

MyTutor.ca – Student Guide version 10.26.04

Welcome to MyTutor.ca, your passport to academic improvement.

This manual will help you understand how to use your personal electronic classroom and the MyTutor.ca. web site.

If you want to move quickly to one section of the guide, please press and hold the control (ctrl) key on your keyboard and click on the section of the guide that you want. To look at all the sections simply scroll down and the guide will appear page by page.

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We hope your experience with MyTutor.ca is positive and helpful. Our goal is to assist you by adding to your learning experience and improving your grades.

If your parents are not yet aware of our services, invite them to visit the Parent pages of our web-site.

Now, in order to help you learn more about what we offer through our site, we will begin with:

“How to Search for a Tutor”.

How to Search for a Tutor

If you are not already on the MyTutor.ca web site, either open your web browser and go to the site www.mytutor.ca or click on this link <http://www.mytutor.ca>

You will see the MyTutor.ca Home Page screen.

Figure 1

WELCOME TO

MyTutor.ca

[SEARCH FOR A TUTOR](#) [TUTOR REGISTRATION](#) [MEMBER LOGIN](#)

- » Home
- » Parents
- » Tutors
- » Students
- » Programs
- » Partners
- » Products

Main Features

- Private tutoring is available over the internet, using web cam, microphone, and your home computer. "Live" on-line face to face private interviews are available with the tutor of your choice.
- Tutor subjects range from grade school to college/university. We feature ESL tutors in our database.
- Our technology is affordable, simple, very convenient and excellent for Distance Learning.
- Hundreds of subject tutor listings are available now and the number is growing daily.
- MyTutor.ca is supported by the Delta School District in British Columbia, Canada, which is actively working with the company to provide quality tutors.
- Try our MyTutor.ca for free by clicking here and requesting a "Live" Interview with one of our staff. Please specify the date and time you are available. We will send you a response confirming the request and detailing the [minimum requirements](#) for connecting with you.
- Students love the MyTutor program because
 1. The program is "totally cool" - it uses a video-cam over the internet.
 2. The students can work with their parents to select their tutor
- Parents love the MyTutor program because
 1. The program eliminates scheduling and travel problems.
 2. It's easy to search for and select a good tutor
 3. The students like the face to face over the internet format

If you are a tutor, please [register](#) with us and provide tutoring over the internet from your home, regardless of where your students live.

If you are an entrepreneur and interested in setting up your own MyTutor web site in your community, please contact us at Licensing@MyTutor.ca.

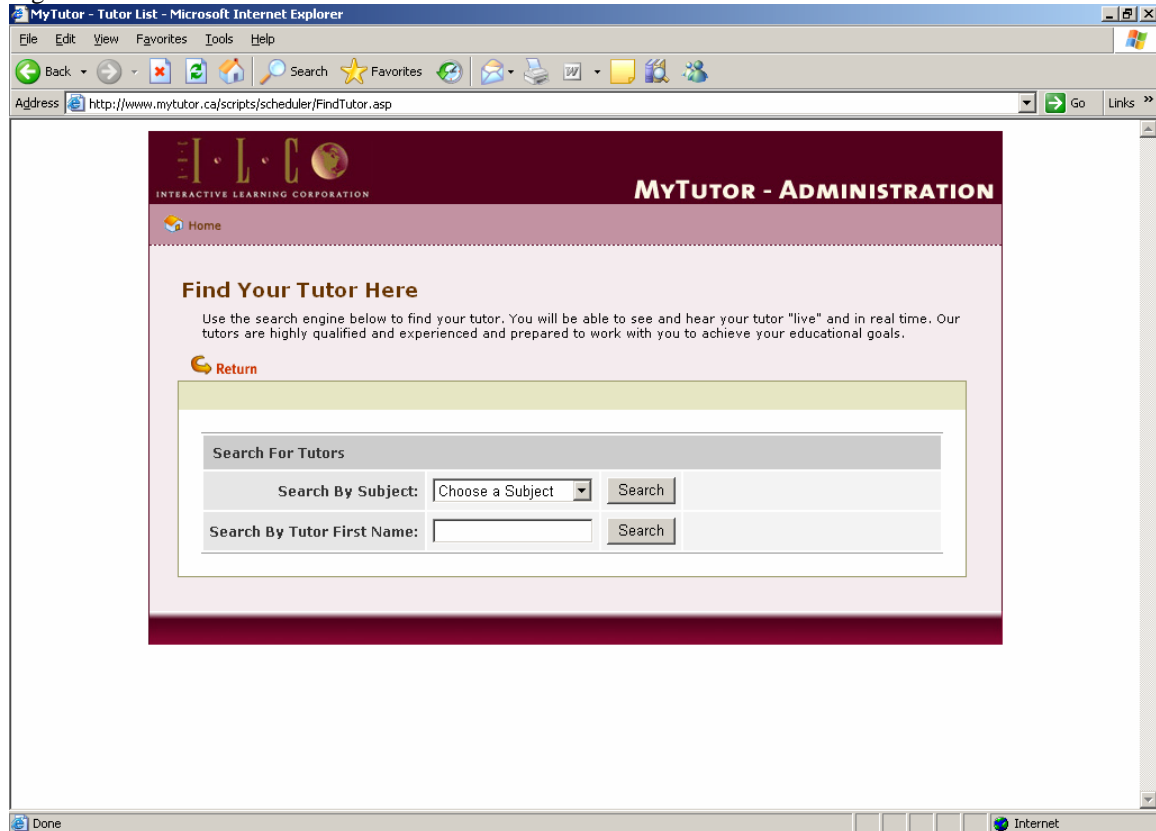
[Privacy Statement](#) [Contact US](#) [FAQ](#) [About US](#) [Minimum Requirements](#) [Home](#)

Please click on the Search for a Tutor button which will take you to the Administration Centre. (Figure 2)

On this page you can Search for a Tutor by either the subject area that you are looking for help with or by Searching for a Tutor by First Name.

Selecting Search by Subject allows you to browse our database of available tutors according to subjects they teach. Move your mouse pointer to the down arrow beside the small window named “Choose a Subject”.

