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Welcome to the NetTutor® Manual

On this site you can find great ways to receive the best assistance in subjects like mathematics, chemistry, accounting, English composition, and languages. You can log in from anywhere in the world, provided you have Internet access. All the cool features of NetTutor® will be discussed in detail in the various sections of this manual. So, let's get started!
First, check out the table of minimum requirements to connect to our NetTutor® system.

If you are running:

**WINDOWS**

<table>
<thead>
<tr>
<th>Windows XP, Windows Vista</th>
<th>Internet Connection</th>
<th>28,800bps or faster modem, ISDN, DSL, Cable or LAN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Browser</td>
<td>Internet Explorer 6, Internet Explorer 7, FireFox 2</td>
</tr>
<tr>
<td></td>
<td>Computer Processor</td>
<td>300 MHz</td>
</tr>
<tr>
<td></td>
<td>Computer Memory</td>
<td>128 MB RAM (XP) or 512 MB RAM (Vista)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Windows 98se, Windows ME, Windows 2000</th>
<th>Internet Connection</th>
<th>28,800bps or faster modem, ISDN, DSL, Cable or LAN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Browser</td>
<td>Internet Explorer 6, FireFox 2</td>
</tr>
<tr>
<td></td>
<td>Computer Processor</td>
<td>166 MHz</td>
</tr>
<tr>
<td></td>
<td>Computer Memory</td>
<td>64 MB RAM for Windows 98se</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>Adobe Flash 9, Office 2000, Windows Media Player 9</td>
</tr>
</tbody>
</table>
For using Audio Features of the NetTutor® Live Class

<table>
<thead>
<tr>
<th>Requirement</th>
<th>You can use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Connection</td>
<td>56,000bps or faster modem, ISDN, DSL, Cable or LAN</td>
</tr>
<tr>
<td>Computer Processor</td>
<td>300 MHz Pentium II</td>
</tr>
<tr>
<td>Free Hard Disk Space</td>
<td>8 MB</td>
</tr>
<tr>
<td>Other</td>
<td>Adobe Flash 9, Sound Card with Microphone (optional headset)</td>
</tr>
</tbody>
</table>

If you are running:

**MACINTOSH**

Mac OS X 10.2, 10.3, 10.4, 10.5

<table>
<thead>
<tr>
<th>Requirement</th>
<th>You can use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Connection</td>
<td>28,800bps or faster modem, ISDN, DSL, Cable or LAN</td>
</tr>
<tr>
<td>Browser</td>
<td>FireFox 2, Safari 2 (on Mac OS X 10.4)</td>
</tr>
<tr>
<td>Computer Processor</td>
<td>Power PC G3, G4, G5 or Intel Core</td>
</tr>
<tr>
<td>Computer Memory</td>
<td>128 MB RAM for Mac OS X 10.2</td>
</tr>
<tr>
<td>Other</td>
<td>Adobe Flash 9</td>
</tr>
</tbody>
</table>
You need to get a User ID and a password. Generally, this means that either NetTutor® or your group administrator registers you into the tutorial classes. So ask them first.

In some courses, the tutor may decide to have you self-register into the class. If this is the case, click the "Register Now" link and fill out the form. Make sure your user ID is in all lowercase letters, and that your password is at least 6 characters long.
This window appears when you click on the "Register Now" link. Fill all the mandatory fields marked in red, and make sure the user ID is in lower case.

If you have a 10-digit access code for access to NetTutor, type it in the Access Code field.

NOTE: If you have a 20-digit PIN code for access to NetTutor, the "Access Code" field will be filled in already when you come to the New User Registration page. Do not attempt to change this access code! Instead, click anywhere on the form and the PIN Code form will open. Type your PIN code into this form and click "Okay".

Then continue by filling out the registration form and clicking "Register". Be sure to enter a valid email address -- one to which you have access!
Logging into NetTutor® is as easy as going to [http://www.nettutor.com/](http://www.nettutor.com/), and then entering your user ID and password in the spaces provided on the left.

You can check the box to have your computer remember your login information. After that, when you visit [http://www.nettutor.com/](http://www.nettutor.com/) on this computer you will automatically be logged in.

If you have forgotten your password, click the link “Forgot your password?” You will be asked to enter your user ID, and the password will be sent to the email address associated with the user ID you entered.
This test will run automatically the first time you log on from a computer, but you will not see it again in subsequent logins.
**NetTutor® Online Tutoring Service User Manual**

**Main Content Frame and Left Navigation Frame**

This is the Main Content Frame. Most actions in NetTutor® will take place in this region. If it is in NetTutor®, it will be in or launched from this area.

This is the Left Navigation Frame. It is a key element of NetTutor®. It will always be here no matter which function you choose. There are some links that are always present, and others that will be visible if your tutor allows. In the following pages there is a list of links, and their function.

