



Helping you succeed with  
24/7 Online Academic Support



## Student Handbook





<b>GETTING STARTED</b>	<b>3</b>
<b>HOURS OF SERVICE 2006-2007</b>	<b>4</b>
<b>AN OVERVIEW OF SMARTHINKING</b>	<b>5</b>
<b>THE WHITEBOARD</b>	<b>11</b>
<b>THE SMARTHINKING IMAGE CAPTURE TOOL</b>	<b>11</b>
<b>SAMPLE ESSAY RETURN</b>	<b>11</b>
<b>SAMPLE MATH INTERACTION</b>	<b>11</b>
<b>FAQS FOR STUDENTS</b>	<b>11</b>



## Getting Started

### Technology Requirements and Troubleshooting Tips

#### *Technology Requirements*

- **OS:** Windows 98 +, Mac OS9 +
- **Browser:** Windows: Netscape 6 +, Internet Explorer 5.01 +.  
**Apple Mac: Internet Explorer 5.0+ required.**
- **Connection:** 28.8K min. / 56K+ preferred
- **Cookies/Javascript** should be enabled.
- **Popup Blockers?** Please disable all popup blockers for [www.SMARTHINKING.com](http://www.SMARTHINKING.com)

#### *Troubleshooting Tips:*

- Make sure that your browser is set up to allow cookies and pop-up windows. SMARTHINKING uses both of these.
- Make sure that you have Java installed. If you need to install Java, go to <http://www.java.com>, and follow the instructions for the free download.
- Make sure that you have Flash™ version 7.0.19+of for Windows or 7.0.24+ for Mac OS X installed. If you need to install Flash™, go to <http://www.macromedia.com>, and follow the instructions for the free download.

### Technical Support

The SMARTHINKING Technical Support team is available to assist you via phone or email:

- Call SMARTHINKING customer support toll-free: **(888) 430-7429, ext. 1**  
Monday - Friday 8:00 AM - 6:00 PM EST
- Email us at [support@SMARTHINKING.com](mailto:support@SMARTHINKING.com), and someone will respond to you within 24-48 hours. P 888.430.7429 ext. 1



## Hours of Service 2006-2007

**Live Tutoring-** Live Sessions are metered to the minute + five minutes for archiving.

---

### September – May\*

- **Math (Basic Skills-Calculus):**  
24 hours a day, 7 days a week
- **Intro Human A & P, Biology, Organic Chemistry, and Introductory Finance:**  
Sunday – Thursday: 9 PM to 1 AM ET
- **Spanish**  
Available via *Submit Your Question*, and the *Spanish Essay Center*
- **Accounting, Chemistry, Physics, Economics, Mathematics with Spanish-speaking tutors, Statistics, Writing:**  
Sunday – Thursday: 3 PM to 1 AM ET  
Friday & Saturday: 12 PM to 6PM ET

### June - August\*

- **Math (Basic Skills-Calculus):**  
Sunday-Thursday: 9AM to 1AM ET  
Friday-Saturday: 9AM to 6PM ET
- **Intro Human A & P and Biology:**  
Sunday-Thursday: 9PM to 1AM ET
- **Spanish**  
Available via Prescheduled Sessions
- **Accounting, Chemistry, Physics, Economics, Mathematics with Spanish-speaking tutors, Statistics, Writing:**  
Sunday-Thursday: 6PM to 1AM ET
- **Introductory Finance**  
Available via *Submit Your Question* only.

**Submit Your Questions\*** - Metered at 20 minutes per question:

---

Available 24 hours a day, 7 days a week.

**Submit Your Writing\*** - Metered at 35 minutes per essay

---

Available 24 hours a day, 7 days a week.

**Academic Resources and Archives-No Charge:**

---

Available 24 hours a day, 7 days a week.

\*Service hours are subject to change. Please check our website at [http://www.smarthinking.com/static/pub\\_common/hours.cfm](http://www.smarthinking.com/static/pub_common/hours.cfm) for an up-to-date schedule of service hours and for a list of observed holidays.  
**Please note: tutoring will not be available during holiday closures.**

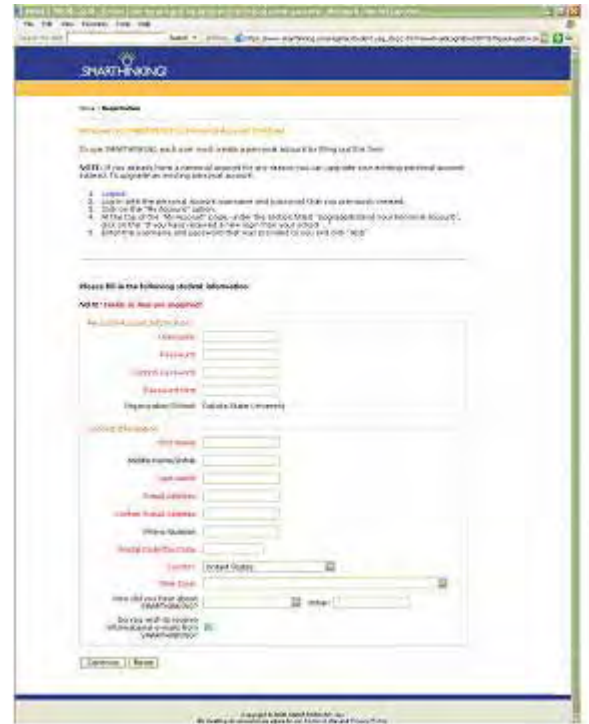
## An Overview of SMARTHINKING

### Creating an Account

In most cases, your school will create your SMARTHINKING account for you, and will provide you with the information you need to access your account and begin using the tutoring services. In some cases, students will be required to create their own SMARTHINKING account before proceeding. In this case, you will see a form like the one shown here.

