

**Free Online Tutoring:  
Anywhere, Anytime!!**



**Math - Science - Business – Writing – Spanish - IT**

**Drop-in** with a tutor and interact in real time.

Use the **Writing Center** for any class for feedback on essays, paragraphs, and more.

Send an **Offline Question** and receive a reply from a tutor.

Use **Scheduled Tutoring** to set up a session at least 48 hours in advance to interact in real time.



### **Log into your FREE account:**

1. Go to [www.muhenberg.edu](http://www.muhenberg.edu) > Current Students > Blackboard
2. Log into your Blackboard account
3. Click on Courses and choose the class for which you need assistance
4. Click on Tools > Smarthinking
5. Be sure to disable pop-up blockers for Smarthinking

Log into SMARTHINKING whenever you need help!

### **Technology Requirements and Troubleshooting**

- Firefox 12 or higher
- Internet Explorer 9.0 or higher
- Safari 5.0 or higher
- Google Chrome 20.0 or higher
- Enable Cookies/Javascript (install Java here <http://www.java.com>)
- Disable all popup blockers

There is a more detailed handbook of these steps inside your account.  
Simply click on **Academic Resources** and look for the **SMARTHINKING Student Handbook!**  
You may also contact Customer Support at [support@smarthinking.com](mailto:support@smarthinking.com).



## An Overview of How to use SMARTHINKING

Once you are logged in, you will find various tabs along the top of the page:



- **Reserved Sessions** – shows any scheduled tutoring you have arranged
- **Personal Archive** – contains transcripts of all past tutoring sessions
- **Manage Account** - provides access if you need to update your profile. Usage details, subject access, and the “add time” option can be found here as well
- **Customer Service** – links to the Smarthinking FAQ Knowledge Base

### For access to Tutoring:

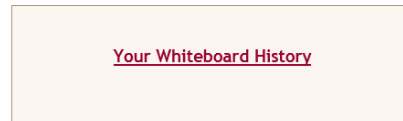
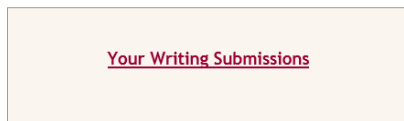
- **Drop-In Tutoring** Is used when you want live tutoring right away.
- **Writing Center** is used to send an essay, paragraph, career writing piece, resume or cover letter to an e-structor for review.
- **Scheduled Tutoring** is used when you want to make an appointment for future tutoring. **If you know that you cannot make a scheduled session, you MUST CANCEL IT WITHIN 48 HOURS OF THE APPOINTMENT TIME IN ORDER TO NOT HAVE THE MINUTES COME OUT OF YOUR ACCOUNT**
- **Offline Questions** is used when you would rather wait for a response to your question then take the time for a live session. This is NOT a live, real-time interaction.



- **Academic Resources** - provides access to the Smarthinking Student Handbook. Here, you will also find 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.



Towards the bottom of the screen, you will find another area with all of your drop-in, writing, scheduled, and offline session transcripts.



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