**Hint:** It is recommended that you change your password when logging into the system for the first time. Scroll to the next page to learn about the “Manage Account” link.
The “Home” link will take you to a listing of the groups to which you belong. If you only belong to one group, it will take you to the Group View of that one group.

If you do not want your computer to remember your password, or if you want to change users, after you log in you can click this link.

The “Manage Account” link will take you to information about your account. This is where you can change some of the information associated with your account, like your name and email address. It is also where you can choose a new password.

The “Online Manual” link will bring you to this manual.

The “About Link-Systems” link will take you to the website for Link-Systems International, the company that created NetTutor®.
This is your Home Page.

This text contains the Group Name, the tutor’s live schedule (if available), and other available features.

This is the Group View where you and your tutor have the ability to perform most tasks for the currently selected group.

These are Group Notes and Site Notes, optional messages written by the group and site administrators to provide information for the users. If no notes are currently set, you will not see these sections in the Group View.

Third Party Links and Icons
Your tutor may have placed extra links in the Group View. These may or may not have icons. Please consult your tutor if you have any questions.

Each of these icons is explained in more detail later.
After clicking on this link a form will appear with all personal information currently entered in NetTutor®.

This is where you can self-register into a class (group) that has an access code. Enter the code, and click the “Activate It” button. Contact your site administrator for access codes to classes.

This link displays your NetTutor® usage statistics. These include the pages you visited, IP address from which you accessed NetTutor®, and the date and time you connected to NetTutor®.

Jose Sanchez belongs to the following classes:
1. LSI: Joey Test
2. Verizon: ALEKS Accounting
3. Verizon: ALEKS Business Mathematics
4. Verizon: ALEKS Mathematics
5. Verizon: ComFit English

Jose Sanchez tutors for the following classes:
1. LSI: Joey Test

Jose Sanchez administers for the following classes:
Update my Account

All fields labeled in red must be filled out before you can update. You cannot change your UserID, but you can change all other fields.

When you have entered and updated your personal information, click on “Update Database.” If the update was successful you will get an “Update Successful” notification, otherwise it will tell you what error the system encountered. Simply correct the inaccurate entry and again click “Update Database.”

Hint: If you do not have an e-mail address, enter: none@the.moment in the Email field.

Warning: All information entered here (except your password) is available to all other class members, not just your tutor. Only enter information that you feel is okay to make public.
Enter your access code here, and then click on the “Activate It” button.

This is where you can self-register into a class (group) that has an access code. Enter the code, and click the “Activate It” button. Contact your site administrator for access codes to classes.
"My Stats" marks all the activity you have on the NetTutor® website.
All the icons of the NetTutor® system are shown below. Your home page may be customized to include only the icons that will help you in your subject.

For a quick overview, hover the mouse cursor over an icon to discover its function (Specific to Internet Explorer).

For a more detailed description of any of these items, click on an icon. This will transfer you to the section in this manual about the item.
The Live Class is a many-to-many environment that can be led by a tutor. It offers the WorldWideWhiteboard™ instant messaging and a user list. Everyone who is connected can participate as long as the WorldWideWhiteboard™ is in “read-write” mode. Here are the icons used for Live Chat.

You will only see this icon, the name of the leader below it, and the current number of people in the room when a tutor is in your class conducting a chat session.

Click the “Join Live Class” icon, and the WorldWideWhiteboard™ will open automatically.
When you connect to the live chat session, you are placed in the current WorldWide Whiteboard™.

The tutor can decide when the board is full and switch to a clean board by clicking the “Next” button.

If you are not ready for the board to switch, simply click on this red countdown biscuit to cancel the switch.

The Chat Region will show that you have canceled the board switch. Note: The tutor can disable the cancel switch option.
Only the tutor can switch you between Read-only and Read-write modes. If the WorldWideWhiteboard™ or chat region is in Read-only mode, you will only be able to view the session. If the board or the chat region is in Read-Write mode, you will be able to view and contribute to the session.

This area indicates when you are in Read-only or Read-Write mode with either a red X or a green check mark in the Write or Chat columns. Here the student can write on the board but not in the chat region.

Some tutors will also be given the option to dismiss a student. If you are dismissed from a chat session, you will not be able to re-enter. However, since all of the boards are archived when the chat session is finished, you can see them by clicking the Chat Archive icon, discussed later.
The Live Tutorial is a one-on-one interactive environment. Everyone connected to that board may watch, but only one student at a time interacts with the tutor. Here is the icon used for Live Tutorial.

When a tutor is conducting a live tutorial for your class, you will see the name of the tutor and how many people are in the tutor's live queue.

Click on this icon and the WorldWideWhiteboard™ will open automatically in “View” mode. This mode allows you to watch the tutor help other students.
“View” mode
Remember that everyone else is connected in ‘View’ mode, so do not put any private information up on the board.