In addition to asking you how you learned about SMARTHINKING, this form asks for the information listed below. Except where labeled *Optional*, all information is required as part of your account setup.

- Username
- Password
- Confirm Password
- Password
- First Name
- Middle Name/Initial (*Optional*)
- Last Name
- Email Address
- Confirm Email Address
- Phone Number (*Optional*)
- Postal Code/Zip Code
- Country
- Time Zone



### Logging On

Each school determines the process students will follow when using SMARTHINKING, and there will be differences in the procedures you will follow as a result. At some schools, students are able to access SMARTHINKING from within their online course. If that is the case at your school, please follow the instructions provided to you for SMARTHINKING access, and skip the remainder of this section.

Most students will logon to use SMARTHINKING by entering the username and password they have been provided by their school in the boxes that appear at the top of the page at <http://www.smarthinking.com>.

Once you have logged on, you will be taken directly to your SMARTHINKING Home Page.



## The SMARTHINKING Home Page

Each school determines the process students will follow when using SMARTHINKING, and there will be differences in the procedures you will follow as a result. At some schools, students are able to access SMARTHINKING from within their online course. If that is the case at your school, please follow the instructions provided to you for SMARTHINKING access, and skip the remainder of this section.

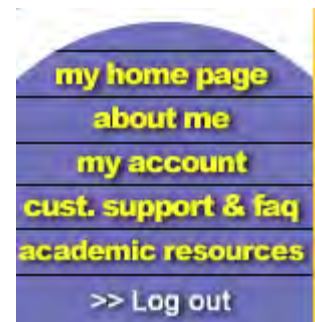
Most students will logon to use SMARTHINKING by entering the username and password they have been provided by their school in the boxes that appear at the top of the page at <http://www.smarthinking.com>.



Once you have logged on, you will be taken directly to your SMARTHINKING Home Page where you can begin getting the assistance you need.

On the left hand side of the screen, you will find hot links to the following:

- **my home page**-brings you back to your SMARTHINKING home page.
- **about me**-opens the form completed at registration and allows you to change your personal information
- **my account**-provides access to information about your use of SMARTHINKING
- **cust. support & FAQ**-provides access to information that will help you solve any problems that arise when you are using SMARTHINKING
- **academic resources**-provides access to 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.
- **Log out**-allows you to log out of your account when you are finished using SMARTHINKING.



In the center of the screen, your options for tutoring are displayed:

- **connect with an e-structor now!** Is used when you want live tutoring right away.
- **submit your writing** is used to send an essay or paper draft to an e-structor for review.
- **schedule a personal session** is used when you want to make an appointment for future tutoring.
- **submit a question** is used when you would rather wait for a response to your question than take the time for a live session.



**connect with an e-structor now!**  
Select an active subject and meet with an e-structor for a private session. [Tell Me How.](#)  
Select a Subject



**schedule a personal session**  
Pre-schedule a live session with an e-structor of your choice. [Tell Me How.](#)  
Select a Subject



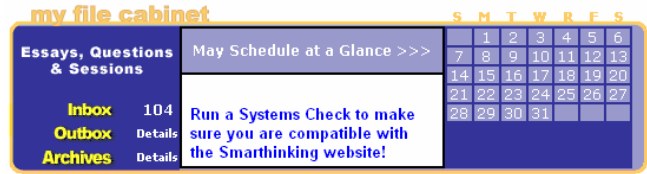
**submit your writing**  
Submit your essays or career writing. Get the e-structor's comments from your Inbox, usually within 24 hours. [Tell Me How.](#)  
Select a Subject



**submit a question**  
Choose a subject below and submit your question. Get the e-structor's response from your Inbox, usually within 24 hours. [Tell Me How.](#)  
Select a Subject

Near the bottom of the screen, you will find **my file cabinet**. Your SMARTHINKING file cabinet contains transcripts of your online sessions, copies of responses to questions you have submitted, and reviews/critiques of papers and essays submitted to the Essay Center.

- **Inbox**-Responses to Questions and Essays submitted to the e-structors are returned here.
- **Outbox**- Question and Essay submissions are listed here until a response is received.
- **Archives**-Responses to Questions and Essays are placed in your **Archives** once you have looked at them. Transcripts of online sessions are also kept here.
- **Marquee**- The center of the file cabinet contains a scrolling marquee that provides information about SMARTHINKING's services, including schedules and any changes in the availability of tutoring services (e.g. the addition of new subjects).
- **Calendar**-The current month's calendar is displayed. If you have pre-scheduled any personal sessions, hot links will appear for those dates that will allow you to determine what you have planned.



