

# TuitionWorks

## TuitionWorks' Classroom Space Handbook for Students

A guide to getting the most from your  
lessons with TuitionWorks



# Contents

<u>Prepping for a lesson</u>	<u>3</u>
<u>Loading Prepared Material</u>	<u>5</u>
<u>Lobby</u>	<u>6</u>
<u>Whiteboard and Tools</u>	<u>7</u>
<u>Rename a Tab in a Classroom</u>	<u>8</u>
<u>Screen Sharing</u>	<u>9</u>
<u>Sound Sharing</u>	<u>10</u>

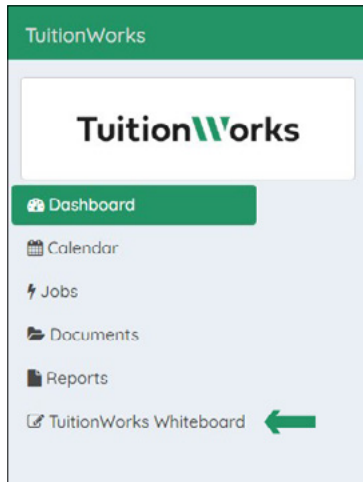
<u>Uploading PDF / Office Documents</u>	<u>12</u>
<u>Maths Specific Tools</u>	<u>14</u>
<u>Equation Tool</u>	<u>15</u>
<u>Download Whiteboard as an Image</u>	<u>17</u>
<u>Supported Devices &amp;</u>	<u>18</u>
<u>Network Requirements</u>	
<u>Troubleshooting Camera</u>	<u>20</u>
<u>and Microphone Issues</u>	

# Prepping for a Lesson

## How to prepare lesson material:

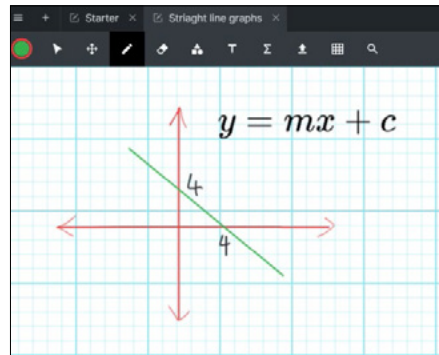
### Step 1:

Prior to your lesson taking place, log into TuitionWorks and click on the 'TuitionWorks Whiteboard' button on the left side of the page:



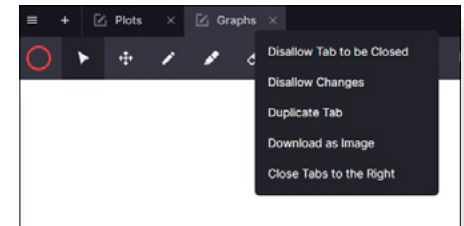
### Step 2:

Create material for an upcoming lesson.



### Step 3:

Tabs can also be locked. Right click the tab name you'd like to edit and select 'Disallow Tab to be Closed'. The 'Disallow Changes' button will lock all items on the whiteboard.

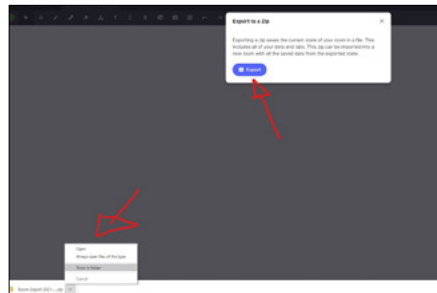


**Step 4:**

Save the pre-prepared classroom space by clicking on the 3 dots at the top right section of the page and selecting 'Export...':

**Step 5:**

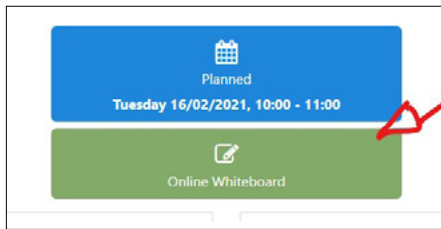
Save the exported classroom space by clicking on the 'Export' button. You can then choose where to save that file on your device by clicking on it and moving it to another folder (note that files usually download straight into your computer's 'downloads' folder):



# Loading Prepared Material

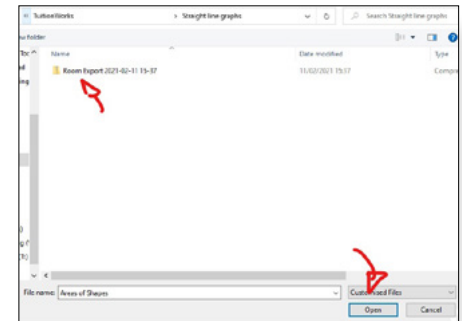
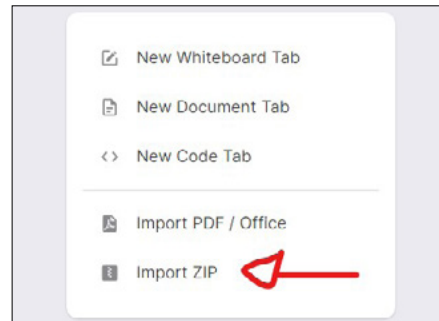
## Step 1:

Open your scheduled lesson and click on the 'Online Whiteboard' link therein.