Figure 2



When you click on the down arrow a list of available subject areas will appear. (Figure 3)

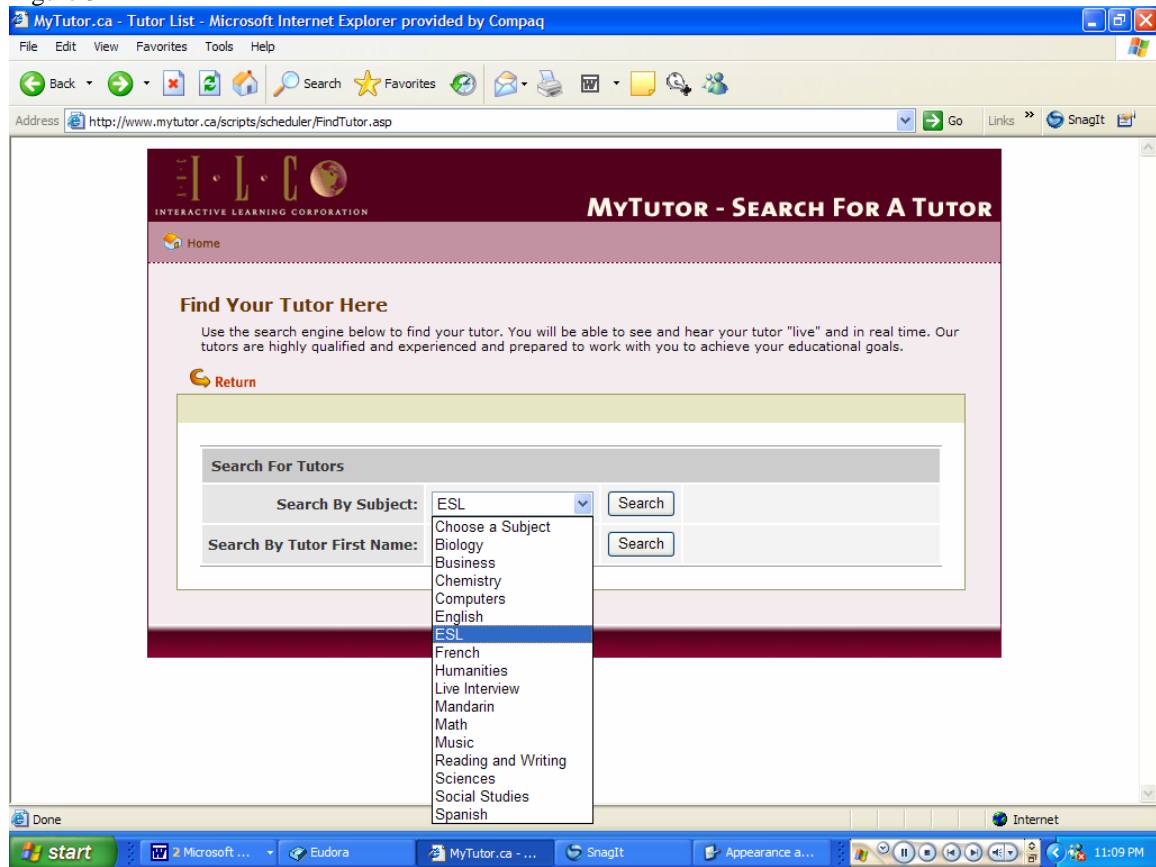
Please note that if you know the first name of a tutor that you wish to locate, key in the name of the tutor into the second search box. When you click on search, all tutors with the name you have indicated will appear.

Searching for Tutors by Subject

When the subject window appears, scroll down with your mouse pointer to the subject category that you are looking for. Please note we are not able to list all subject areas. If you are looking for subject that does not appear on the list such as Physics, please select Sciences. The tutors will list their course specialties in their Personal Profiles which you will find in a few moments.

If you don't find a tutor for the subject you are interested in, please e-mail us at the following address: administration@mytutor.ca and we will try to locate a tutor for you.

Figure 3



Once you have selected your subject of choice, in this example “ESL” (English as a Second Language), please click the “Search” button.


A list organized by rate charged per hour, will appear. (figure 4)

The total number of tutors for the subject will appear on the line directly above the list.

Figure 4

Find Your Tutor Here

Use the search engine below to find your tutor. You will be able to see and hear your tutor "live" and in real time. Our tutors are highly qualified and experienced and prepared to work with you to achieve your educational goals.

 [Return](#)

Search For Tutors

Search By Subject:

Search By Tutor First Name:

There are currently 10 tutors available. Click the box below to view the tutor's Academic Profile.

Rate Per Hour	Number of Tutors	Click to View
No Charge	1 tutor	<input type="checkbox"/>
\$10-\$14	2 tutors	<input type="checkbox"/>
\$15-\$19	2 tutors	<input type="checkbox"/>
\$20-\$24	1 tutor	<input type="checkbox"/>
\$25-\$29	2 tutors	<input type="checkbox"/>
\$30 and up	2 tutors	<input type="checkbox"/>

In this screen you will discover that there are 10 tutors available to tutor ESL.

The first column shows the rate range that the tutors who are listed charge per hour for their services.

The second column shows the number of tutors that are available in that rate range.

The third column contains a series of boxes that you can click on to view more details about the tutors in the selected rate range.

For our example we have selected the tutor who charges "\$30 and up".

If you now click on the "Find Tutors" button in the bottom right corner of the figure 5 will appear.

Figure 5

The screenshot shows the MyTutor search interface. At the top, there is a dark red header with the IELC logo and the text "INTERACTIVE LEARNING CORPORATION" and "MYTUTOR - SEARCH FOR A TUTOR". Below the header is a navigation bar with a "Home" link. The main content area is titled "Find Your Tutor Here" and includes a brief description of the search engine. A "Return" link is visible. The search engine has two filters: "Search By Subject" with a dropdown menu set to "ESL" and a "Search" button, and "Search By Tutor First Name" with a text input field and a "Search" button. Below the search filters is a table with the following data:

Tutor First Name	Affiliation	Subject	Rate	
Christina		ESL	12	Details
Jennifer		ESL	10	Details

Now we see that there are two tutors named “Christina” and “Jennifer” who teach ESL at a rate of \$12 per hour and \$10 per hour respectively.

To learn more about details about subject areas, experience, qualifications and interests click the “**Details**” hotlink.

The following figure 6 will appear

Figure 6

Academic Profile - Christina

[Return](#)

Academic Profile

Subject	Rate
<input type="radio"/> English	12
<input checked="" type="radio"/> ESL	12
<input type="radio"/> Humanities	12
<input type="radio"/> Reading and Writing	10

Select a date and time from the schedule below to request an appointment with this tutor. Click on the yellow box to activate the schedule.

Full Day Grid
Oct 24, 2004 - Oct 30, 2004

	S	M	T	W	T	F	S
	24	25	26	27	28	29	30
00:00-06:00							
06:00-12:00							
12:00-18:00							
18:00-24:00							

[Previous Week](#) [Next Week](#)

Profile

First Name: **Christina**
Affiliation: **No Affiliation**

Credentials: **Graduated from the McNair Mini School 2003**
Currently studying education at Simon Fraser University.

Biography: **My name is Christina. I am currently in my second year at Simon Fraser University. I am studying to become a high-school fine art teacher. I graduated from an enriched program in my high school two years ago. My main academic interests are visual art and literature.**

Experience: **I have been an english tutor for two years. I also have taken education courses in university.**

The Academic Profile screen first shows the name of the tutor, then the subject areas that the tutor is willing to teach. The subject you have chosen is checked.

Next is the “24 hour Schedule Grid”. If a tutor is not available, the grid will be filled with brown squares. When a square is yellow, that means the tutor is available during the corresponding 6 hour period. It is important to click on the “Next

Week” button if a schedule is full for the current week, scrolling forward will show you all the times the tutor is available.

Additional details about using the scheduler are included later in this guide.

Here you will see the academic and personal Tutor Profile details.

