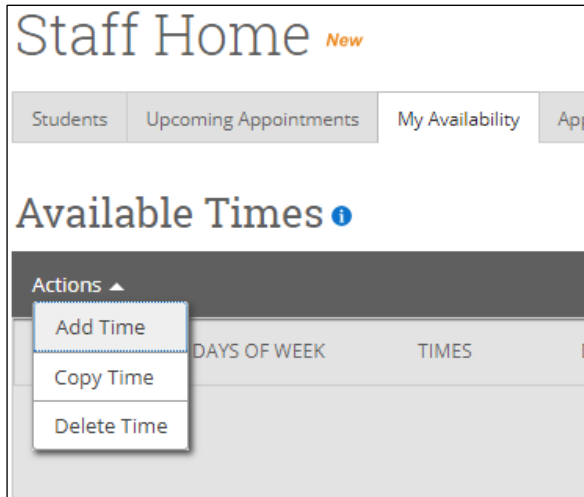
If you have trouble accessing either site, please contact [PathwaysHelp@pitt.edu](mailto:PathwaysHelp@pitt.edu) for assistance.

If you are having problems logging in or using Pitt Passport please contact the Pitt IT Technology Help Desk at 412-624-HELP or [helpdesk@pitt.edu](mailto:helpdesk@pitt.edu) for assistance.

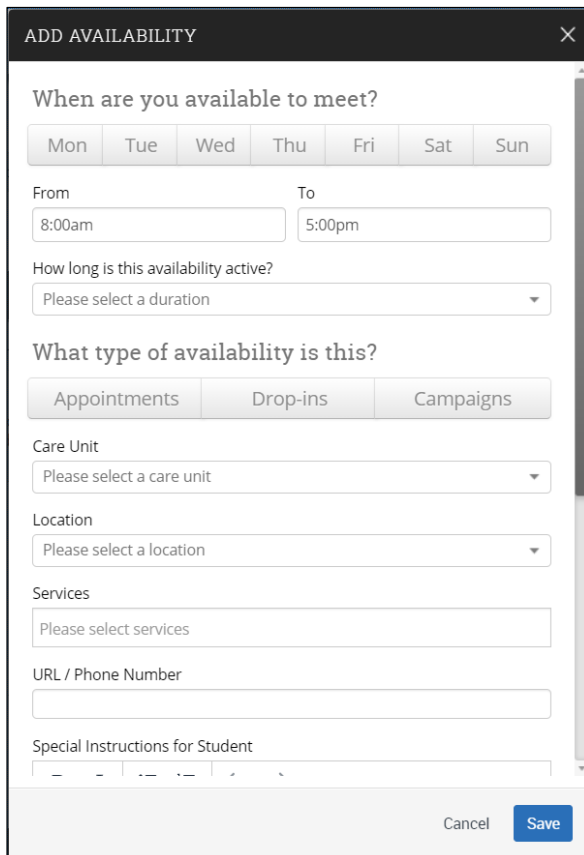
## How to Set Your Schedule in Pathways

Set up your availability in Pathways Navigate so that students can schedule appointments. It is important to note that locations and services are created by university administrators.

Click on the My Availability tab. Under Available Times, go to the Actions menu and select Add Time.



Select the days and times when you are available to meet with students.

A screenshot of the 'ADD AVAILABILITY' modal form. The form is titled 'ADD AVAILABILITY' and has a close button (X) in the top right corner. The main question is 'When are you available to meet?'. Below this, there are seven buttons for days of the week: Mon, Tue, Wed, Thu, Fri, Sat, and Sun. There are two input fields for 'From' (8:00am) and 'To' (5:00pm). A dropdown menu asks 'How long is this availability active?' with the text 'Please select a duration'. Another section asks 'What type of availability is this?' with three buttons: Appointments, Drop-ins, and Campaigns. Below this are three dropdown menus for 'Care Unit', 'Location', and 'Services', each with the text 'Please select a care unit', 'Please select a location', and 'Please select services' respectively. There is an input field for 'URL / Phone Number' and another for 'Special Instructions for Student'. At the bottom, there are 'Cancel' and 'Save' buttons.

Decide if you are going to meet with students via appointment or during drop-in hours. Select the button that corresponds with your answer. Campaigns are not currently used in tutoring and should not be selected.