## Step 2:

After you have selected what to do with your microphone and camera, select the 'Import Zip' option. Find the Zip file you created earlier and open it. You can open the Zip file by either double clicking on it, or clicking on it once then clicking on the 'open' option at the bottom of the window that appears.

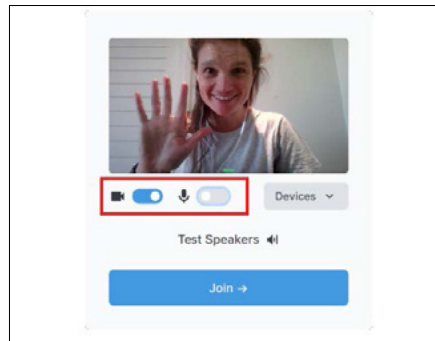


# Lobby

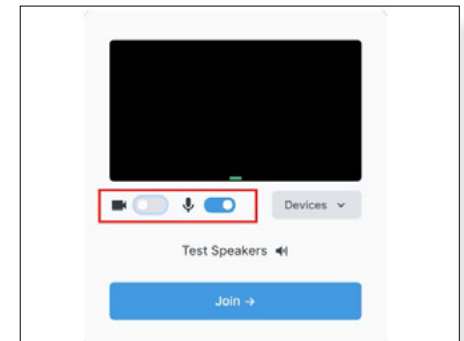
When you enter a classroom space, the lobby will appear.

This is the “waiting area” where you can get ready before your lesson. In the lobby you can test your microphone, speakers and video are all working. You can also decide how you would like to enter the lesson:

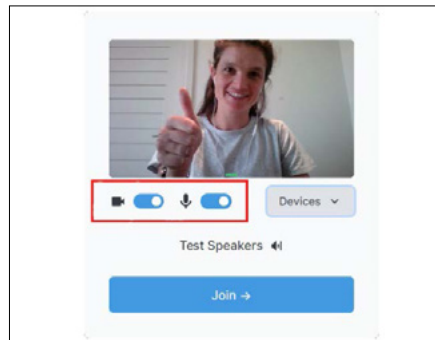
1. Enter with video on and mic off



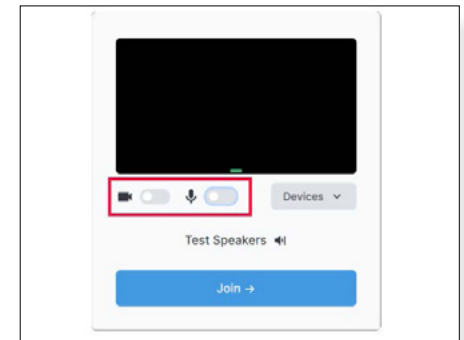
2. Enter with mic on video off



3. Enter with both on



4. Enter with both off



# Whiteboard and Tools

When you create a new whiteboard tab, you have a number of different options that are available in the classroom space toolbar at the top of the screen. These options allow you to do things like, draw, write, and collaborate on documents.



## In order of appearance:

### Colour Wheel

Choose from a range of colours to draw, type, and create shapes.

### Select Tool

The select tool allows you to reposition and resize images, objects, and PDFs.

### Move Canvas

Reposition the entire screen in any direction. Use your mouse wheel to zoom in and out.

### Draw Tool

Draw, write and annotate images, objects, and PDFs.

### Eraser Tool

Select the Erase Tool to delete images and objects in the whiteboard.

### Shape Tool

Draw a rectangle, triangle, ellipse, or line of any size. By holding down the Ctrl /Cmd button, you can draw a square, equilateral triangle, or circle.

### Text Tool

Will insert a box you can type in and drag to resize or reposition.

**Equation Tool** - Has two options: insert a maths formula or insert a graph. For more information read the Equation Tool page on this document ([page 14](#)).

### Upload an Image or PDF

Upload an image/PDF from your files.

### Take Video Snapshot

Choose to take a snapshot of your/your tutor's screen, which will be uploaded into your Whiteboard as an image you can annotate on.

### Change Background

Change the background to a grid size of your choice, or to a blank background.

### Zoom to Fit

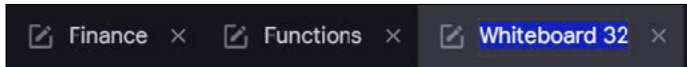
Zooms the whiteboard in or out.

**Undo** - Undo a previous change.

**Redo** - Redo a previous change.

# Rename a Tab in a Classroom


You can easily rename tabs you create within a space by double-clicking the name of the tab and typing the new name when you see the text highlighted blue.




