It’s not always easy to work with a tutor online. Here’s a little guidance on how to get started.

**Stuck on your homework?**
Start a session with a tutor.

- Type out the question you need help with into the bar on your dashboard.
- Or click “Ask a tutor” underneath the subject you need help with.

**If the tutor asks:**
“What have you tried so far?” or “Where do you think we should start?”

- Do you know what your first step is? Let the tutor know!
- “This is my work so far.” Upload, draw, or type what you’ve done so far.
- “I haven’t tried anything, I haven’t started yet.”
- “I’m confused about this problem.”

“What did you learn about this in class?”

- Send a picture or screenshot of your notes.
- “I don’t remember learning this in class.”

**How do you begin?**
Tell the tutor what you need help with.

- “Hi! I’m in ___ grade, I need help with ___!”
- “Hi, I was absent when my teacher taught __________.”

**If you’re stuck, or not following an explanation:**

- “Can you explain another way?”
- “I’m not following. Can you try again?”
- “I’m not sure what to do next.”

**Key Reminders**

- Tutors are real people! Please be kind :)
- Remember to say hello
- If you do not get a response right away, don’t stress! The tutor will be right with you.