You can remain in “View” mode for the entire tutorial and watch someone else work out a problem or ask a question. However, to submit a your own question, click on the Ask a Question button.
“Question” mode
While you enter your question in this board you will not be able to see what is happening in ‘View’ mode, nor will anyone else be able to see you typing your question.

Hint: remember you can use the tools on the toolbar to enter your question on the WorldWideWhiteBoard™.

When you are finished typing your question, click this button. This will place your question into the tutor’s queue and return you to “View” mode.
When you click on the "Mail" button, you will get a prompt like this one. Click Yes or No.

If you do not have time to wait in the queue, and for the tutor to answer your question, click on the "Mail" button. You will be able to retrieve the answer from the Q&A Center later.

When you click on the "Mail" button, you will get a prompt like this one. Click Yes or No.
If you clicked Yes in the “RUSure?” dialog box, you will get a screen like this one. Jot down your question code for later retrieval in the Q&A Center.
When the tutor gets to your question, you will be notified by a bell and placed into "Interactive" mode. Your one-on-one tutoring takes place in this mode.

You can return to "View" mode by clicking on the "View Tutorial" button. You will again be able to see how your tutor is answering other students’ questions.
When your question is answered, the tutor will indicate that you are finished. You can print your question by selecting Print in the Session menu. A new browser window will open, from which you can use the standard print functionality. Select Print from the File menu in Internet Explorer, for instance.
The Q&A Center is available 24 hours a day, 7 days a week to students and tutors. After you submit a question using the WorldWideWhiteboard™, you will receive automatic notification when a tutor has answered your question. Here is the icon used for the Q&A Center.

Below the “Q&A Center” icon, you will see the number of questions currently in the queue.

But hold on! Before submitting a question in the Q&A Center, you may save time by checking the Archives for filed information that is close to the type of question you are asking. You might find one that will give you clues and help you get the answer without waiting in line.
“Ask Question”
If you do not find anything in the Archives, or really need to see a specific problem worked out, submit it to the tutor for your class. To submit a question, click on this button. The WorldWideWhiteboard™ will automatically open in ‘Submit’ mode.

Enter your question on the board. Try to be as informative as possible by giving a page number, an example, a chapter and section, or a problem number. When you finish entering your question, click on the submit button to the left of the board.
You will receive an email notification when your tutor has answered your question. It will include the question's code, the name of the tutor who answered the question, the question's submission time, and the time the answer was submitted.

Upon submission, you will receive a question code. You can use this code to help you retrieve your answer.
The second option is to retrieve your answer from the Q&A Center. When you click on the button a new window will open that will list all the questions you have submitted.

For each question there will be a link labeled with that question's code. There will be a message next to the link stating whether or not the question has been answered. If the question has not been answered, clicking on the link will bring up information about when the question was submitted.
Click on the link to view your answer.

Clicking on this link will include this image on a new whiteboard. Submitting a follow-up question is similar to asking a question in the Q&A Center in that you need to record the question code and come back later to retrieve your answer.
The Paper Center is where you can submit your paper for proofreading, and where to view and pick-up your paper after the tutors have made suggestions for corrections. Here is the icon used for the Paper Center.

Clicking on the “Paper Center” icon will bring up a listing of your uploaded papers, if there are any. The “Manage Papers” table will have a listing of the paper’s name, its submission date, the date it was proofread or examined by the tutor, and a link to view the suggestions for corrections.

To submit a paper, click here. When you do, a Submission form will appear (see next page).
Fill all the fields in this form.

Click this button to find the document on your computer.

This is a persuasive paper. I'd like some feedback on my paragraph coherence, and please tell me if the citations are correctly placed.
...then, click on "Upload."

Find your document on your computer...

...and click "Open"...
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When you have finished viewing the paper, click the Exit button.

Here is your paper with the tutor’s comments, markups, and proofreading items.

If the paper has multiple pages, the page numbers and navigation buttons will be displayed here. Click on the page number you wish to go to, or click “Next” or “Back.”

You can click on the proofreading items to get a detailed description, or just right click on them to see what they mean.

After the tutor has proofread your paper, click here to View it.

When you have finished viewing the paper, click the Exit button.
The Tutorial Archive is the location where you will find saved archives of previous Live Tutorial sessions and Q&A Center questions. This is the icon used for the Tutorial Archives.

Clicking on the “Tutorial Archive” icon yields a list of all currently archived questions and answers selected by the tutor from the Live Tutorials or from the Q&A Center.

Simply click on any entry you find of interest.

This button is a shortcut that enables you to submit a question to the Q&A Center.
When viewing an entry you can ask a follow-up question, delete, or edit the board.

You may also print the entry using the browser print button, and/or save the answer in any of several formats.
If you choose to ask a follow-up question, the Question Board containing the archive entry will automatically open.

Simply add your follow-up question to the WorldWideWhiteBoard™.