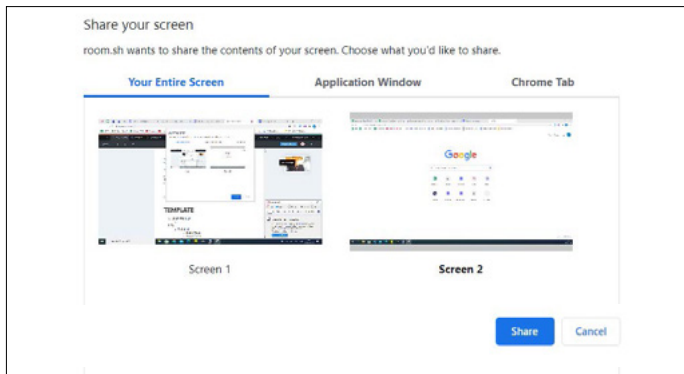


# Screen Sharing

Share your screen with your tutor so they can see what you can see. The screen sharing icon is at the bottom left of the video of you, provided by your webcam. You or your tutor can click on it and share your screen without installing any plugins. We recommend using either the Chrome or Firefox Internet browser for the best results.


1. Click on this icon in the left-hand corner of your video feed. 
2. A menu will pop up asking if you would like to Share your Screen, an Application Window, or a Chrome/Firefox tab. Select your choice.
3. Click the blue button Share

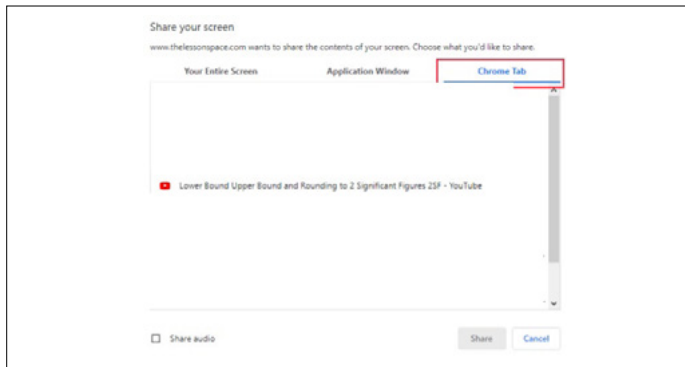
4. To stop sharing click on this icon in the left-hand corner of your video feed. 



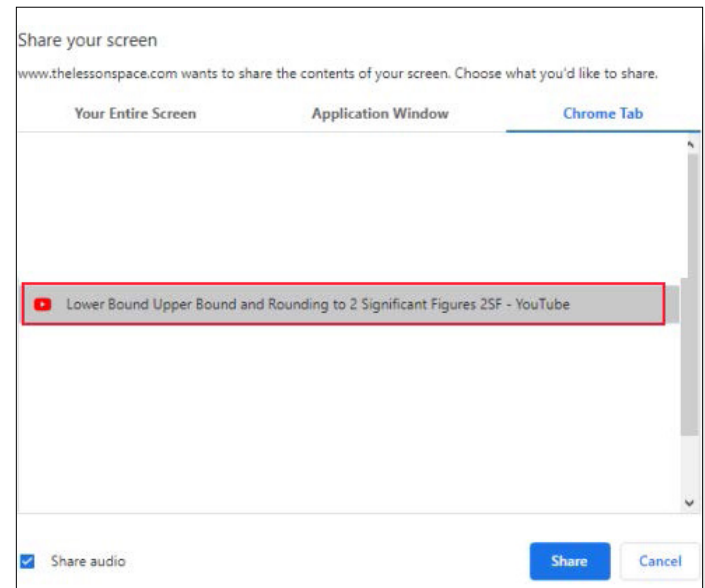
# Sound Sharing

While screen-sharing an application window of a YouTube video you can share the sound of the video. Follow the steps below:

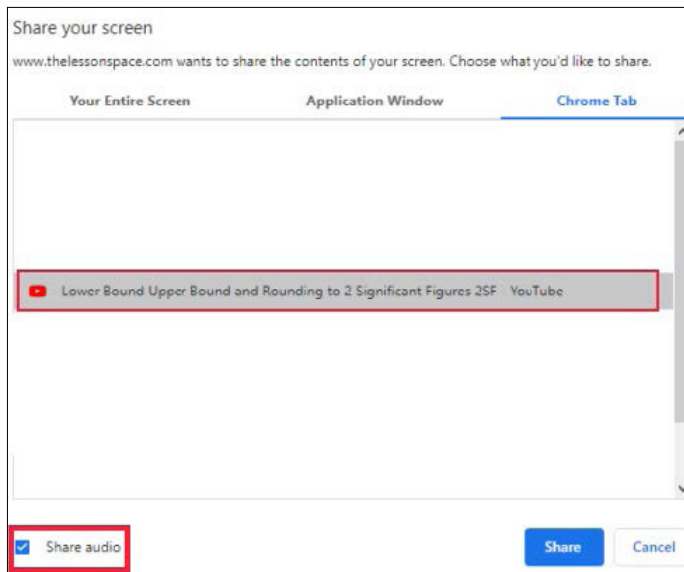
1. Click on this icon to share your screen. 
2. A window will pop up asking what you would like to share, you can toggle to choose between:
  - o Your Entire Screen
  - o Application Window
  - o Chrome Tab - **Select this one**



3. Then select the YouTube clip you want to show.



4. Tick the box in the bottom left corner that says Share audio.



5. Press the blue 'Share' button.

Once you click play on the YouTube clip your tutor will be able to hear it and watch the video from your shared screen at the same time.

