

Tuition**W**orks

Clients' Handbook



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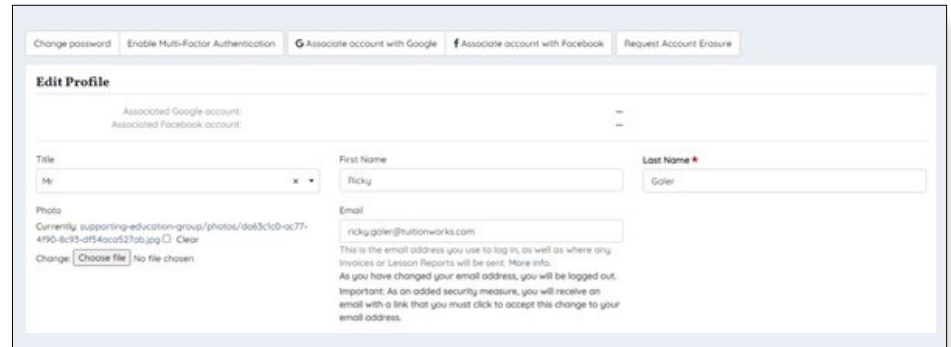
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Updating Your Profile

In order for us to provide you with the very best service, it's important to ensure your profile is kept up to date.

To update your TuitionWorks profile, log in to the dashboard by clicking [here](#). Once you're in, click on the blue "Edit" button:

Once you've done so you'll be taken to a section of the site that will allow you to update your password and contact information:



To update your address, phone number, and the notifications you'll receive from us, click on the blue "Address, Contact Details & More" text and fill in each section therein:

Address, Contact Details & More - Click to view more options

Street Address
1 Road Street

Zipcode/Postcode
FOOPO

Town
Townville

Country
United Kingdom (GB)

Timezone
London

Mobile
0749220720

Telephone

Receive SMSs
When checked the user will receive SMSs sent to them from the company.

Received notifications

- Brochures
- Lesson reminders
- Low balance reminders
- Invoice payment requests
- Credit Request payment requests

[None info.](#)

Be sure to also click on the blue "Extra Fields" text. From there you'll be able to add any additional information you'd like to let us know about your tuition needs:

Extra Fields - Click to view more options

Gender
Date of birth

Additional Information

I have 2 children, one in year 6 and one in year 9.
They both require weekly 45-minute sessions to improve on their maths skills.

Tell us more about your maths tutoring needs and we will get in touch.

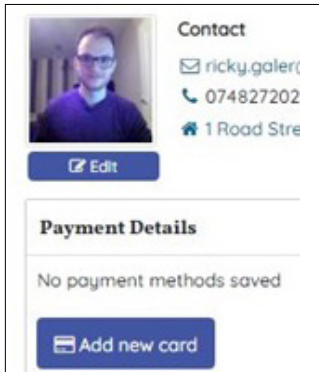
Once you click the "Submit" button shown in this screenshot we'll receive your updates. If there's anything you'd like to let us know about urgently, please call 020 3219 7777 or email enquiries@tuitionworks.com.

Adding a Card for Lesson Payments

Before a lesson can be booked we require a valid debit or credit card to be added to your account. Doing so is easy, simply follow the steps below:

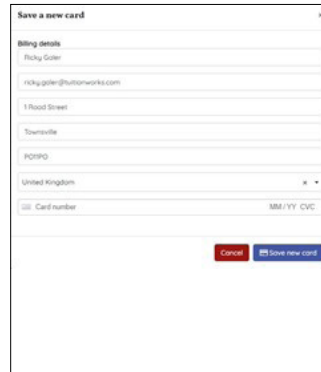
Step 1

Select the blue “Add new card” button on your TuitionWorks Dashboard page:



Step 2

Enter your address and card details as prompted in the pop-out window. Once they've all been added, click “Save new card”:



Step 3

Once you've saved your card details your profile will update to show it:



Adding and Removing a Student

To make it possible for lessons to be processed you'll have to add a student to your account. This must be processed by a member of the TuitionWorks team, so please reach out to us with any student addition/removal requests.