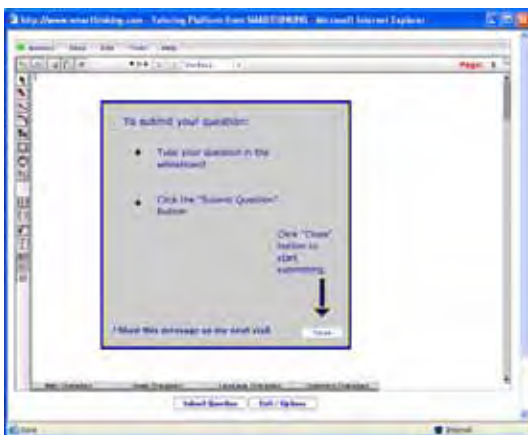
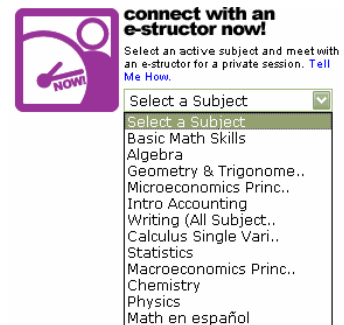
Finally, at the bottom of the screen, you will find the **White Board practice** icon. This icon provides a link to a practice whiteboard where you can refine your skills.



## connect with an e-structor now!

Follow these steps to connect with an e-structor and start a live session. Sessions are metered to the minute plus 5 minutes for archiving.

- Select a subject from the drop-down list that appears. If you do not see the subject you need, follow the link in the **marquee** area of the **file cabinet** to see when that subject will be available.



- The SMARTHINKING Whiteboard will appear with a message telling you to type your question on the whiteboard and click "Submit Question" when you are ready to work with a tutor. Click the **Close** button to proceed to the whiteboard.
- Write your question on the whiteboard, and click **Submit Question** when you are ready to connect with a tutor. Detailed instructions on the use of the whiteboard are provided in a separate document.

## submit your writing

This option is used when you want to submit an essay or paper for review and critique by a SMARTHINKING e-structor. You will typically receive a response in your **Inbox** within 24 hours (certain holiday periods excepted). Essays are metered at a flat rate of 35 minutes.

Follow these steps to **submit your writing**.

- Select the subject that corresponds to your assignment. In most cases, this will be the **Essay Center**, but you also have the option of using our **Career Writing** center and our **Spanish Essay Center** (for assignments written in Spanish).
- The form shown to the right appears asking you to provide information about your assignment and about the kinds of help you would like to receive from the e-structor.
- Choose the type of tutor you would like to have reviewing your writing. Choices include **First Available**, **ESL Specialist**, **Business/Technical Writing Specialist**, and **Creative Writing Specialist**.
- Browse to find and upload your writing assignment. Assignments must be in .doc, .rtf, or .txt format.
- Click **Submit Your Writing** to send your assignment to the SMARTHINKING e-structor.



### submit your writing

Submit your essays or career writing. Get the e-structor's comments from your **Inbox**, usually within 24 hours.  
[Tell Me How.](#)

- The form at left will appear. Click **Continue** and you will receive confirmation that your submission has been accepted.
- Your reviewed essay will be sent to your **Inbox**, typically within about 24 hours.

## submit a question

Follow these steps to submit a question to a SMARTHINKING e-structor. You will typically receive a response within 24 hours (certain holiday periods excepted). The process is essentially identical to the one followed when you are starting a live session. The only difference is that you will receive a response in your **Inbox** in about 24 hours instead of working in a live session. Questions are metered at a flat rate of 20 minutes.

- Select a subject from the drop-down list that appears.
- The SMARTHINKING Whiteboard will appear with a message telling you to type your question on the whiteboard and click “Submit Question” when you are ready to work with a tutor. Click the **Close** button to proceed to the whiteboard.



### submit a question

Choose a subject below and submit your question. Get the e-structor's response from your Inbox, usually within 24 hours. [Tell Me How.](#)

Select a Subject

- Select a Subject
- Basic Math Skills
- Algebra
- Geometry & Trigonome..
- Microeconomics Princ..
- Intro Accounting
- Writing (All Subject..
- Calculus Single Vari..
- Statistics
- Macroeconomics Princ..
- Spanish
- Chemistry
- Biology
- Physics
- Math en español
- Introductory Finance
- Intro Human A&P

Write your question on the whiteboard, and click **Submit Question** when you are ready to connect with a tutor. Detailed instructions on the use of the whiteboard are provided in a separate document.

## schedule a personal session

Follow these steps to pre-schedule a personal session with a SMARTHINKING tutor. Sessions must be scheduled at least 48 hours in advance, and must be cancelled 48 hours in advance in order to avoid being assessed the 30 minute time charge for these sessions. submit a question to a SMARTHINKING e-structor. Follow these steps to pre-schedule a session.

- Select a subject from the drop-down list that appears. The screen shown below will be displayed.