# Uploading PDF / Office Documents

Sharing resources is important when teaching/learning online. Here are 5 ways you can do it with our online classroom:

## 1. Uploading PDFs and Images:

Upload PowerPoints, Word Documents, PDFs, PNGs, or JPEGs to your classroom space using the upload Button.



## 2. Copy and Paste:

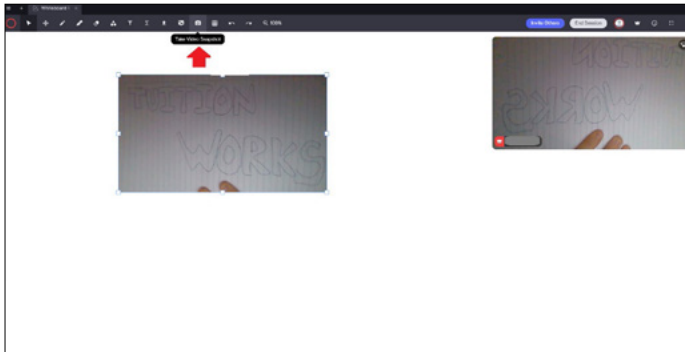
It's easy to copy and paste any image from the web straight into your classroom space. Simply right click on the image and select copy, then use **Ctrl+V (Windows)** or **Cmd+V (Mac)** to paste into your whiteboard.

## 3. Screenshot and Paste:

Use Cmd+Shift+4 on a Mac, or Ctrl+PrtSc on Windows. Windows users can also use the **snipping tool** to capture part of the screen. You can paste an image into your classroom space by using Cmd+V on a Mac/ Ctrl+V on a Windows computer.

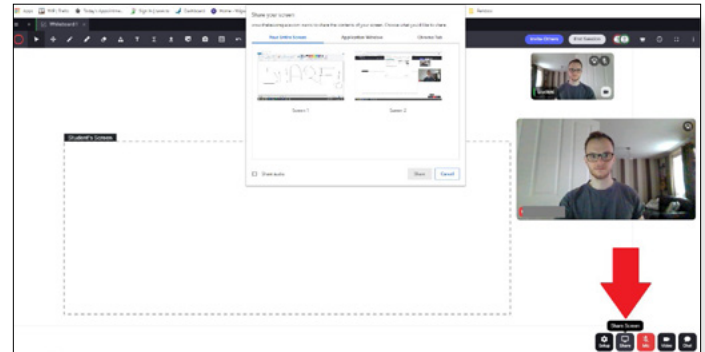
#### 4. Video Snapshot:

You can use your webcam to 'Video Snapshot' resources such as your tutor's notes in a notebook, textbook pages, or something which is not available as an image on the web. To do this, press the camera icon and select either your or your tutor's camera to take a snapshot of your or your tutor's webcam. This will automatically import your image into the classroom space and you can drag to resize it appropriately.