What type of availability is this?

Appointments   Drop-ins   Campaigns

Choose the care unit from the drop-down menu.

Choose the location where you are available from the drop-down menu.

Select which type(s) of appointment(s) for which you are available in Services.

Add your TutorOcean link.

Care Unit  
Please select a care unit

Location  
Please select a location

Services  
Please select services

URL / Phone Number

Special Instructions for Student

**B** *I*

*Tip:*  
Use the "Special Instructions for Students" box to include personalized information such as office number and/or directions.

Select the number of students per appointment.

Will you be meeting with multiple students?  
These settings will not be used for kiosk and campaign purposes.

Max Number of Students per Appointment

1

Click the Save button.

Repeat this process until all of your availabilities have been defined. You can have as much availability as you need.

### How to Configure Confirmation Email

Confirmation emails are sent automatically from Pathways Navigate and will include the URL of your personal classroom when configured. Add your personal classroom link on the “Availability” screen by adding it to the URL / Phone Number field.

Care Unit  
Please select a care unit

Location  
Please select a location

Services  
Please select services

URL / Phone Number

Special Instructions for Student

**B** *I*

---

### How to Complete an Appointment Summary Report in Pathways Navigate

From your home screen, select the Upcoming Appointments tab.

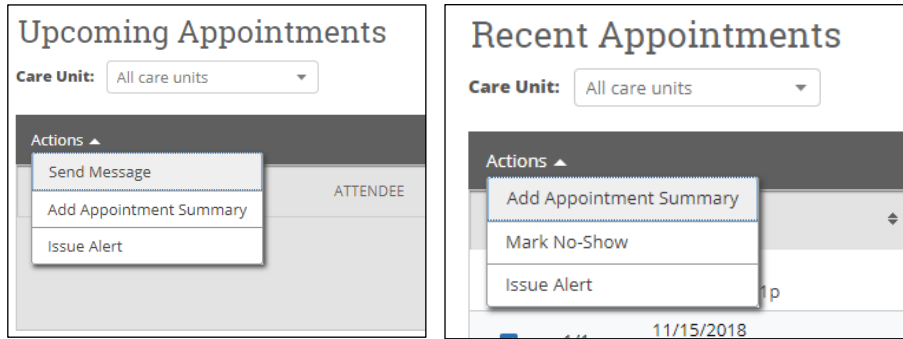
Staff Home *New*

Students Upcoming Appointments My Availability Appointment Queues Appointment Requests

Select a student for whom you would like to create an Appointment Summary.

Actions ▾		
		DATE
<input checked="" type="checkbox"/>	1/1	11/26/2018 02:19p - 02:21p
<input type="checkbox"/>	1/1	11/15/2018 03:11p - 03:11p

Scroll down to either the Upcoming Appointments or Recent Appointments sections. Under Actions select Add Appointment Summary.



Fill in the information needed to complete the Summary Report.

**Reminder:** Follow the guidelines set out by your supervisor about what, if any, information will be documented in the Appointment Summary.

### Appointment Details

Care Unit:

Location:

Service:

Course:

Meeting Type:

Date of visit:

Meeting Start Time:  to

All times listed are in Eastern Time (US & Canada).

### Attendees

**Jennifer Smith**  
Advisor, Study Hall Monitor, Tutor  
 Attended

**Jessica Lynn Watson**  
Administration, Advisor, Coach, Student, Study Hall Monitor, Tutor  
 Attended

Checkin:  to Checkout:

### Suggested Followup

This will be saved on the report as a suggestion. No appointment will be created.

Date:  Time:

### Summary Details For Jessica Lynn Watson

Assignments Discussed:

Objectives of the Session:

Study Skills Used:

Goals For Next Session:

Student arrived on time and was ready to begin our session.  Yes  No  N/A

Student was prepared (attended class, read lesson, had notes, etc.)?  Yes  No  N/A

Student asked for explanation of material not understood?  Yes  No  N/A

Student responded positively to instruction (as you suggested)?  Yes  No  N/A

Student was aware of future assignments?  Yes  No  N/A

Student shows a better understanding of the material since our last session.  Yes  No  N/A

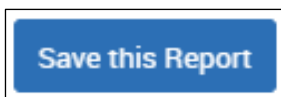
### Tutoring Summary

**B I**      Paragraph

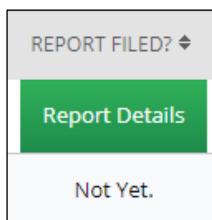
### Attachments

No file chosen

Once complete, click Save this Report.