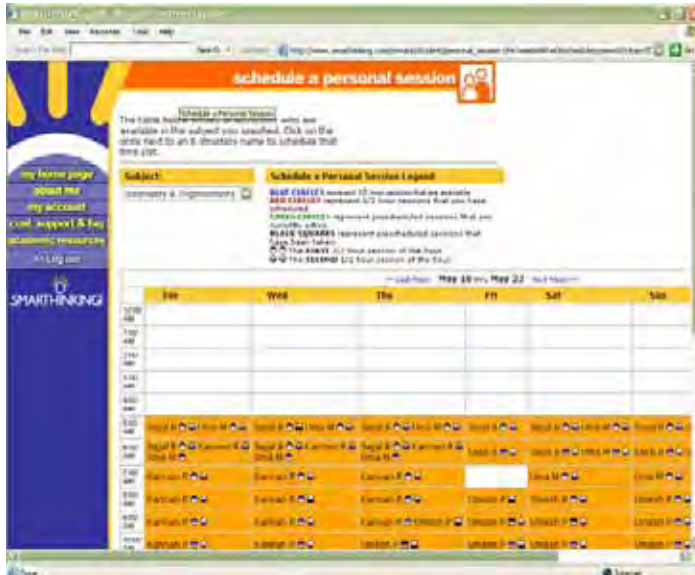


### schedule a personal session

Pre-schedule a live session with an e-structor of your choice. [Tell Me How.](#)

Select a Subject

- Select a Subject
- Basic Math Skills
- Algebra
- Geometry & Trigonome..
- Microeconomics Princ..
- Intro Accounting
- Writing (All Subject..
- Calculus Single Vari..
- Statistics
- Macroeconomics Princ..
- Spanish
- Chemistry
- Biology
- Physics
- Math en español
- Introductory Finance
- Intro Human A&P



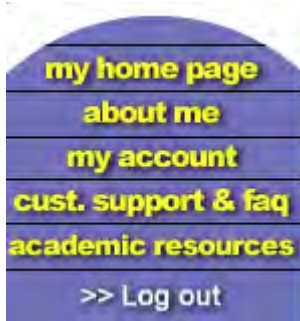
- Choose the time and tutor you would like to work with, following the instructions that appear onscreen.

- You will receive an email confirmation of your scheduled session.

**Note:** Time reported for your pre-scheduled session will be converted to the time zone listed in your account information. Before using this feature, it is recommended that you click on **about me** and verify that the correct time zone is listed. If it is not, select the correct time zone from the drop down list.

## academic resources

Academic resources provide access to 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.



Academic resources can be accessed via the icon provided in the central portion of the home page or by clicking on the hot link that appears on the left side of the screen. There is never a charge for using these resources.



### academic resources

Check out our study guides, study skills manuals, test prep, and self-assessment tools to help you study smarter.

## The Whiteboard

Students use the SMARTHINKING whiteboard to interact with an e-structor either in an online session or by submitting a question. The whiteboard allows you and the tutor to enter text, symbols, and drawings that identify and help resolve your questions.

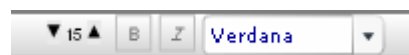
### Entering Text

- Right click with your mouse and type at the point where you want text to appear on the whiteboard.
- To delete text, place your cursor to the right of the letter (or word) you want to delete and hit the backspace key until you have removed all of the letters/words you want to remove. Each time you hit the backspace key, you will delete the letter to the left of the cursor.



### Setting Text Properties

Use the property bar at the top of the whiteboard to establish the characteristics of your text. You must set the properties *before* you begin typing. Changes cannot be made to text after it is entered.



You can set the **FONT** and **POINT SIZE** of your text, and you can determine whether it will appear as standard, **BOLD**, or **ITALIC**.

- Available **FONTS** include verdana, serif, and symbol. Click on the arrow to the right of the font name and select the one you want from the list.
- **POINT SIZES** between 8 and 30 may be used. To adjust point size, click on the up or down arrow on the left side of the properties bar.
- Click on the **B** to make your text **BOLD**, click on **I** to use **ITALICS**.

**Note:** Your text will always be **red**, and your tutor's text will always be **blue**; these colors cannot be changed. This way, you will always be able to tell who typed what on the whiteboard, even when you come back later to review a session.

### Pasting Text from Other Applications

- Choose **TOOLS** from the top menu bar.
- Select **PASTE TEXT**.
- Use **CTRL V** to insert the text you want to paste on the whiteboard
- Click **PASTE** to place the text on the whiteboard.

### Using Special Language Characters

In addition to standard text, the whiteboard includes four special character sets: Math, Greek, Language, and Chemistry. These can be used whenever you use the whiteboard. Just click on the name of the character set you want and a pop-up menu will appear, listing the available characters from the selected set. These menus can be moved around on the whiteboard so that they are available for use during a tutoring session. Click on the character you want to use, and it will appear on the whiteboard.



### Special Tools

The tools listed below are found at the top of the whiteboard, and are used to change the whiteboard's contents.



**Clear Board:** Deletes all content on the current whiteboard page.



**Copy:** Copies a drawing to the clipboard.



**Print:** Prints the contents of the whiteboard.



**Paste:** Places a copy of your drawing on the whiteboard.




**Cut:** Cuts/deletes drawings from the whiteboard.

**Note:** The cut/copy and paste functions only apply to drawings. A separate function (select) is used to move text around on the whiteboard. See below for information on moving text.