#### 5. Share screen:

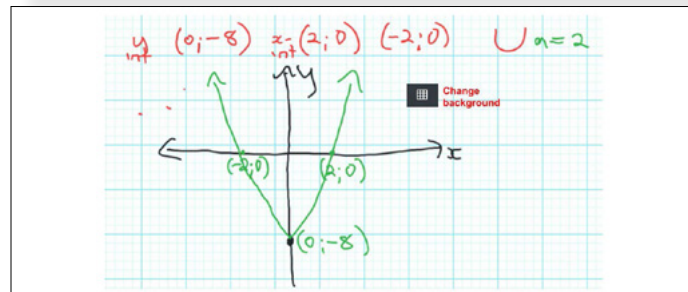
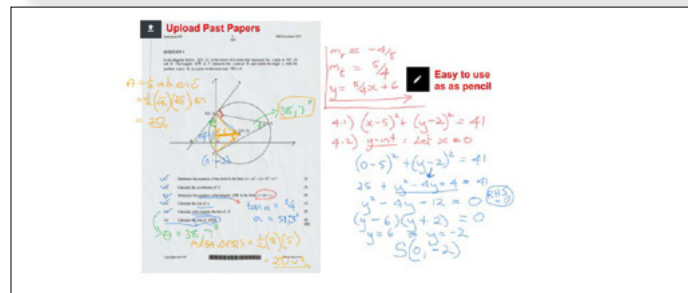
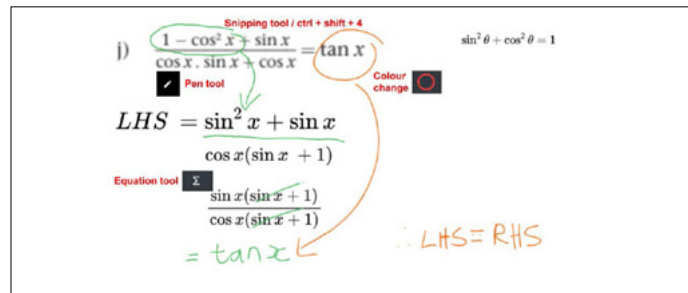
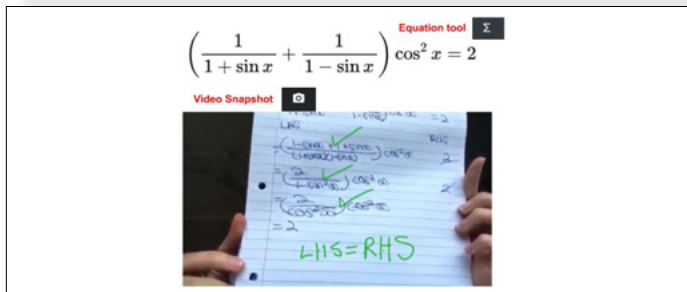
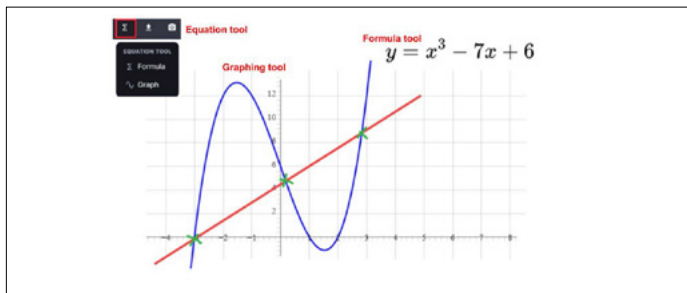
Share your screen with your tutor so they can see what you can see. The screen sharing icon is at the bottom right of the window you appear in via your webcam. You or your tutor can click on it and share your screen without installing any plugins. Please note, we recommend using Chrome or Firefox as your Internet browser for the best results.



# Maths Specific Tools

Any maths sum you can teach on paper, you can teach in our online classroom.

Below are some helpful examples from teachers of how maths lessons are taught using the online classroom tool:



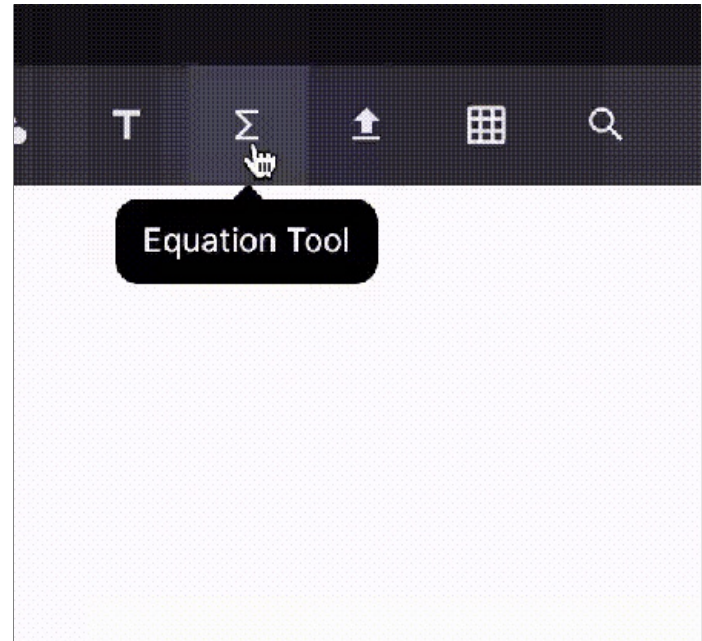
# Equation Tool

The equation tool is very useful for maths lessons. There are two parts to the equation tool:

1. Formula Mode
2. Graph Mode

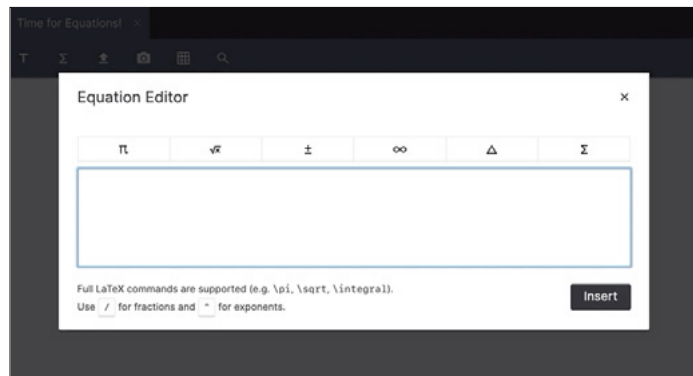
Follow the steps to the right to use the equation tool in your lessons:

1. Click the Equation Tool button, select Formula or Graph:



## 2. Formula mode will allow you to insert different equations.

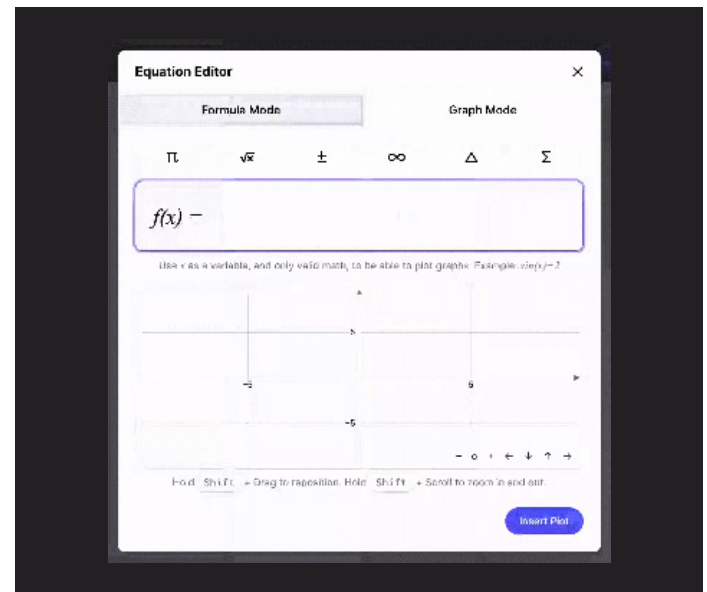
Take note of these quick shortcuts: two of the most useful shortcuts are for generating properly formatted fractions and exponents. Simply typing / will put any preceding string of characters as the numerator of a fraction. Similarly, typing ^ (Shift+6 on most QWERTY keyboards) will shift the cursor up into the exponent slot for the preceding string of characters.



Edit your formula by double clicking on it and the equation editor bar will reopen.

## 3. Graph mode allows you to insert different functions.

Type in the function you want to plot, adjust your view of the axes, and hit the “Insert Plot” button. The graph will be dropped into your whiteboard (just like an image) and you can move it, resize it and annotate it as you learn.

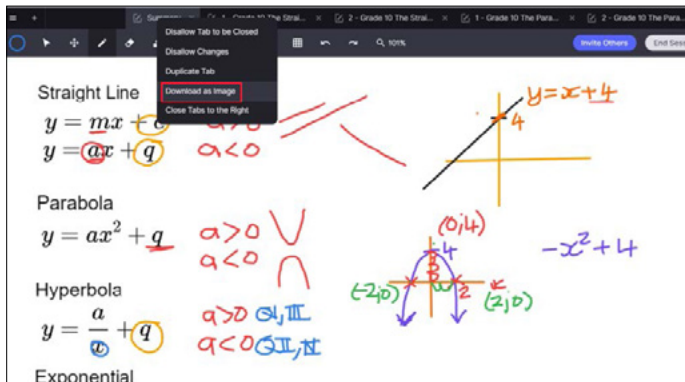




# Download Whiteboard as an Image

You can download a whiteboard as an image. Here are the steps:

1. Right click on the whiteboard tab you want to download at the top of your lesson space.
2. Select Download as Image.
3. Your entire whiteboard will be downloaded as a .png file with the same title as the whiteboard tab saved.



# Supported Devices & Network Requirements

Some browsers do not offer full support for our online classroom environment yet. To ensure full functionality please see the list of requirements below.

## Desktop & Laptop Computers:

1. Check that you are using one of the below recommended and available browsers (97% of users are already using the correct browser).
2. Ensure you have an internet speed of at least 5Mb/s download, and at least 3Mb/s upload.

You can run a speed test by Googling “Test Speed”.

## Windows or Linux or macOS:

Chrome / Edge Chrome 78+ [Recommended]

Firefox 72+

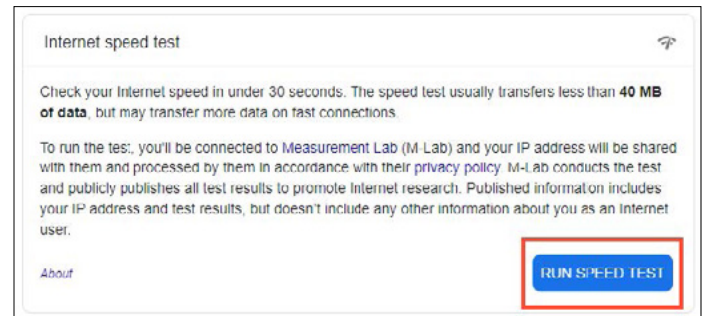
Safari 12+

## Android:

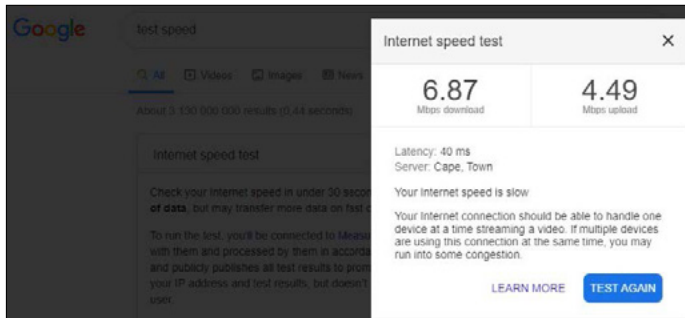
Chrome 78+ [Recommended]

## iOS:

Safari 12+ [Recommended]



The example below shows an example that's close to the minimum internet speed specifications. During your lesson ensure that you – or anyone else on your network – are not downloading anything.