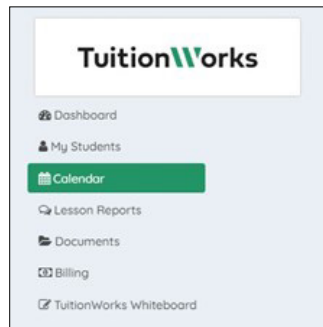
Either call 020 3219 7777, or email enquiries@tuitionworks.com.

Entering a Lesson

Once you've spoken with a member of the TuitionWorks team and a lesson has been booked, you'll be able to access it via the TuitionWorks Dashboard. Simply follow the steps below:

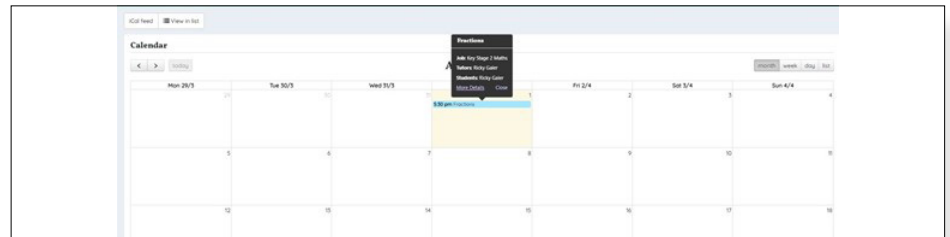
Step 1

After you've logged in, click on your calendar:



Step 2

From there you'll be able to see any upcoming lessons. Note that you can change the calendar view to month, week, day, or list in the top right-hand corner. To enter the lesson, click on its title, then click "More Details":



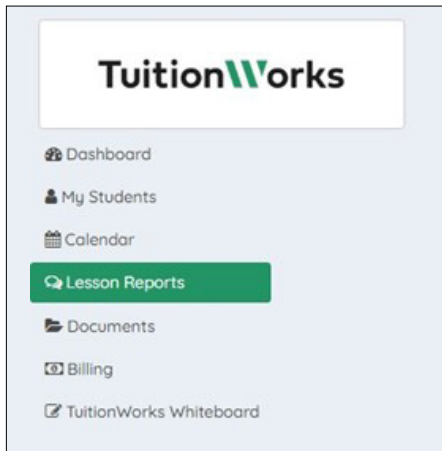
Step 3

You'll then see the lesson page where you'll notice

- A link to the "TuitionWorks Whiteboard" where your lesson will take place
 - o A guide to the whiteboard can be accessed by clicking [here](#)
- Any relevant Documents linked to the lesson, such as homework provided by your tutor

Accessing Lesson Reports

All our tutors are asked to complete a lesson report before being able to mark a lesson as completed. You can view these reports by clicking on the “Lesson Reports” button on the left-hand side of the screen:

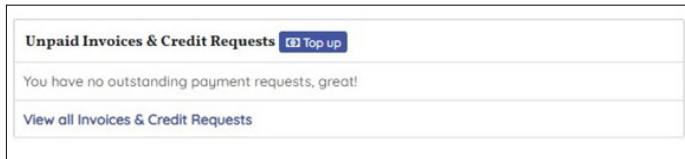


Paying for Lessons

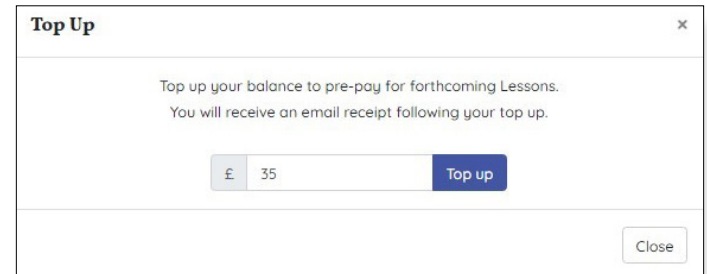
A valid debit or credit card must be added to your account for lessons to be bookable. Once a card has been added you'll have 2 options for lesson payments.

