HELP GUIDE FOR TUTORS
How to Schedule a Tutoring Session

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

Contact Your Program Manager
Your program manager is your primary contact to access the TutorOcean platform. If you do not know who your program manager is, please look at the list below or submit a help request to receive onboarding consultation.

Pathways Navigate Scheduling
All scheduling will be done using Pathways Navigate. Your program manager and you will determine your availability and they will work with the Pathways Navigate team to input your availability.

Personal Classroom Link
The TutorOcean platform is only accessible via an invitation. Your program manager will send an invite after your schedule has been configured in Pathways Navigate. Once invited, your classroom link will be available at the top of the screen.

Email Confirmation
In order for a student to receive your personal classroom link, you will need to input your availability in Pathways Navigate.

Tutoring Session
At your scheduled session time, click on your personal classroom link to enter your classroom and begin.

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

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 or 412-624-4357 to request an invitation to use the platform.

List of Program Managers and Contacts

Visit 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 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.

If you are logging in with an alias, type 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.

If you have trouble accessing either site, please contact 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 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.
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.

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.

**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.

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.

![](image)

**How to Complete an Appointment Summary Report in Pathways Navigate**
From your home screen, select the Upcoming Appointments tab.

![](image)

Select a student for whom you would like to create an Appointment Summary.
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.
Once complete, click Save this Report.

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

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**Attend Your Scheduled Session**

At the time of your scheduled appointment, login to [pitt.tutorocean.com](http://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.

![Login to Pitt Tutor Ocean](image)

**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.

![Connect to your session](image)
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