3. Try to be as close to the router as possible, or if possible, use a computer with a wired (ethernet) network connection.
4. Ensure your computer - or anyone else on the same network - is not downloading or uploading data through BitTorrent or other P2P applications.

# Troubleshooting Camera and Microphone Issues

## Steps to getting your camera and microphone working.

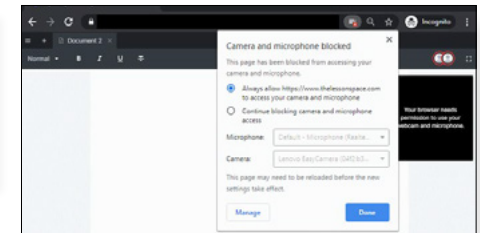
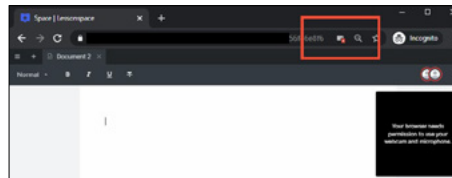
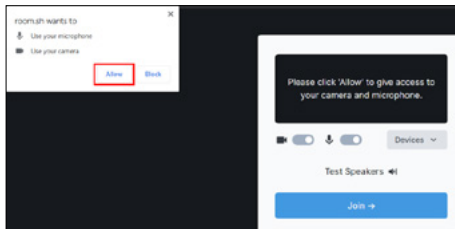
### Allow Permission (Windows)

Ensure you have given permission to your browser to access your camera and microphone. When you join a lesson, you will see a popup at the top of the screen that asks you to allow access. Press 'Allow'.

If you mistakenly block the camera and microphone you will see a little red cross through your camera in the URL bar at the top of the screen, as per the screenshot below:

In order to fix audio-visual issues, click on the symbol. A pop-up will appear asking you to allow access to your camera and microphone. Select "Always allow" and reload your page. Once reloaded, you'll re-join the lesson and everything should work.

**Note: If you have multiple cameras and microphones, you can select which microphone and camera to use.**

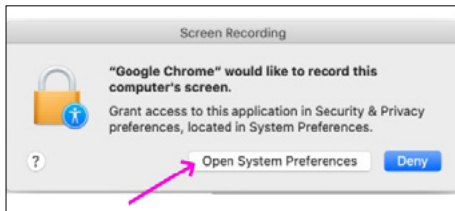


## Allow Permission When Using Google Chrome on an Apple Mac

If you are using Google Chrome on a system running macOS Catalina — version 10.15 or later — you must grant access to ‘Screen Recording Permission’ in order to share your screen during an online lesson. To do so, follow the instructions below:

1. When you first join a lesson using macOS Catalina, you’ll be asked to enable the Screen Recording permission for Google Chrome.

When you see the pop-up below, click ‘Open System Preferences’:



If you do not see the pop-up above, manually open ‘System Preferences’, click the ‘Security and Privacy’ icon, then choose “Screen Recording” in the sidebar.

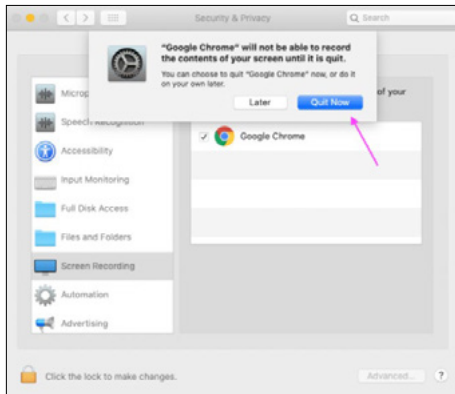


2. In the ‘Screen Recording’ section, click the box next to ‘Google Chrome’ to allow screen sharing for your TuitionWorks Whiteboard online lessons. You may need to click the unlock icon in the bottom left section of the screen.



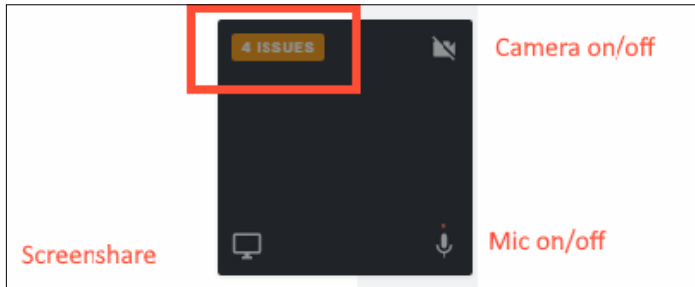
3. Next, click “Quit Now”. You will not be able to screen share until you quit and restart Google Chrome.
4. Re-join the classroom. You should now be able to screen share.