These tools are found along the left side of the whiteboard.



Use **Select** to mark text or drawings that you want to move, or drawings whose properties you want to change. Selected items will be placed in a yellow box . You can move items around on the whiteboard by holding and dragging the yellow box. When selected, you can resize drawn items (but not text) and you can change their properties (weight or thickness and color).



**Note:** Leave at least 4 spaces around the perimeter of the work you want to move to ensure that text and objects are moved together.



Use the **Highlighter Tool** to draw attention to drawings and text. You can change the weight (thickness) and color of the highlighting by using the properties menu.



Use the **Line, Curve and Freehand Drawing Tools** to create lines, curves, and freehand drawings. Use the properties menu to change the weight (thickness) and color of these drawings.



Use the **Rectangle and Oval Tools** to create basic shapes. Select these items to reshape or resize them. Use the properties menu to change the weight (thickness) and color of these drawings.



Use this tool to **Draw Fractions** on the whiteboard. Select the tool and then click on the whiteboard. Enter the numerator of your fraction and

hit enter to move to the denominator. Enter the denominator. Hit enter again to complete the fraction and move to the next step.



Use this tool to **Draw Rectangular Graph Paper** on the whiteboard.



Use the **Parentheses, Root and Integral** tools to place these symbols on the whiteboard.



Use the **MATH** button to choose one of the available math symbols.



Use the **SCIENCE** button to choose one of the available scientific symbols.



Use the layer button to change the order of items that have been placed on top of each other on the whiteboard.



## The SMARTHINKING Image Capture Tool

The SMARTHINKING whiteboard includes an Image Capture Tool that allows you to bring images or text to the tutoring session. Anything that you can display on your computer can be captured and sent to the whiteboard quickly and easily.

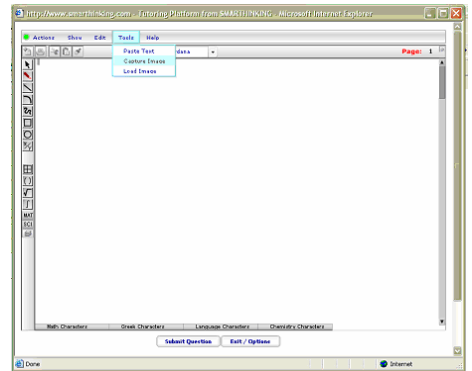
The image capture tool is found under the tools menu within the whiteboard. Click on **TOOLS** and then **IMAGE CAPTURE** to access this option.

Once you access the **IMAGE CAPTURE TOOL**, you will have three options available:



Use of each is described below, and complete instructions are provided for each of these options

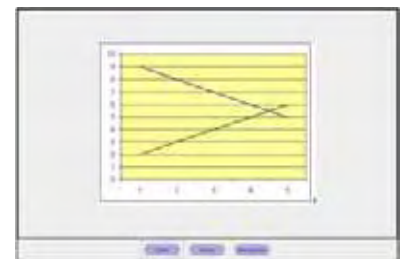
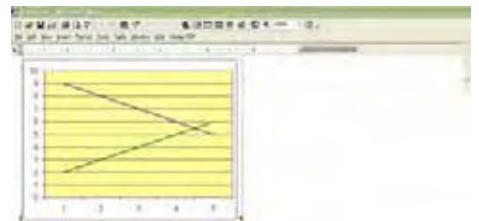
within the **IMAGE CAPTURE TOOL** window.



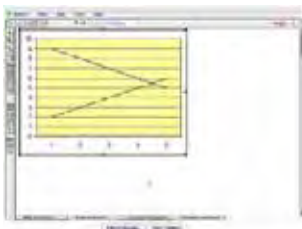
### SELECTED AREA

With this option, you select a portion of the image or document to display on the whiteboard.

- Open the document or image you want to bring to the whiteboard, and position it directly behind the **IMAGE CAPTURE TOOL** window.
- Click **CAPTURE**. The **IMAGE CAPTURE TOOL** window will be minimized and the window directly behind it will be displayed. In addition, your cursor will turn to cross hairs - hold down the left mouse button and drag the cross hairs across the screen to select the desired capture area. In the picture below, the selected area is enclosed in dashed lines.
- Once you release the mouse button, the **IMAGE CAPTURE TOOL** window will appear again; however, this time the image you have captured will be displayed.



At this point, you have three options available to you.



- SAVE**- Save the image you have captured to your hard drive in either .jpg or .png format. Files in .jpg or .swf formats may be uploaded directly to the whiteboard using the **LOAD IMAGE** option on the **TOOLS** menu.
- SEND**- Send the item to the whiteboard.
- RECAPTURE**- Re-start the capture process.

### **WINDOW**

With this option, you select a window to display. Its entire contents will be moved to the whiteboard.

- Open the document or image you want to bring to the whiteboard, and position it. Once you release the mouse button, the **IMAGE CAPTURE TOOL** window will reappear.
- Click **CAPTURE**.
- Click the icon on the Windows taskbar that corresponds to the window you want to capture. Click **OK** when prompted.
- The contents of the selected window will now appear in the **IMAGE CAPTURE TOOL** window, where your choices are the same as they were when the **SELECTED AREA** option was used: **SAVE**, **SEND**, or **RECAPTURE**.