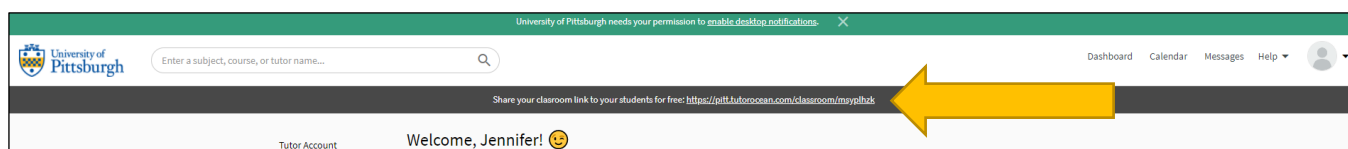


The "Report Filed?" column will change from Not Yet to Report Details in the Recent Appointments section.



## Attend Your Scheduled Session

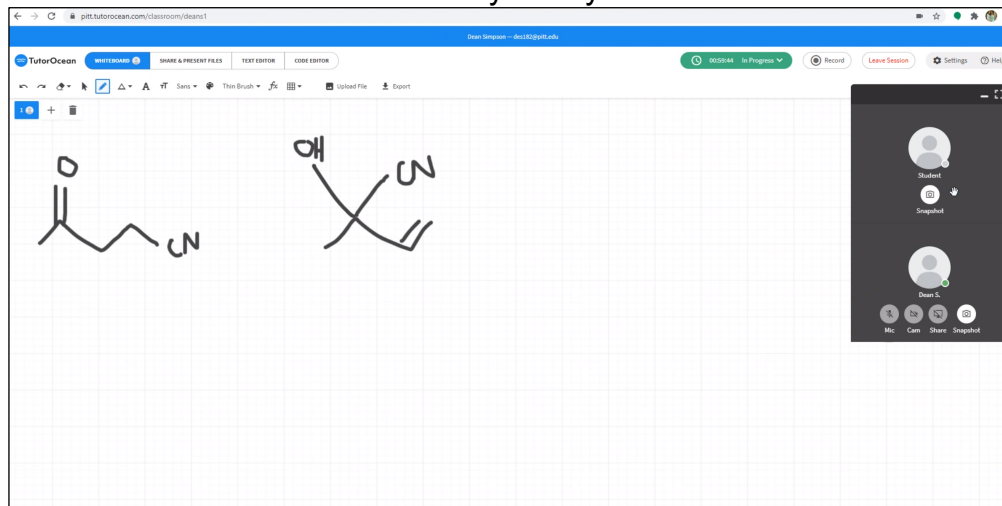
At the time of your scheduled appointment, login to [pitt.tutorocean.com](https://pitt.tutorocean.com) and click on your classroom link in the gray bar at the top of the page, or click on your personal classroom link.



### Helpful Hint:

Add your classroom link as a personalized bookmark in My Pitt to make it easy to access.

Follow the instructions to connect you to your session.





---

## Training Options

- Attend TutorOcean's [daily live support webinars](#), held Monday through Friday from 2 p.m. to 2:30 p.m.
  - Contact the Technology Help Desk at [help@pitt.edu](mailto:help@pitt.edu) or 412-624-4357.
- 

## Submit a TutorOcean Help Request

TutorOcean offers platform support for all users.

To contact support:

- [Fill out an online help request.](#)
  - Email: [support@tutorocean.com](mailto:support@tutorocean.com)
  - Call: 888-568-8867, Monday through Friday, 9 a.m. to 5 p.m.
- 

## Glossary

**EAB:** Name of the company that produced the scheduling and advising software

**Navigate:** The name EAB gave to the Advisor software; formerly “Campus”

**Navigate Student:** The name EAB gave to the student-facing app

**Pathways:** The name Pitt gave to the platform

**Location/Classroom:** Where advising or tutoring appointments occur

**Service:** Type of appointment

**TutorOcean:** Name of the platform used for online tutoring

**Personalized Classroom:** The collaborative space where students and tutors access tutoring tools and can share and markup files