**Note: If you disable the Screen Recording permission from System Preferences, you’ll need to re-enable it again in the future.**

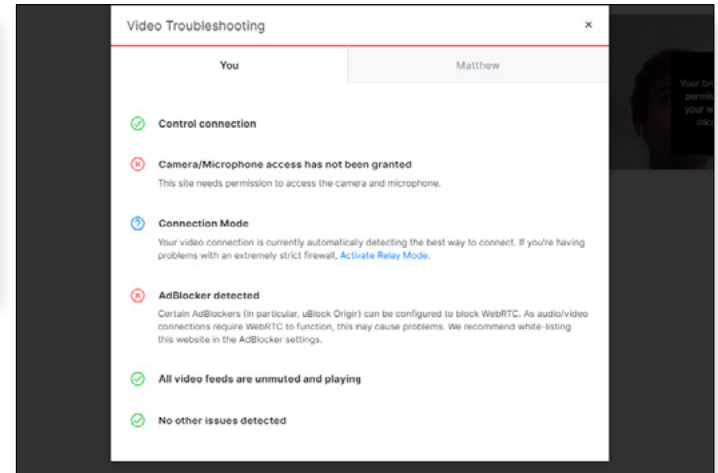


### In-Lesson Troubleshooter

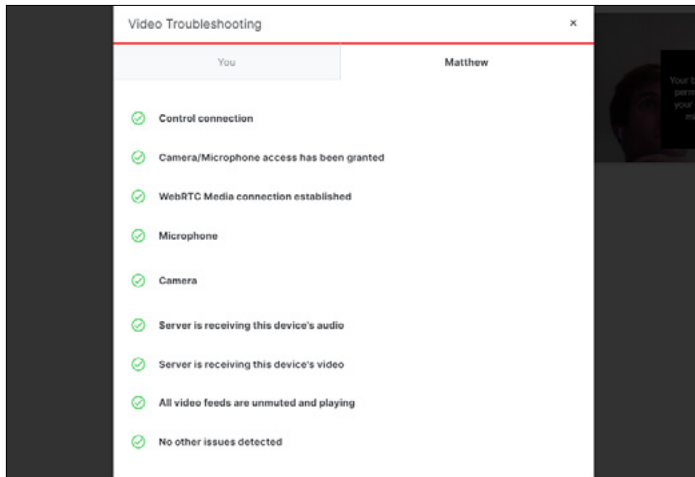
If you are still experiencing difficulties, the TuitionWorks Whiteboard will warn you of any existing issues. You will be made aware by a little yellow bar popping up on the top left of your video screen (where your webcam image should appear). If this is there, click on the button to investigate further.



This will open a Video Troubleshooting box. Inside the box is a list of suggestions as to what the problem may be, and how to fix it. Always follow the suggestions within from top to bottom. In the example below, the first suggestion is to allow camera/microphone access. You'll also see an option to 'Activate Relay Mode'. Only ever use this option as a resort, and preferably when behind a strict firewall.



The dialogue box will also tell you what other participants might be struggling with. In the example below, you can see that Matthew – the other person in the TuitionWorks Whiteboard – has no issues.



### Close Other Applications, Such as Zoom

Some applications can restrict access to the camera. Close any application that might have access to your camera or microphone, for example, Skype / Zoom, video editing software, etc.

### Using Apple Devices

When using Apple devices (an iPhone, iPad, or Mac computer), be sure to use the Safari browser where possible. Apple blocks third party browsers from accessing webcams and microphones.

### Drawing Lag

If you notice a lag while drawing in the TuitionWorks Whiteboard while using a graphics tablet, it is likely due to a compatibility issue with the browser and the tablet. The whiteboard supports and has been tested with most major writing tablet brands. Check with the manufacturer of your graphics tablet if your browser is supported.



### No Video on Huawei and Xiamo Phones

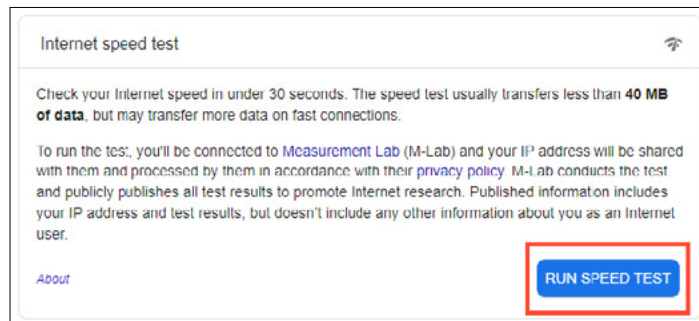
Unfortunately the TuitionWorks Whiteboard's video functionality is not compatible with Huawei and Xiamo phones.

### Video Freezing, Audio Working

If you are noticing the video freezing but the audio is fine, this is because the TuitionWorks Whiteboard will prioritize audio bandwidth over video if your internet connection is poor. Check your speed by Googling 'speed test'. To have both audio and video enabled, you need an internet speed of at least 5Mb/s download, and 3Mb/s upload.

### Restart Your Device

If none of the previous troubleshooting steps work, restart your device. In most cases, a restart will fix the majority of issues.



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