

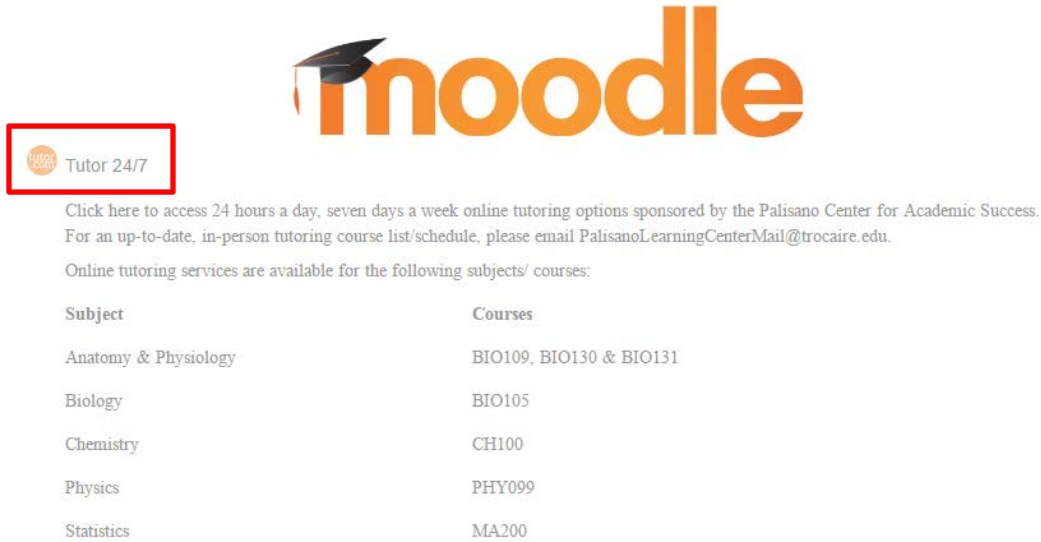


HOW TO ACCESS TUTOR 24/7 THROUGH MOODLE

Accessing the System

Use the Tutor 24/7 system to receive immediate assistance from the Moodle homepage.

1. Click on the “24/7 Tutoring” link on the Moodle homepage:



The screenshot shows the Moodle homepage with the 'Tutor 24/7' link highlighted by a red box. Below the link, there is a paragraph of text and a table of subjects and courses.

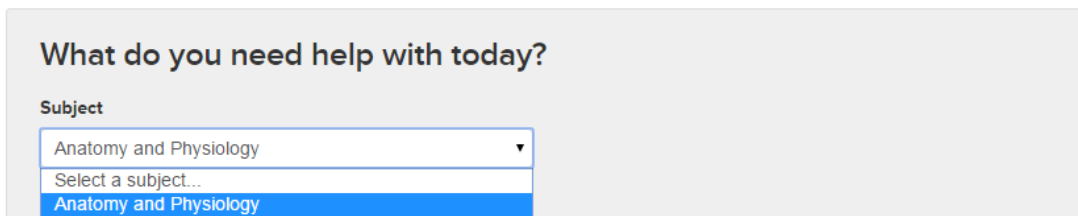
Click here to access 24 hours a day, seven days a week online tutoring options sponsored by the Palisano Center for Academic Success. For an up-to-date, in-person tutoring course list/schedule, please email PalisanoLearningCenterMail@trocaire.edu.

Online tutoring services are available for the following subjects/ courses:

Subject	Courses
Anatomy & Physiology	BIO109, BIO130 & BIO131
Biology	BIO105
Chemistry	CH100
Physics	PHY099
Statistics	MA200

24/7 Tutoring will open in a new browser tab, please enable pop-ups in your browser. You may need to reopen the tutoring activity from Moodle if the pop-up is initially blocked.

2. Under the “Subject”, select your course subject from the drop-down menu:



The screenshot shows the Moodle Tutor 24/7 interface with the question "What do you need help with today?". Below the question, there is a "Subject" label and a dropdown menu. The dropdown menu is open, showing "Anatomy and Physiology" as the selected option, with "Select a subject..." and "Anatomy and Physiology" as other options.

If you experience any problem with the Tutor 24/7 Activity please contact the IT Helpdesk at Helpdesk@Trocaire.edu or by phone at (716) 827-4330.



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3. Click on the Text Box under “Enter your question” and type in your question for the tutor:

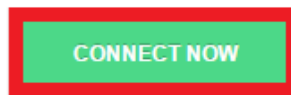
What do you need help with today?

Subject
Anatomy and Physiology

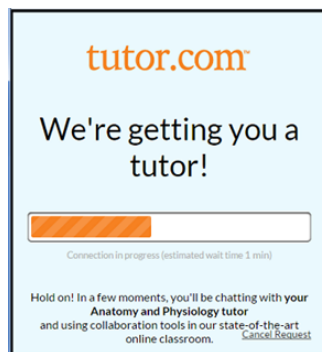
Enter your question
What is the Difference between Pulmonary Circulation and Systemic Circulation?