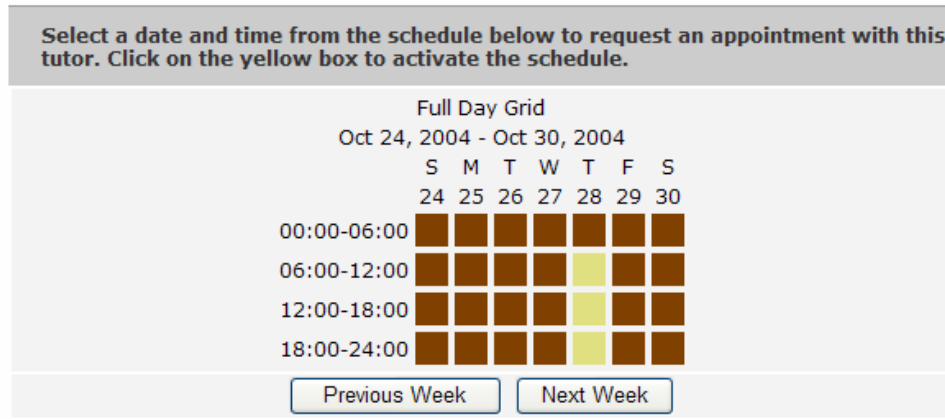
[Please note that the “affiliation” line item shows whether or not a tutor is directly affiliated to an Educational Jurisdiction that officially recognizes the MyTutor.ca program. Some tutors wish to remain independent while others wish to advise that they are directly affiliated with a recognized Educational Jurisdiction such as the Delta School District of British Columbia. The affiliation line specifies the name of the organization the tutor is affiliated with.

The last part of the profile shows the educational credentials of the tutor in addition to a brief biography and tutoring experience.

Using the Reservation Scheduler

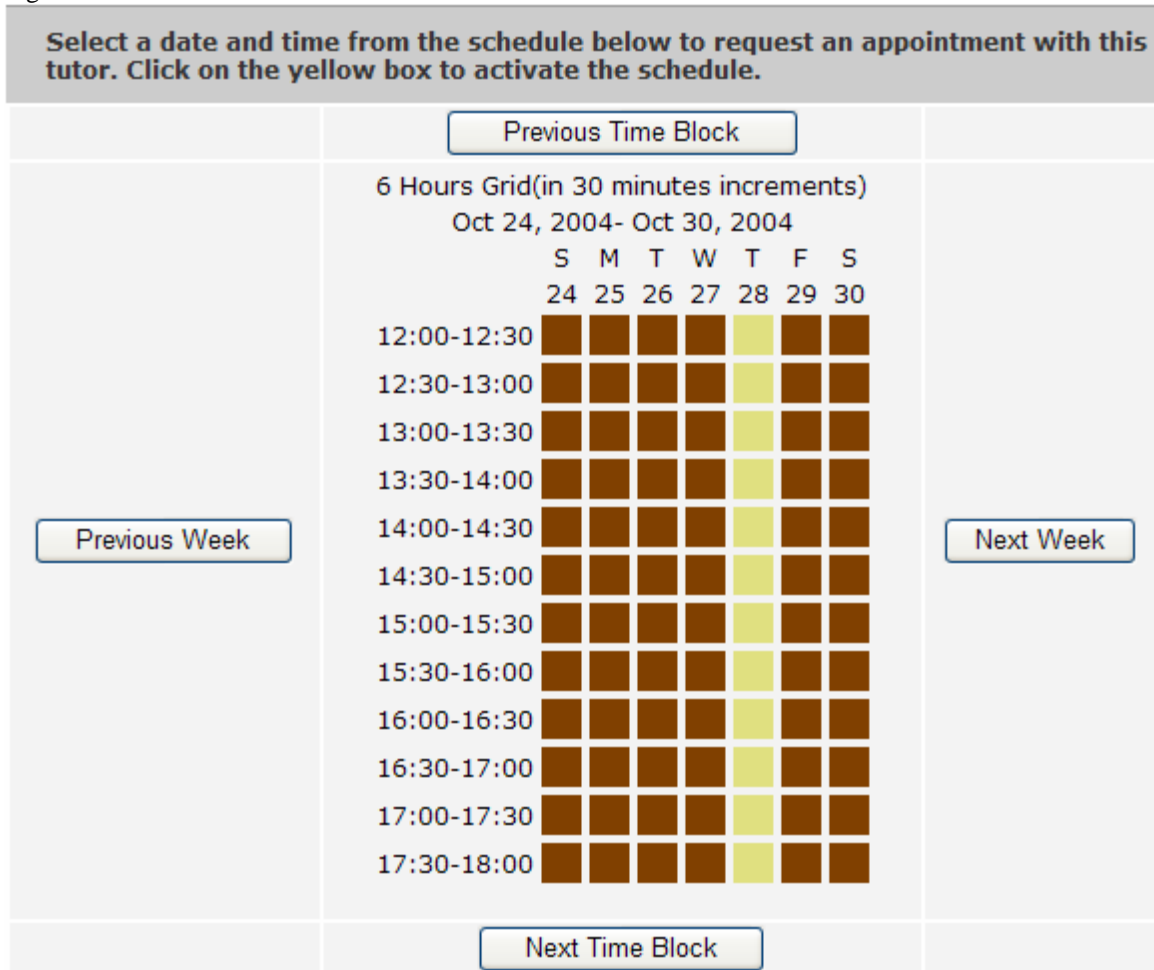
Now please look again at the Reservation Scheduler. (figure 7)

figure 7



This reservation schedule is designed to show you the schedule of availability of a tutor for a one week period on a 24X7 grid. The brown boxes indicate times that are not available. Notice the yellow boxes. This means the tutor is available on Thursday from 0600 to 2400. Clicking on one of the yellow boxes will reveal the 6 Hour Reservation Scheduler (figure 8).

Figure 8



Session reservations are available in 30 minute increments. This tutor is available to teach from 1200 to 1800 hours but we know from the previous grid that this tutor is also available during the period 1800 to 2400. Click on the “Next Time Block” button and the 1800 to 2400 grid will appear. (figure 9).

To make a reservation, click on the yellow box that shows the half hour period that you wish to book. You may click on as many half hour segments as you wish but we highly recommend no more than two half hour sessions in one day.

When you click on the yellow box, the colour will change to a light blue (figure 9).

The light blue colour indicates that you have now reserved that time period for a tutorial session.

When you reserve a session, a list of the times reserved and the cost of those sessions is generated below the 6 hour grid.