### **FULL SCREEN**

With this option you can send the entire contents of your desktop to the whiteboard.

- Arrange your desktop so that the information you wish to send to the whiteboard is displayed. You may need to move the **IMAGE CAPTURE TOOL** window or other windows to the side in order to accomplish this.
- Click **CAPTURE**.
- The contents of the selected window will now appear in the **IMAGE CAPTURE TOOL** window, where your choices are the same as they were when the **SELECTED AREA** option was used: **SAVE**, **SEND**, or **RECAPTURE**.



## Sample Essay Return

### SMARTHINKING's E-structor Response Form

(Your marked-up essay is below this form.)

**\*Strengths of the essay:** Hi, Joe! I'm Jen and I'll be working with you today. I think that your specific details are great. The examples you provided about problems students have if they aren't punctual really help to explain why being on time is important. I also liked your concluding statement. It really helped to close your paragraph.

**Content Development:** The beginning of this paper tells us about punctuality in business meetings, social engagements and military activities. That covers a lot of ground! However, you don't develop any of these options. Instead, you give a specific example about a student beginning late for an exam. That's a good example, too. I wondered if you could add specific details about the other areas you mentioned, too. That is, give us specific details about why you should be on time for business engagements and so forth.

Or you could focus just on one aspect (importance of punctuality as it relates to military activities, for example) and really explain how you feel about being punctual there. For example, how do you feel if someone is late for a date? Are there any good excuses? What should they do? Will you forgive them? Why or why not?

There are a lot of options for this paragraph, Joe! Whatever you decided to do, please make sure you support it with specific details. Keep in mind: a paragraph usually uses details and examples to develop one central idea. If your central idea is the importance of punctuality to many events, you'll need specific examples to demonstrate how being on time to many events is important. If you'd rather focus on one kind of event, then you will provide many details to explain why it's important to be on time to that kind of event.

**Main Idea/Thesis:** Joe, your submission form said that your topic sentence was important, so I wanted to deal with it specifically. Let's take a look at it:

In my opinion punctuality in any bodies life is most important in North America and Europe people believe in punctuality for professional activities and social engagement.

**This sentence really can be divided into two sentences:**

In my opinion punctuality in any bodies life is most important.

In North America and Europe people believe in punctuality for professional activities and social engagement.

**When you wrote both sentences together, you created a run-on. You also made it seem as if being punctual for professional and social engagements was part of your topic sentence. That meant your whole paper would be about just those two areas. Is that what you wanted to do? If not, you could just use the first part of your sentence as your topic sentence. What do you think?**

**\*Joe has requested that you respond to the Grammar & Mechanics:** Please watch for subject/verb agreement, Joe. If you use "you" as the subject of a sentence, you don't need to use the -s on the end of the present tense verb. Can you find the places where you've made that mistake? I'll include a link below that will take you to the "agreement" section of our student handbook. You'll find more information there.

**\*Joe has requested that you respond to the Sentence Structure:** Joe, some of the sentences you've written are actually run-ons. Run-ons are sentences in which two independent clauses (complete sentences with their own subject and verb) are joined together without the proper connections. Let me show you some ways to fix run-ons.

- ❖ You could separate them into two sentences.
  - My daughter hates spinach. I make her eat it every night.
- ❖ Some can be joined either with a coordinating conjunction and comma or with just a semicolon. (Coordinating conjunctions: for, and, nor, but, or, yet, so). A corrected sentence with a coordinating conjunction could be
  - My daughter hates spinach, but I still make her eat it.
  - Or: My daughter hates spinach; I make her eat it every night.

\*\*\*\* Another helpful way to join 2 independent clauses is to use a semicolon and a transitional word, followed by a comma. (Transitional words or phrases include: however, for example, nevertheless, furthermore, on the other hand.....). I could say, My daughter hates spinach; however, I make her eat it at every meal.

Now, let’s look at one of your run-ons:

**The person who is not punctual in his life is always a loser, think of a student reaches late for its examination, first he will have less time to attempt, also if there is strict examiner and he does not allow him to sit in the exam he will lose his whole semester due to his habit of being late.**

The changing colors show where each new sentence is. Can you use the information above to join these sentences correctly?

**Summary of Next Steps:** Joe, as you revise please consider:

- Correcting your topic sentence
- Developing your content. You’ll want to spend most of your revising time here.
- Watching for run-ons and subject-verb agreement errors (see links to our library below)

Joe, thanks for submitting your work. We look forward to reviewing your future writing projects!

Jen

**Suggested Resources from our library:**

**Lesson 3: Avoiding Run-ons and Comma Splices:**

[http://www.SMARTHINKING.com/static/Document\\_Library/docs/ESOLman/3\\_03.cfm](http://www.SMARTHINKING.com/static/Document_Library/docs/ESOLman/3_03.cfm)

**Chapter 5: Lesson 3: Subject-Predicate Agreement:**

[http://www.SMARTHINKING.com/static/Document\\_Library/docs/writeman/5\\_03.cfm](http://www.SMARTHINKING.com/static/Document_Library/docs/writeman/5_03.cfm)

\*\*\*\*\*

Please look for more comments in your essay below. Thank you for using our service, and we encourage you to submit future essays.

