

FREE Online Tutoring for your Course is Available!

Hope International University provides students with access to online tutoring services from *Smarthinking*. With *Smarthinking*, students can chat with a live tutor up to 24 hours a day from ANY internet connection. Tutors are available to chat one-on-one with you in a wide range of subjects including writing, math (basic math through calc II), and statistics. You can also submit completed drafts of your writing assignments to the *Smarthinking Essay Center* for a tutor to review. The tutor will provide you with detailed, personalized feedback about your paper, typically within 24 hours.

To connect to a tutor, perform the following steps:

1. **Request** your Smarthinking account by sending an email to the Student Success Center (kmclark@hiu.edu). Allow for a short processing time (usually 24 hours or less to register you for the service)
2. **Go to** <https://services.smarthinking.com>.
3. **Enter** your username and password.
 - Your username is your HIU email address.
 - Your initial password is "**HIUTutoring**" and you can change your password on the

Need help with your writing assignments?

For general writing help (brainstorming, outlining, thesis development, grammar/mechanics questions, etc...), then choose **Writing (All Subjects)** in the **Drop In Tutoring** area. If you have questions specific to APA Style, then choose **APA Formatting** instead.

If you have a completed draft of your paper ready to submit for review, submit it to the **SMARTHINKING Essay Center** by selecting the **Essay Center** choice under **Writing Center**. A professional writing tutor will give you the help that you need to improve your paper and your overall writing skills. The tutor's response will arrive in your *Smarthinking Inbox* within about 24 hours.

Need help with Math or Statistics?

Connect with a live tutor by choosing the subject area in which you need help under **Drop In Tutoring**. Then use the whiteboard to start a chat session with a professional tutor and type your question. After you have typed your question(s) or problem(s), click the **Enter Question** button. You may have to wait a few minutes to get connected but once you do, you'll have the tutor's full and undivided attention! You can also load graphics and PDFs into the whiteboard so if the problem that you need help with includes a drawing or graphic, choose the "Share Document" icon in the whiteboard. Using that tool, you can upload screenshots, pictures, or PDF copies of your textbook, making it easier for you and the tutor to communicate.

Technical Requirements

- Minimum Operating System Version: Windows XP, Mac OS-X (10.4)
- Minimum Browser Version:
 - Windows – Internet Explorer 9, Firefox 12, or Google Chrome 20
 - Macintosh – Safari 5 or Firefox 12
- Internet Connection: 56k or greater
- Security: Cookies/Javascript enabled and pop-ups allowed for "smarthinking.com"
- Technical Support Web: <http://www.smarthinking.com/support>

Using the Whiteboard

There are a variety of special tools displayed across the top of the screen. Each of these is described below.



Clicking on the **Rich Editable Text** icon allows you type text in the whiteboard so that you can chat with the tutor. When you start a session, this function is already selected by default. Just click anywhere in the whiteboard that you want to type.



Clicking on the **Superscript** icon (or pressing the Alt + \uparrow keys simultaneously) moves the cursor into the "exponent" or "superscript" position. To move the cursor back to the normal position, click the **Rich Editable Text** icon again (or just press the Alt + \downarrow keys simultaneously).



The **Share Document** tool allows you to bring PDF, PNG, GIF and JPG files to the whiteboard to share with your tutor. This is helpful because you could take a screenshot or picture of the problem on which you're working and show it to the tutor.



Use the **Math Symbol** tool to access any of these special math symbols (and many more).



Instead of typing your question or expression or using the Math Symbols, you can use the Free Hand tool to simply write in the whiteboard as if you were using a pencil on a sheet of paper.



The **Pointer** tool allows you to place an arrow on the whiteboard to direct the tutor's attention to a particular piece of the content that has been placed there.

For more detailed information about how to use the various tools in the whiteboard, click the [Step by Step SMARTHINKING Student Handbook](#) link here or towards the bottom of your Smarthinking account page.

To see when live tutors are available to chat with you, click the [Live Hours](#) link here or on your Smarthinking account page (Please note that times are shown in Eastern Time).