Figure 9

Select a date and time from the schedule below to request an appointment with this tutor. Click on the yellow box to activate the schedule. "All times relate to the Pacific Time Zone (Vancouver, BC). You must adjust your reservations to your time zone difference. Example 07:00 in Hong Kong is 16:00 in Vancouver"

Weekly Reservation Schedule - 24 hour grid
 Oct 24, 2004 - Oct 30, 2004

	S	M	T	W	T	F	S
	24	25	26	27	28	29	30
00:00-06:00	■	■	■	■	■	■	■
06:00-12:00	■	■	■	■	■	■	■
12:00-18:00	■	■	■	■	■	■	■
18:00-24:00	■	■	■	■	■	■	■

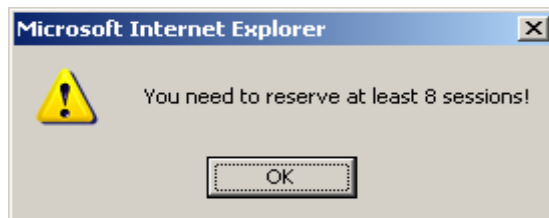
Reservation Request List			
Date/Time	Subject	Hourly Rate	
Nov 2, 2004 -- 8:00 PM-8:30 PM	ESL	35.00	delete
Nov 2, 2004 -- 8:30 PM-9:00 PM	ESL	35.00	delete
Nov 4, 2004 -- 8:00 PM-8:30 PM	ESL	35.00	delete
Nov 4, 2004 -- 8:30 PM-9:00 PM	ESL	35.00	delete
Nov 9, 2004 -- 8:00 PM-8:30 PM	ESL	35.00	delete
Nov 9, 2004 -- 8:30 PM-9:00 PM	ESL	35.00	delete

NOTE:

1. If you are generating a reservation for the first time we request that you reserve a minimum of 4 hours of tutoring.
2. Some tutors offer complimentary "Live" interviews. If you would like to meet your tutor for a "Live" interview, please select "Live" Interview as your course and reserve a time to meet with your tutor.
3. If you have reserved sessions at an earlier time and have a user name and password for MyTutor.ca please click [here](#) to make your reservation.
4. If you are already a registered member, you can make reservations for as many hours as you wish.

[Generate Reservation](#)

If you are making a reservation for the first time with MyTutor.ca then you must book at least eight 30 minute sessions (4 hours) with your tutor.



“Live” Interview

We have developed an opportunity for you to Interview your tutor prior to completing the reservation. We encourage you to request a “Live” Interview with your tutor if the tutor is offering this service.

If the tutor you wish to reserve has not selected “Live” Interview as an option in the course list and you still wish to test the system before reserving a tutor please send an e-mail to the following address: administration@mytutor.ca. Put the phrase “Live” Interview request in the subject bar and provide us with two or three alternative times to meet you on-line. You should hear back from us confirming the time of your “Live” Interview within 48 hours.

There are more details about reserving a “Live” Interview in the next section.

Once you have reserved the sessions you want, double check the list that has been generated below the Scheduler grid. This is an opportunity for you to review your reservations before generating a request.

Once you have reviewed your reservations then click on the “Generate Reservation” hotlink.


This action will end the first stage of the reservation process and start the invoicing and electronic billing process.

Confirming Your Reservation and Making a Payment On-Line.

After you click on the button “Generate Reservation” A screen appears showing the details of your reservation and the total costs including membership fees and applicable taxes. (Figure 10)

(Figure 10)

MyTutor - Your Schedule and Billing Information


 Return

Terms and Conditions

Invoice		
Nov 4, 2004 -- 8:30-9:00	ESL	\$17.50
Nov 4, 2004 -- 8:00-8:30	ESL	\$17.50
Nov 2, 2004 -- 8:30-9:00	ESL	\$17.50
Nov 2, 2004 -- 8:00-8:30	ESL	\$17.50
Nov 9, 2004 -- 8:00-8:30	ESL	\$17.50
Nov 9, 2004 -- 8:30-9:00	ESL	\$17.50
Oct 28, 2004 -- 8:00-8:30	ESL	\$17.50
Oct 28, 2004 -- 8:30-9:00	ESL	\$17.50
1st Month Subscription Charge		\$25.00
TAXES(if applicable)	PST (7.5% applicable for Canadians from BC)	
	GST/HST (7% applicable for all Canadians)	
TOTAL (taxes not included yet)		\$165.00

Please note that there will be a recurring monthly charge of \$25.00 / month until you contact us to cancel your account.

By clicking on Agree your request will be sent to the tutor for approval. Once your selected tutor, Marg, confirms your booking, your credit card will be charged for 1st Month Subscription Charge and for Marg's time at \$165.00. The charge will appear on your credit card as "Interactive Learning Corp."

 Agree

Monthly Membership Fee

The only fee that MyTutor.ca charges for access to the database and electronic classroom technology is the Monthly Membership Fee. This is a recurring monthly charge and as long as you have an active account the fee will be charged. You must cancel your account by contacting administration@mytutor.ca 24 hours prior to the renewal date. For more information on the benefits of membership click here ****

Applicable Taxes (For Canadian Residents only):

A 7% BC Resident sales tax is added only to the \$25 Membership fee, 7% GST is also added to the Monthly Membership fee for Canadian residents only. If you are not resident in Canada any taxes that are applied to your invoice will be credited to your account.

There is no GST or PST for Canadian residents on any of the tutoring services that are provided by the tutors as long as the tutoring is for academic subjects.

Completing the Account Set-up Form

As a first time user you are required to register with our system before confirming your reservation request. Please fill in the information in the boxes on the “Create a new Student” page. Those boxes with a “*” afterward are required fields.

When you have completed the review of the reservation and billing information please click agree. You will be directed to the Account Set-up form page (Figure 11)

If this is the first time you have reserved a tutor using our system, you will now see an Account Set-up Form.

At this time we ask that you complete the Account Set-up Form so that our system may book the reservations that you have requested. Please note that you will be asked to enter a user ID and password for the system. You can be as original as you wish with this information but remember that the “user” name that you choose should be appropriate. Our system administrator will not approve inappropriate user names or passwords.

The boxes with a “*” are required fields and must be completed before your reservation will be accepted.

(Figure 11)

Account Set-up Form

Your Account Set-up Information

Create your own username and password for member access to MyTutor.ca.

Username: *

Password: *

First Name: *

Last Name: *

Telephone:

Email: *

Address:

City:

Province:

Postal Code:

Country:

Card Holder Name: *

Select Credit Card Type: ▼ *

Credit Card Number: *

Expiry Date: / mm/yy *

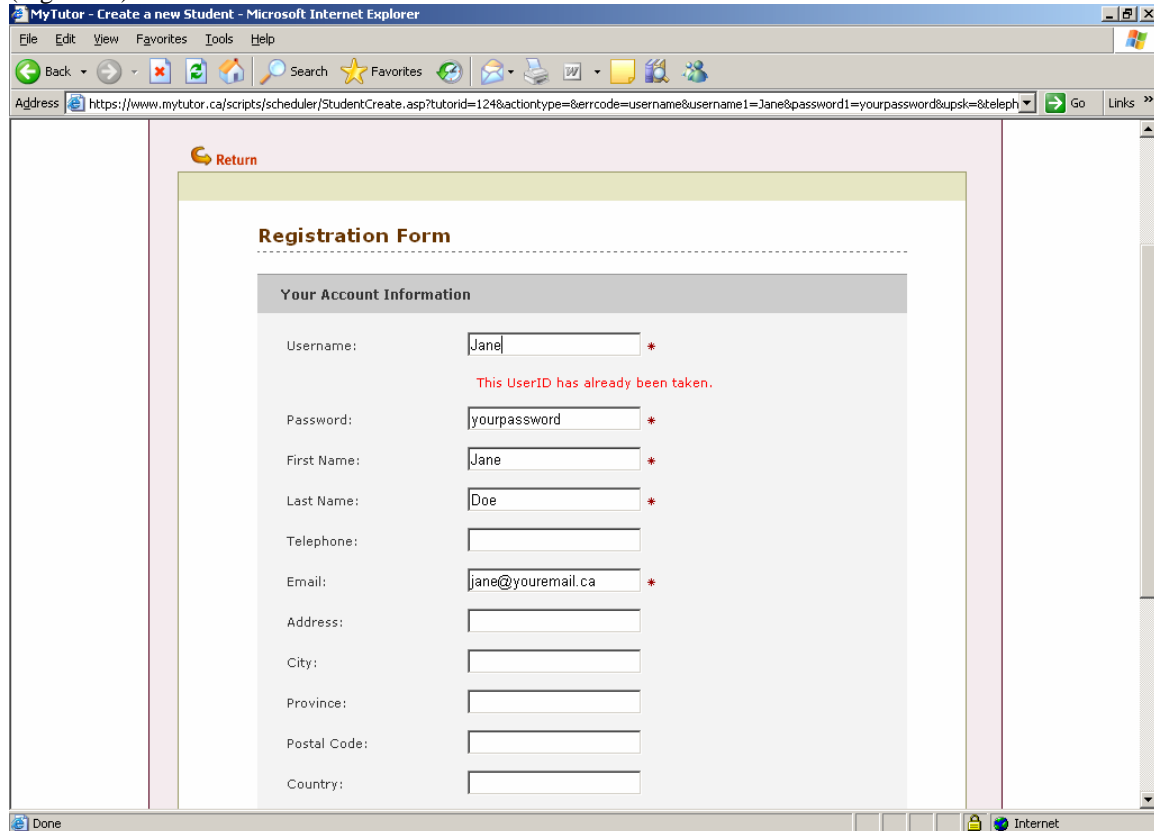
"When you click on submit, a \$25 Canadian dollar membership fee for your first month will be charged to your credit card. If you do not wish to pay by credit card or you would like more information about our payment policy for tutors please click here."

THE FEES FOR YOUR TUTOR SESSIONS ARE HELD ON YOUR BEHALF BY THE INTERACTIVE LEARNING CORPORATION FINANCE DEPARTMENT UNTIL AFTER A TUTORING SESSION HAS BEEN COMPLETED. TUTORS ARE PAID Bi-MONTHLY A MINIMUM OF 5 BUSINESS DAYS AFTER A RESEVERED SESSION HAS BEEN COMPLETED.

Create your own User Name and Password

If the username you select is already taken by another member of the MyTutor.ca community then you will be notified with the following message. (Figure 12) Please select another username.

(Figure 12)



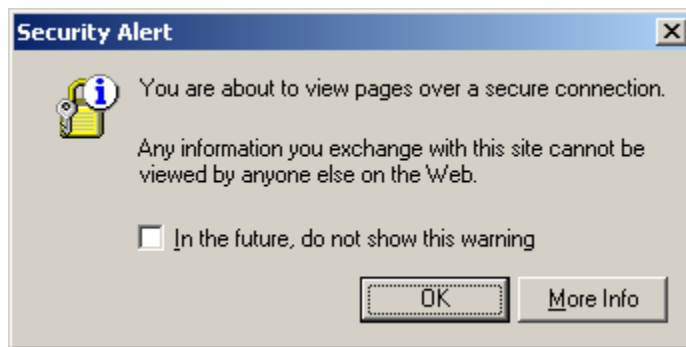
The screenshot shows a web browser window titled "MyTutor - Create a new Student - Microsoft Internet Explorer". The address bar displays the URL: <https://www.mytutor.ca/scripts/scheduler/StudentCreate.asp?tutorid=124&actiontype=&errcode=username&username1=Jane&password1=yourpassword&supsk=&teleph>. The page content includes a "Return" button and a "Registration Form" section. Under the heading "Your Account Information", there are several input fields: Username (containing "Jane"), Password (containing "yourpassword"), First Name (containing "Jane"), Last Name (containing "Doe"), Telephone, Email (containing "jane@youremail.ca"), Address, City, Province, Postal Code, and Country. A red error message is displayed below the Username field: "This UserID has already been taken." Each input field has a red asterisk to its right, indicating a required field.

Payment Options and Credit Card Information

The MyTutor.ca is a brand name owned by ABC Interactive Learning Corporation of Vancouver, British Columbia, Canada. While we are a new Company, the ownership and management of the Company has a long history of highly reputable business relationships that testifies to the credibility of the organization. The President of the Company has 30 years of experience in both teaching and the operation of Educational Technology businesses. The Continuing Education department of the Delta School District of British Columbia endorses the MyTutor.ca program. The Accounting firm of Nemeth Thody Anderson of Vancouver, Canada has reviewed the financial records of this company and related companies for over 15 years. The Legal firm of Fraser, Milner and Casgrain is the registered and records office for the Company. The banking partner for the MyTutor.ca concept is the TD Canada Trust bank.

In order to insure the integrity of the on-line payment process we have secured our site with THAWTE an on-line security company that verifies and validates our transaction process. THAWTE is a subsidiary of the highly respected Verisign organization. We use software from e-xact technologies to process your on-line transaction with us and to verify that you have authorized the invoice that we electronically provided you.

When you provide us with your Credit Card information you can be assured that the information will be stored in a highly secure environment that is protected by the latest technologies and software available. When entering data to our secure site, you will see the following screen. Please click on OK to complete the submission of your reservation.



We appreciate your confidence in our ability to work with you to make available some of the finest tutors available anywhere. A critical component of our success will be the trust and confidence you have in our financial management. Should you have any questions or concerns please contact finance@mytutor.ca or if you prefer, please contact the President of the Company ggumley@interactivelearning.ca

When you click on the submit button at the bottom right of the Account Set-up Screen, your credit card will be immediately charged with a \$25 membership fee.

The payment of this fee provides the following rights and privileges:

1. Access to our extensive database of tutors for one month.
2. Access to the “Live” Interview process to interview as many tutors as wish you wish.
3. The right to cancel your membership after the first “Live” Interview if you don’t feel our service is right for you.
4. Access to our technology for all your tutorial sessions
5. The right to request a transfer from one tutor to another if you are not benefiting sufficiently from the tutor relationship that you have reserved.

If you have completed the reservation process properly, you will receive an e-mail immediately confirming the details. You will hear from your tutor within 48 hours.

Welcome to MyTutor.ca

Now that you have completed the reservation process and have received a confirmation from your Tutor that your sessions have been approved, you are welcome to sign in and familiarize yourself with your new Electronic Classroom.