\*\*\*\*\*

### **Time Management: Punctuality**

“Time is a precious gem that can not be wasted at any cost.” [This is a great opening quote, Joe!] In my opinion punctuality in any bodies life is most important in North America and Europe people believe in punctuality for professional activities and social engagement. [When you write “any bodies,” are you referring to more than one person’s life? There is not a plural form of “Anybody”; rather, it’s like saying “in any person’s life.” Check usage for “Anybody” in order to be sure you understand how to use the word in a sentence. I think you mean to use the possessive form here.] Furthermore, for military or diplomatic personnel, arriving late to any event is completely unacceptable. The person who is not punctual in his life is zalways a loser, think of a student reaches late for its examination, first he will have less time to attempt, also if there is strict examiner and he does not allow him to sit in the exam he will loose his whole semester due to his habit of being late. [I don’t think you want the words “loose” and “loser” here. “Loose” refers to something that isn’t tight or secure. Perhaps “lose” and “loser” would be better? Check a dictionary to be sure.] You may be late for some reason at one time but never make it a habit. In my native country in India there is a relaxed attitude towards time which I never like. In my view for success in life you should always be punctual and knows the value of time.

## Sample Math Interaction

http://www.smarthinking.com - Tutoring Platform from SMARTHINKING - Microsoft Internet Explorer

Actions Show Edit Tools Help

Page: 1

$\int \ln(y^2+9)dy$  I am not sure howto approach this problem, can you give me a hint?

Hi Dave. This looks daunting. But, the method that works on it is the method you usually use when you have one type of a function times another type fo a functio for the integrand.

Like if you had  $\int x \sin(x) dx$  what method would you use here?

i would use the integration by parts methon  
 so should the integral be broken as  $\ln y^2 * \ln 9$   
 You've got that backwards....  $\ln x + \ln y = \ln xy$ , not  $\ln(x+y) = \ln x y$ ... a common misconception

right now I don't have a clue as howto break it up  
 This one can drive you nuts until you see how it breaks up.... It's actually very easy, but you just don't think of doing it that way. I'll give you a hint.

$u = \ln(y^2+9)$  so what's left for  $dv = 2y/y^2 + 9$  That's  $du$ , not  $dv$ . One part of the integrand becomes  $u$ , the other part becomes  $dv$  oh then it would be one

Almost.... it would be  $1dy$

$\int \ln(y^2 + 9) dy$

okay so then I would treat it as an integration by parts type of equation Okay

Yes, but once you apply parts, then you still have to integrate the  $vdv$ . Still no small task. But apply parts here.

Math Characters Greek Characters Language Characters Chemistry Characters

Submit Question Exit / Options

Done Internet



SMARTHINKING<sup>SM</sup>

## FAQs for Students

### 1. How do I get live help?

1. Log into your SMARTHINKING account.
2. Go to "**Connect with an e-structor Now.**"
3. Choose the subject area you want from the drop-down menu. This will open a whiteboard where you can initiate an online session with one of our trained e-structors.
4. Wait for the whiteboard to load. Review the instructions in the middle of the page. Remove the check next to **Show this text on my next visit** if you do not want to see the instructions window again. Then click the close button to continue.
5. Type your question and click the submit button at the bottom.
6. When the e-structor is ready to help you, you will hear a ring. You may now communicate with the e-structor by typing on the whiteboard area.
7. Use the **Exit/Options** button at the bottom or the **Actions** menu at the top to leave the session when you are done.
8. Click **End Session** to confirm and exit.
9. A copy of your session will be available in your inbox within 24 hours.

For more information: Click on "Tell Me How" under "Connect with an e-structor now."

### 2. How do I submit a question?

If you prefer to submit a question for an e-structor to respond to within the next 24 hours:

1. Log into your SMARTHINKING account.
2. Go to **Submit a Question**.
3. Choose the subject area you want from the drop-down menu to launch the whiteboard.
4. Wait for the whiteboard to load. Review the instructions in the middle of the page. Remove the check next to **Show this text on my next visit** if you do not want to see the instructions window again. Then click the close button to continue.
5. Type your question and click the **Submit Question** button at the bottom.
6. Enter a name for your question (save the name for future reference) and click submit.
7. An e-structor will respond within the next 24 hours. You must go to your inbox on your home page to pick up the e-structor's response.

### 3. How do I retrieve my question?

1. Log into your SMARTHINKING account.
2. Scroll down and click on **Inbox** next to the calendar.
3. Click on your question number under **You have x Questions Incoming**.
4. Wait for the white board to open with the E-structor's response.

### 4. How do I submit my essay?

1. Log into your SMARTHINKING account.
2. Click on the drop-down menu under **Submit your writing**.
3. Select a subject.
4. Fill out the essay submission form. All red fields are required.
5. To upload your essay, click on the Browse button and locate your essay on the hard drive or floppy drive. We recommend that you save your writings in standard word processing formats such as Microsoft Word (**.doc**) or Rich Text Format (**.rtf**) before submitting them. **Macintosh users should add an extension (.doc or .rtf) to the file name before uploading.**
6. Click Submit.
7. If your submission was successful you should see the number next to outbox increase. The outbox is located at the bottom of your homepage. You must return to the SMARTHINKING website to pick up your returned essays.