... and click the Submit button.

A small window will appear informing you of the question code for your follow-up question. Record this code and dismiss the small window. You can use this question code to retrieve your answer from the Q&A Center.

Finally, close the Question Board.
Chat Archives

The Chat Archive is the location where you will find archives of previous Live Classroom sessions. All live chat sessions for the group are recorded and listed here. This is the icon used for the Chat Archives.

All live chat sessions are automatically archived. Clicking the “Chat Archive” icon displays a threaded listing of all such sessions along with any follow-up responses class members have added.

To view a particular board in any of the listed sessions, simply click on it. It will be displayed in a separate window. You can then print or save it using your standard browser options. Navigation to other boards in the same session is provided at the bottom of each board.

To access archives in folders simply click the name of the folder. The current folder will close, and the folder you clicked on will open.
You may also respond to a board you are viewing, choosing to either include or not include the original board in your response. To do this, simply click “include board” or “do not include,” respectively.
If you have selected to include the contents, the original board will be included. Simply enter your response on the WorldWideWhiteboard™ and click the submit button.
To view your response click the “Refresh” button at the top of the live chat archive listing. You should be able to see your response listed under the session to which you first responded.

Next, close the WorldWideWhiteboard™ and the window that contained the applet session status bar.

When viewing a response you have made to a chat board, you will also have the option to “delete this board” unless there are follow-up postings to your board.
A session could have files available for you to download. If so, there will be the word "Documents"...

...followed by the filenames. Click on the filenames to download them to your computer.
Bulletin Boards allow for threaded, graphical chat between all users. This is the icon used for the Bulletin Boards.

Clicking the “Bulletin Board” icon displays a threaded listing of entries posted to the bulletin board. To view an entry, simply click on it. It will display the selected posting in a separate window (next page), which you can then print or save using your standard browser options.

To access archives in folders simply click the name of the folder. The current folder will close, and the folder you clicked on will open.
You may respond to the board you are viewing, choosing either to include or not include the original board in your response. To do this, simply click “include board” or “do not include,” respectively.

Clicking one of these links will automatically open the WorldWideWhiteboard™.
If you have selected to include the contents, the original board will be included. Simply enter your response on the WorldWideWhiteboard™ and click the submit button.
Next, close the board and the window that contained the applet session status bar.

To view your response, click the Refresh button at the top of the threaded bulletin board listing. You should see your response listed under the posting to which you responded. When viewing a posting you have made, you will have the option to “delete this board” unless there are already follow-up postings on the board.
When you are finished, click the submit button, enter a topic, and close the WorldWideWhiteboard™. To view your posting, go to the Bulletin Board that corresponds to the class for which you posted.

Click on this button to enter your posting to the bulletin board for the class. The WorldWideWhiteboard™ will automatically open.

Note: The archives begin without folders. When the first folder is added, all the current archives will be put into a folder called “Main: Top Level Folder” and the new folder will be the empty second folder.
The Worksheet Center is the location where you can find assignments that were created using the WorldWideWhiteboard™. Worksheets can be created, taken, and graded here. This is the icon to Worksheet Center.

Clicking on the Worksheet Center icon will bring up a listing of available worksheets and their status, either Open or Closed.

There is some descriptive text above the table: notice the title, “Worksheets to Take.”

There is also a Refresh link, and a link to Close the window.
If the status for a worksheet is listed as **Open**, you may submit or resubmit it. To do this, click on the worksheet name; it will make this board automatically pop up. If this is the initial submission, only the worksheet the tutor created will be loaded into the whiteboard area. If this is a resubmission, all your previous work along with whatever the tutor created initially will be loaded into the whiteboard area. Click the yellow “submit” button when you are finished with your worksheet.
Viewing a worksheet

This is the screen you will see after you submit your worksheet. Notice the other title: “Worksheets Taken.” If the status of a worksheet is listed as Closed, you may only view the submission. If the tutor has not graded it, you will see exactly what you sent.

On the other hand, if the tutor has graded it, you can click on the notepad and pencil icon to see the tutor’s remarks, if any, that have been written on your submission. Then click on the link to close this window.
The Gradebook displays a listing of all grades you received on your assignments.

If you click on the notepad and pencil icon next to your assignment you can read your instructor's comments.
This is the icon used to manage your minutes. Here you can learn how much time is in your account. You may also purchase additional time for your account. When you click on the icon, you will see the screen below.

Enter your code in the bar, and press the button below, “Click here to proceed.”
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This is the icon used to get assistance from NetTutor®:
It will take you to a visual, animated, step-by-step tutorial on how to use NetTutor®. Here you will find all the information necessary to get you started.

This is the icon used for testing the browser. The Browser Test is a step-by-step process to ensure your computer meets our system requirements. We recommend visiting the Browser Test before you utilize our product.

Thank you for using NetTutor®.