Confirming your Student Account Information

We encourage you to go login as a member as soon as you have received confirmation of your reservation. An e-mail will be sent to you confirming your reservation. To login and administer your account go to the website <http://www.mytutor.ca> click on the Member Log-in button and enter the username and password you selected when registering with MyTutor.ca

WELCOME TO
MyTutor.ca

SEARCH FOR A TUTOR **TUTOR REGISTRATION** **MEMBER LOGIN**

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- » Products

Main Features

- Private tutoring is available over the internet, using web cam, microphone, and your home computer. "Live" on-line face to face private interviews are available with the tutor of your choice.
- Tutor subjects range from grade school to college/university. We feature ESL tutors in our database.
- Our technology is affordable, simple, very convenient and excellent for Distance Learning.
- Hundreds of subject tutor listings are available now and the number is growing daily.
- MyTutor.ca is supported by the Delta School District in British Columbia, Canada, which is actively working with the company to provide quality tutors.
- Try our MyTutor.ca for free by clicking here and requesting a "Live" Interview with one of our staff. Please specify the date and time you are available. We will send you a response confirming the request and detailing the [minimum requirements](#) for connecting with you.
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If you are a tutor, please [register](#) with us and provide tutoring over the internet from your home, regardless of where your students live.

If you are an entrepreneur and interested in setting up your own MyTutor web site in your community, please contact us at Licensing@MyTutor.ca.

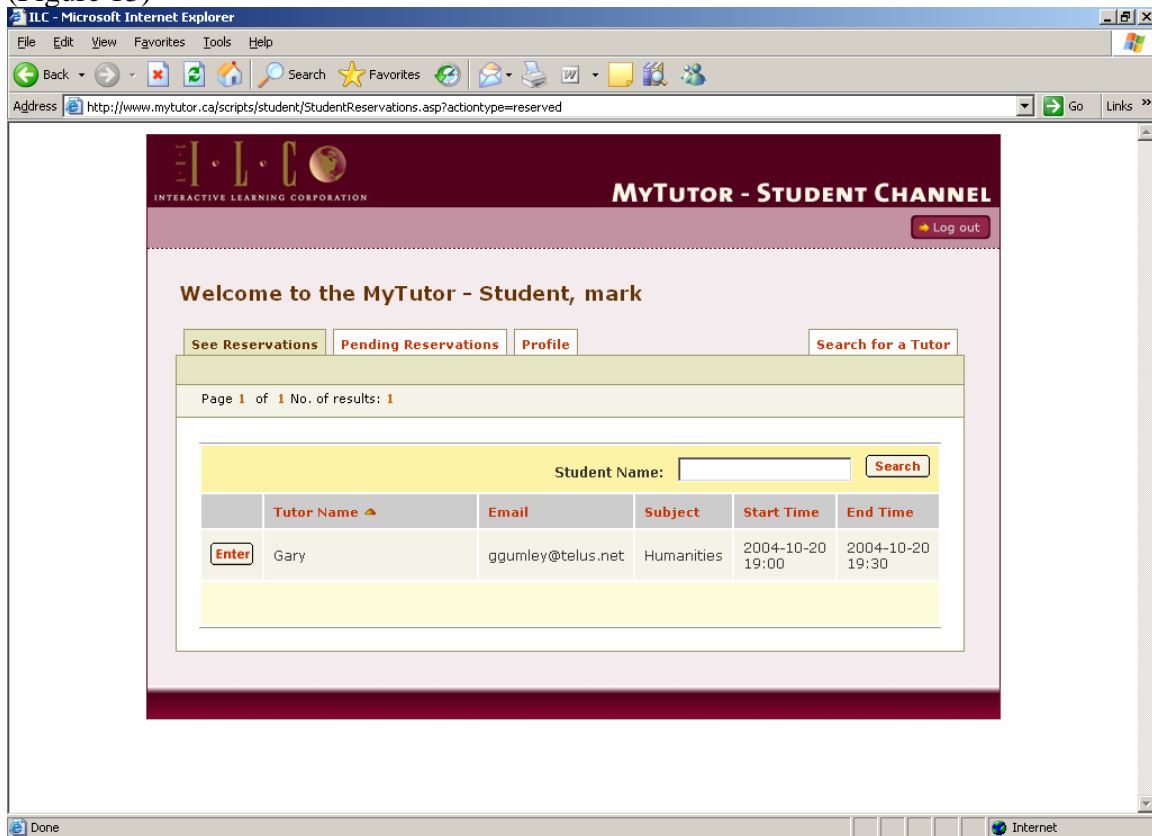
[Privacy Statement](#) [Contact US](#) [FAQ](#) [About US](#) [Minimum Requirements](#) [Home](#)

Once logged in you will see four tabs:

- See Reservations – view confirmed reservations and enter current tutorials.
- Pending Reservations – view reservations you have requested, but that have not yet been confirmed by a tutor.
- Profile – the profile you entered when registering
- Search for a Tutor – search for your tutor or additional tutors and reserve more tutorial sessions!

When the “See Reservations” tab is highlighted, the page below will appear (Figure 13). Here you may view all of the tutorials that have been confirmed by your tutor. These tutorials are sessions that have been accepted by your tutor. Confirmed sessions have been charged to your credit card.

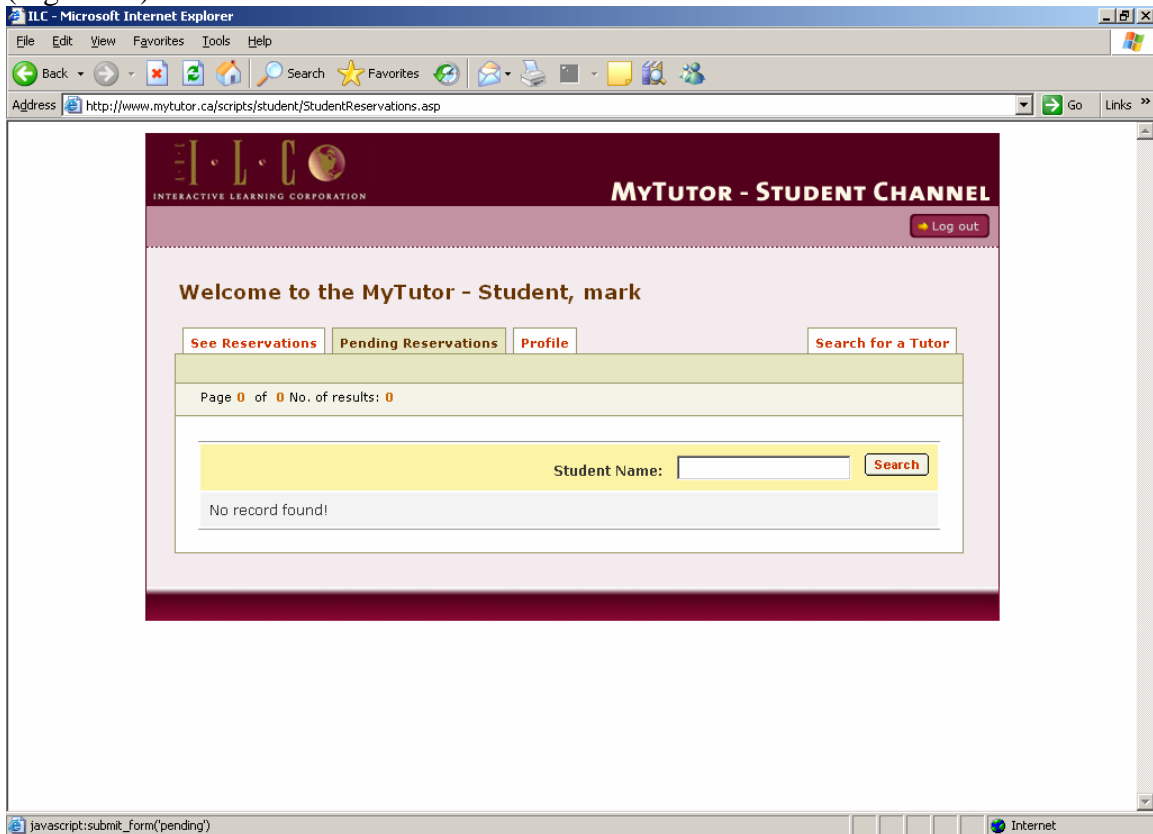
(Figure 13)