## 5. How do I retrieve my essay?

1. Log into your SMARTHINKING account.
2. Scroll down and locate the **inbox**(next to the calendar) and click on it.
3. Click on the title of your writing.
4. Scroll down to read the e-structor's comments.
5. **Right-click** on the link named **markup...**
6. **Left-click** on Save Target as.
7. Choose a location to save the file (usually on the desktop).
8. You can keep the default name for the file
9. You should have **Microsoft Word Document or Rich Text Format** in the save **Save as Type** box.
10. Click **Save**.
11. Refer to the document from the location where you save it.

SMARTHINKING will send you an email notification with directions on how to check the e-structor's markup on your essay as soon as your essay is ready to be checked. We recommend that you make sure to have a valid email address in your account. To edit your personal information, log into your account and click on **about me** on the left side. Edit the information and click on **continue**.

## 6. How do I schedule a personal session?

Please note that personal sessions are not available for Houghton Mifflin students. Make sure the time zone in your account is correct. To check the time zone, log into your account and click on **about me** on the left side. Edit the information and click on **continue**.

1. Log into your SMARTHINKING account.
2. Click on the drop-down menu under **Schedule a personal session**.
3. Select a subject.
4. Scroll down and locate the name of the e-structor and your desired time slot. Your session should be scheduled at least **48** hours in advance.
5. Click on a blue circle for your desired time slot ( for the first half-hour session of the hour or for the second half-hour session) to schedule a session.
6. If you are certain that you would like to reserve this session, click yes.
7. Your reserved tutoring session will be highlighted by or in the weekly schedule chart. (Hint: you may see your upcoming session in your weekly schedule on your home page.)
8. To cancel a pre-arranged session, click on the highlighted session. Please note that you will receive a full refund only if you cancel your session at least **48** hours in advance.

## 7. How do I start a personal session?

1. Log into your SMARTHINKING account.
2. Scroll down and locate the calendar in your home page.
3. The date corresponding to your scheduled session will be highlighted.
4. Click on the appropriate highlighted date.
5. A pop up screen will appear with information about the session.
6. Click on **join the session**.
7. Wait for the whiteboard to load. Review the instructions in the middle of the page. Remove the check next to **Show this text on my next visit** if you do not want to see the instructions window again. Click the close button to continue, then type your question and click the submit button at the bottom.
8. When the e-structor is ready to help you, you will hear a ring. You may now communicate with the e-structor by typing on the whiteboard area.
9. Use the **Exit/Options** button at the bottom or the **Actions** menu at the top when you are done.
10. Click **End Session** to confirm and exit.
11. A copy of your work with the e-structor will be available in your inbox within the next **24** hours.



Please note, if you don't see the **Join the session** option in the popup window, make sure your session was scheduled at the right time. If the schedule time is correct and your timezone is correct then contact our Support Team for further assistance

#### 8. How do I update my account?

If you created your account using a login provided to you by your school and you're getting a "Purchase more time" message, you should contact your school to find out if the contract was renewed. If it was, you will get a new login to update your account.

1. Log into your SMARTHINKING account.
2. Click on **my account** on the left side.
3. Click on the **red school** house icon.
4. Enter the new username and password you received from your school.
5. Click on **add** to update your account.

If you are a Houghton Mifflin student and would like to access other subjects and features such as personal sessions, follow these directions. You can also use these directions if you would like to use our services even though your school did not renew its contract with us.

1. Visit SMARTHINKING Pricing Plans, review the terms of service and select a plan that is best for you.
2. Log into your SMARTHINKING account.
3. Click on **my account** on the left side.
4. Scroll down and click on **add a card** under Credit Card Information.
5. Fill out the form and click submit.
6. Go back to **my account**.
7. Click on the green \$ icon and select your plan.
8. Click on **Purchase**.

If you already have an account with us and have purchased a qualified textbook by one of our partners that came with a login to update your account, you should follow these directions.

1. Log into your SMARTHINKING account.
2. Click on **my account** on the left side.
3. Click on the **blue book icon**.
4. Enter the username and password you received.
5. Click **add** to update your account.

#### 9. How do I change the file format of my essay?

1. Open your essay in its current format (using Microsoft Works or WordPerfect).
2. Click on **File** and select **Save As**.
3. Select a location to save the file from the **Save in** drop-down menu. We recommend saving it on the Desktop or on a floppy disk.
4. You edit the name in the File name box to give the file a new name.
5. Click on the drop-down menu next to **Save as Type** and select Rich Text Format (.rtf).
6. Click **Save** to accept the changes.

#### 10. How do I copy and paste my question on the whiteboard?

Write your question in any text editor such as Notepad or WordPad.

1. Log into your SMARTHINKING account and start a whiteboard session.
2. Make sure the cursor is positioned where you want your question pasted.
3. Click on **Tools** at the top and select **Paste Text**.
4. Copy your question from your text editor.
5. Click inside the **Paste Text Box** area provided and paste your text (using CTRL + V or Right-click mouse and select of Paste).
6. Click the Paste button to paste the information on to the whiteboard.