You need to input a question appropriate to the subject matter in order to be transferred to a tutor. If you input an invalid question or leave this box blank you will not be connected to a tutor.

4. When your question is ready to be submitted, click on the green “Connect Now” button:



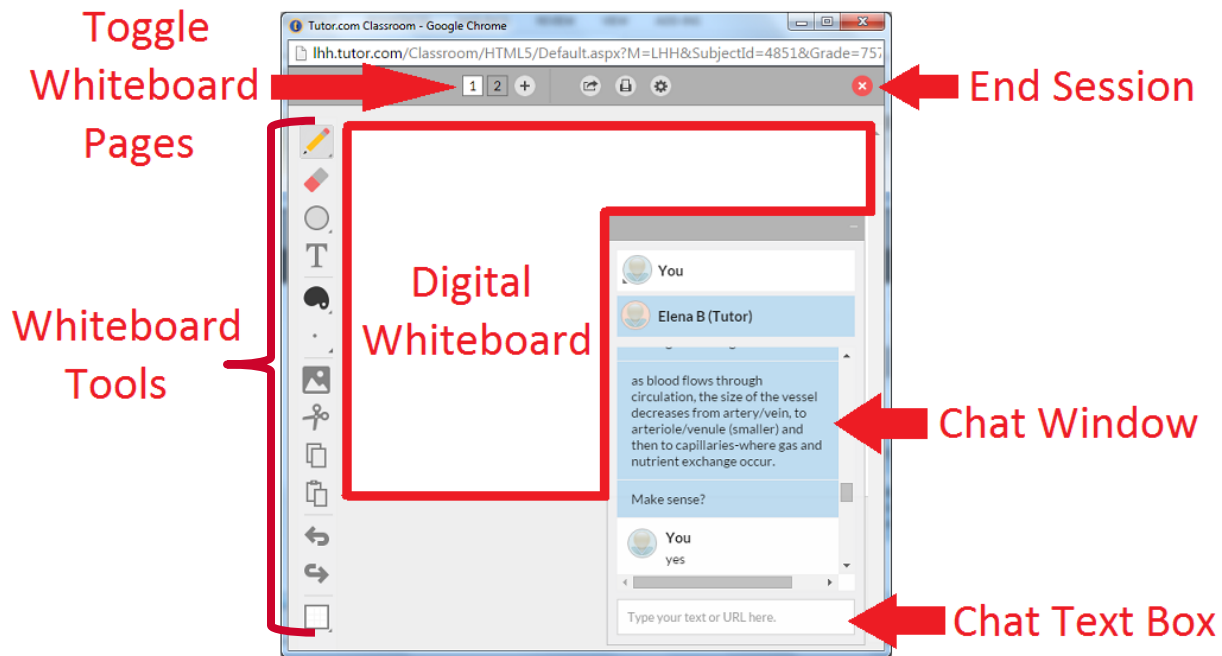
5. A pop-up window will appear, wait as tutor.com locates the next available tutor:



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To Utilize The 24/7 Digital Whiteboard



Connecting with Chat

Once you have been connected with a tutor, wait for them to respond to your initial question. You can respond by clicking in the text box beneath the chat window, typing in your response, and pressing “enter” on your keyboard to submit.

Using the Digital Whiteboard

The digital whiteboard, functioning similar to a standard classroom whiteboard is another tool you have to work through a solution to your problem. Both you and the tutor will be able to edit within in this space. The whiteboard tools appear on the left side of the window, and are activated by a single click. The essential whiteboard functions and tools are labeled in the image above.

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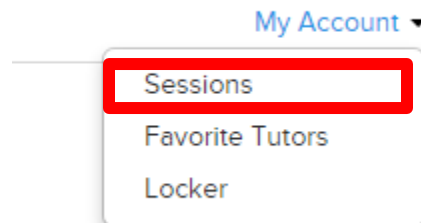
Ending Your Session And Getting Transcript

When you are finished working with your tutoring session use the red “X” in the upper right corner to end the session.

After responding to the survey, you will be provided with several options for Review. By entering your email address in the text box and clicking the “Send Email” button, you will receive an E-mail transcript of the session. Clicking “Print” will produce a print-friendly transcript and “Replay” will stream a video of your tutoring session.

The screenshot shows a light blue panel with three sections. The first section is titled "Email a transcript of your session" and contains a text input field with the placeholder "Enter email address", a blue "Send Email" button, and a blue "Print" button. The second section is titled "Print a copy of your session" and contains a blue "Print" button. The third section is titled "Replay your session" and contains a blue "Replay" button.

****All tutoring session transcripts can be reviewed online by connecting to Tutor 24/7 from your Moodle course page and using the dropdown menu in the upper right corner of the page.***



If you experience any problem with the Tutor 24/7 Activity please contact the IT Helpdesk at Helpdesk@Trocaire.edu or by phone at (716) 827-4330.