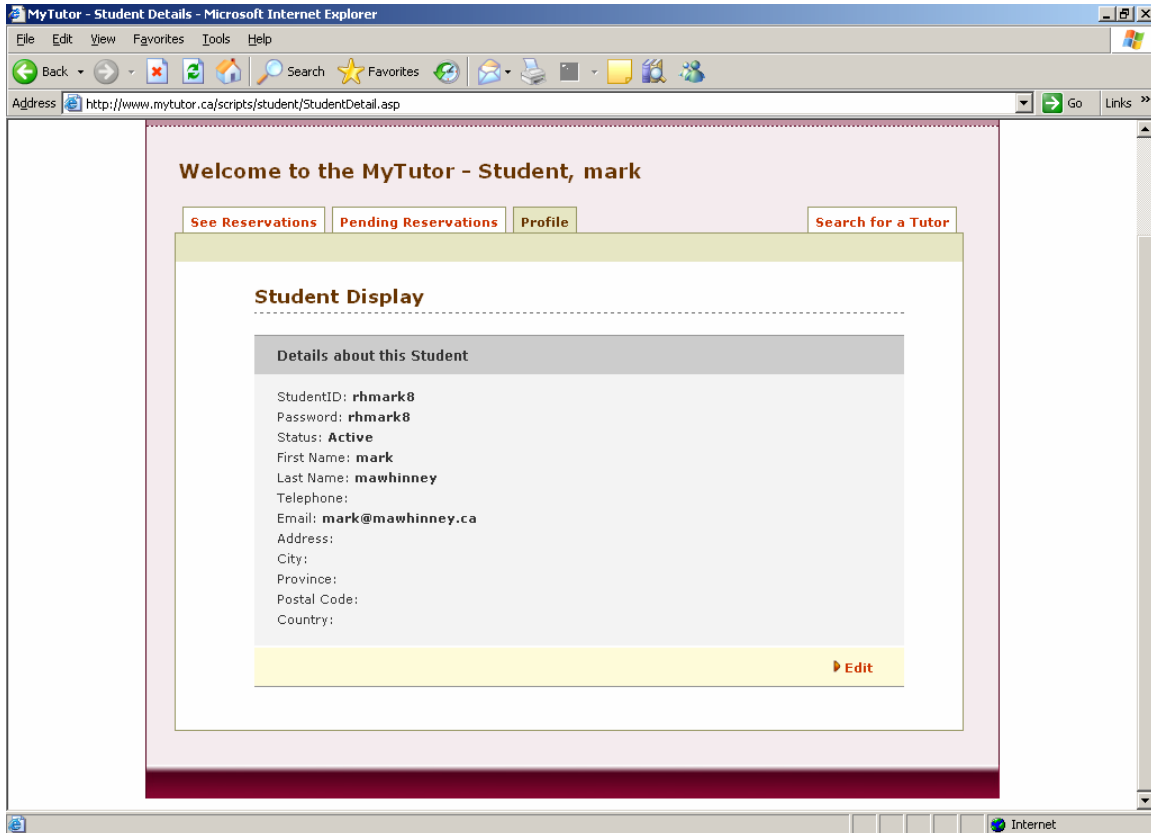
Click on the Pending Reservations tab and (Figure 14) will appear on your screen:

In the “Pending Reservations” page you will see those reservations you have requested of a tutor, but that have not yet been confirmed. Tutors are required to confirm/deny a reservation within 48 hours. If you have not heard from a tutor within 48 hours please contact a member of the MyTutor.ca team at administration@mytutor.ca. Or book sessions with a different tutor.

(Figure 14)



Next, click on the “Profile” tab to see your profile as entered during registration. You may edit this profile by clicking the “Edit” hotlink at the bottom of the page.



From the profile editor screen you may add or delete information by clicking on the Edit icon in the bottom right corner of the screen.

Please note, those fields with marked with an “*” are required fields and cannot be deleted or edited by you. Required fields may only be edited by the MyTutor.ca administrator. Please make any requests for changes to the Required Fields directly to the administrator@mytutor.ca and put the words Edit Student Profile in the subject heading.

Now you are ready to join a reserved tutorial session.

Getting to Know the MyTutor.ca Program

Go to the home page of the MyTutor.ca website <http://www.mytutor.ca> and click on the Member Login button, enter the Username and password you selected into the screen that pops up. If your Internet Browser blocks the pop-up please enable pop-ups for MyTutor.ca in your Internet Security system.

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If you are an entrepreneur and interested in setting up your own MyTutor web site in your community, please contact us at Licensing@MyTutor.ca.

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When you have logged in, the Student Channel will be opened with your account information opened to the See Reservations page.