1. Pay prior to lessons by updating your balance

- a. If you prefer to pay up front for lessons this is the best method for you. Once a lesson has been booked, log in to the TuitionWorks Dashboard and click on the blue "Top up" button visible in the bottom right-hand section of the screen:



- b. Once you've pressed the "Top up" button a window will appear asking for the amount you would like to top up by. Enter the amount and click the "Top up" button below:



- c. After pressing the “Top up” button, you’ll see another pop-up for final confirmation of your payment. In this window, click the “Pay £X” button:



You’ll receive a receipt to your registered email address and the new balance will be used to pay for any upcoming lessons.

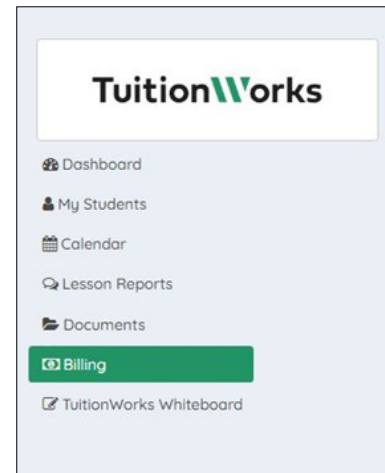
If you have any issues with your balance, please contact us by emailing enquiries@tuitionworks.com

2. Pay after a lesson with automated payments

If no balance top up is processed, you will be charged for lessons on your registered credit or debit card once your tutor has marked them as completed. A receipt will be sent to your registered email address.

If you have any issues with lesson payments, please contact us by emailing enquiries@tuitionworks.com

All invoices and receipts can be viewed within the TuitionWorks Dashboard by clicking on the “Billing” button on the left-hand side of the screen:

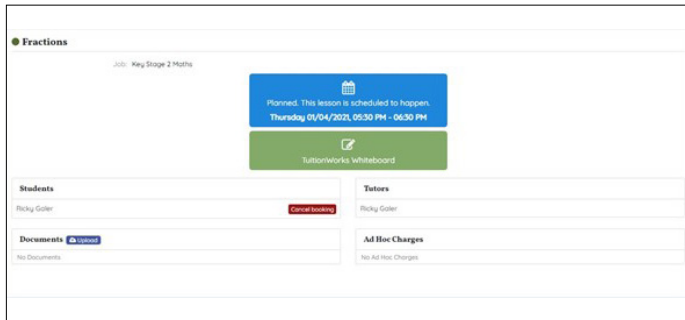


Cancelling a Lesson

Please note that all lesson cancellations require at least 24-hours' notice. If less than 24-hours notice is received you are liable to pay 100% of the lesson cost.

Please do contact us via 020 3219 7777 or enquiries@tuitionworks.com if you'd like to have a lesson moved to avoid any charges.

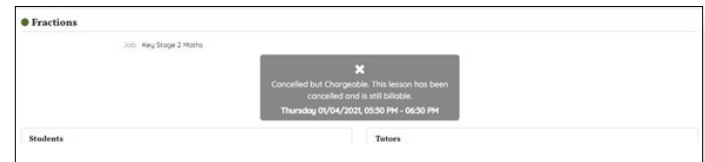
If you'd like to cancel a lesson yourself you can do so within the TuitionWorks Dashboard from within a lesson's page. Simply enter the lesson page and click the red "Cancel booking":



You will then have a final confirmation box pop up. To confirm the cancellation click the "OK" button as per the screenshot below:



If you cancel a lesson within 24-hours, you will receive notice that you may still be charged:



TuitionWorks