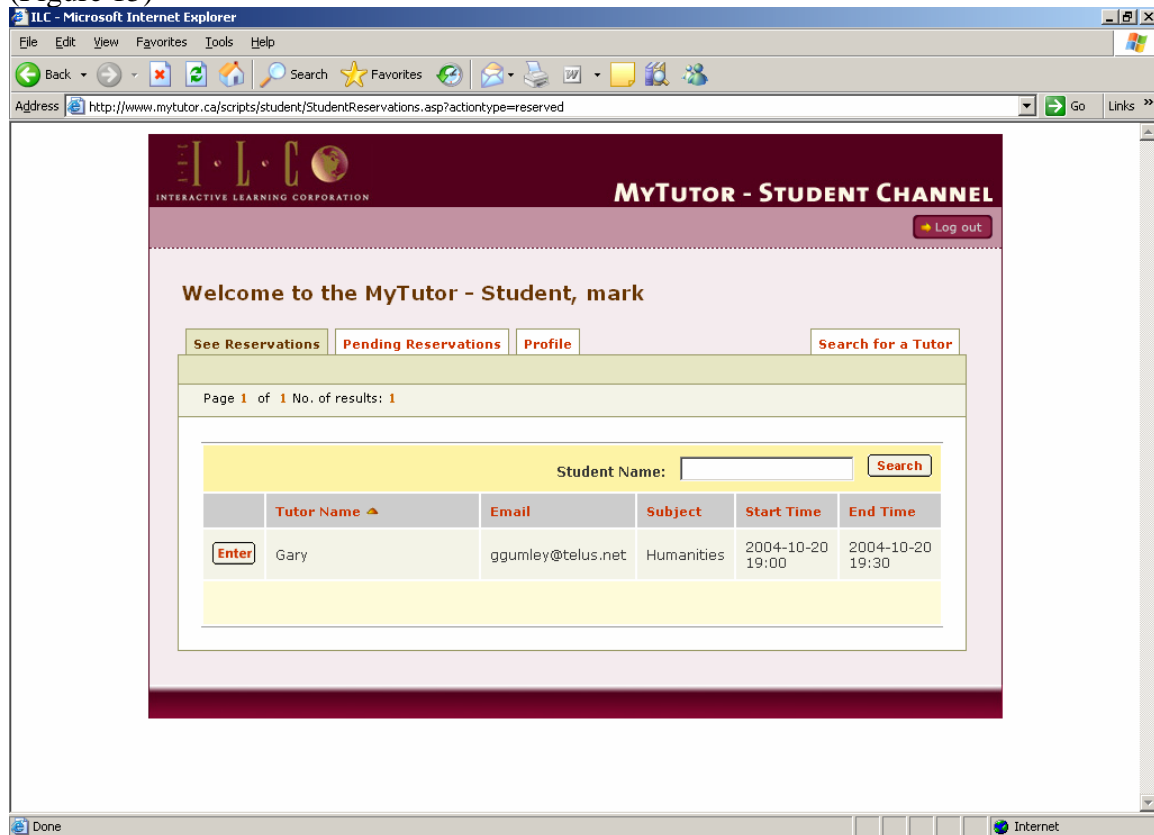
A list of your confirmed reservations will be displayed. You will have received a confirmation in your e-mail that your reservations have been accepted. The screen sample below (figure 15) shows that the student has only one confirmed reservation with the tutor “Gary”.

Always confirm the start time for your session and remember that all times posted are for the Pacific Time zone.

If you are early for your tutorial, you will need to wait until the scheduled time for the session to begin as your electronic classroom will not open without your tutor being there to greet you.

At the scheduled time simply click the “Enter” button to start your tutorial session.

(Figure 15)



Since this is probably the first time that you have tried to use the system you can test out your camera and connection to your Electronic Classroom by clicking the enter button on one of your sessions.

Even though your tutor will not be available, you can still sign in for the first time and make sure that your camera and the “live” connection is working.

When you click on enter for the first time you will be asked to accept a “cookie” from Eyeball Technologies. The cookie insures that you will be able to activate your MyTutor.ca Electronic Classroom. When the MyTutor.ca Student Channel appears on your screen, the left hand window should contain your picture. If it does not, then please confirm that your camera is connected properly and your settings for the camera are correct. If you are still having problems with your initial connection, please e-mail us at technicalsupport@mytutor.ca and describe the problem you are having.

The next figure shows you what the MyTutor.ca Student Channel looks like.

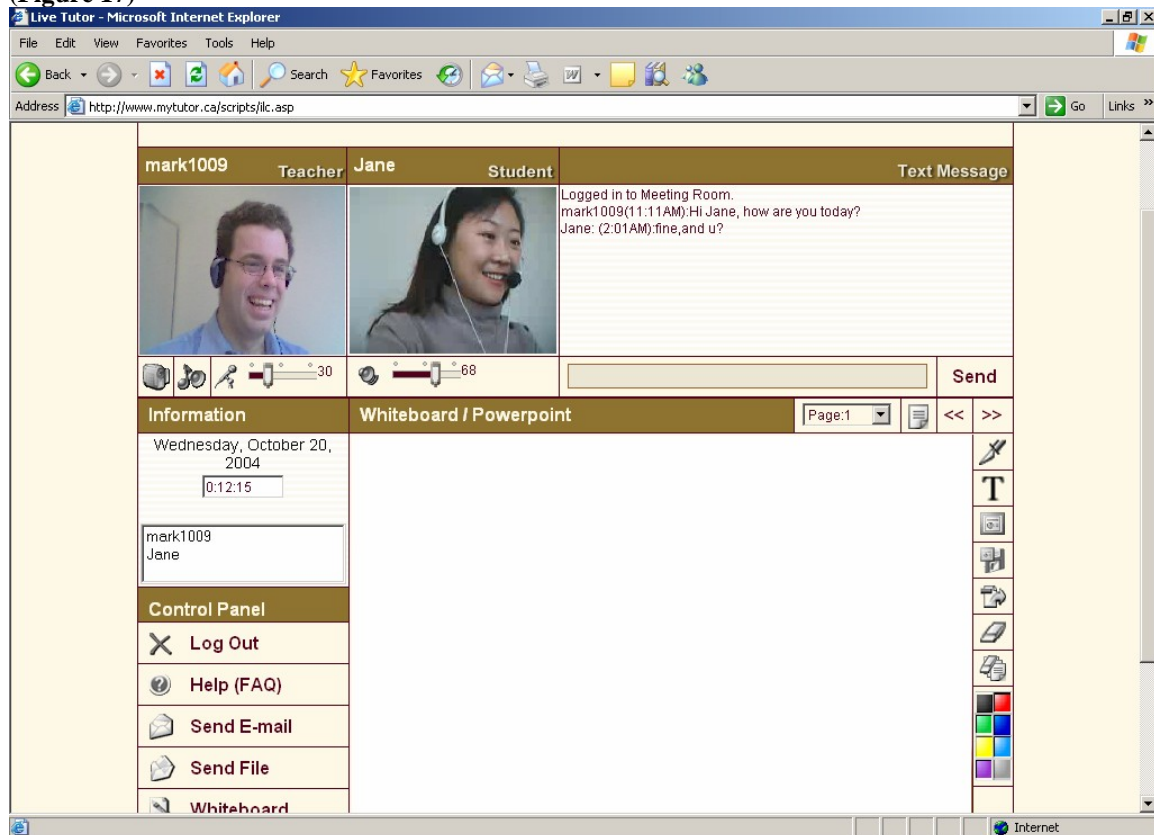


You are now ready to join your tutor at the reserved time.

Joining Your Tutor for the First Time

Click the enter button on your welcome page under the See Reservations section of your Student Channel. You be directed to your tutorial session and your screen should look like (figure 17). If you do not see your tutor or are given the message that you have failed to login then your tutor may not yet have opened your electronic classroom. Simply click the “Log Out” button and try entering the lesson again in a few minutes. You and your tutor will spend some time in the first session reviewing how all the components work.

(Figure 17)



We hope you enjoy your experience with your tutor.