

Tips for using Audio with Smarthinking

How do I start a live session?

Answer

1. Log in to your Smarthinking account.
2. Select "**Work with a Tutor or Career Coach**".
3. Select "**Drop-In Session**".
4. Choose the Discipline where you'd like tutoring.
5. Select the specific subject area you want from the list of subjects. This will take you to a tutorial room where you can initiate an online whiteboard session with one of our trained Tutors.
6. After the whiteboard loads, review the instructions in the middle of the page. Then click the "**Start**" button to continue.
7. Type your question and click the "**Enter Question**" (top-right corner) button to signal to a Tutor that you are ready to work.
8. When the Tutor is ready to *help* you, you will get a notification (visual & *audio*). You may now communicate with the Tutor by typing on the whiteboard area.
9. Use the Exit/Options button at the top-right corner when you are done.
10. Click End Session to confirm and exit.

Can I speak with a Tutor using *audio*?

Answer

You can enjoy the convenience of using *audio* & video features to work with our tutors and career coaches with select subjects in scheduled tutoring sessions. These sessions can be booked at least 24 hours in advance in 30-minute increments.

Why can't I hear the Tutor in my *audio* or video session?

Answer

If you or your Tutor can't hear one another, there might be an issue with your microphone or speakers or the Tutor's microphone or speakers. The Tutor will troubleshoot the issue with you to see if it can be resolved, and the Tutor might initiate a second *audio* call. If the problem can't be resolved, the Tutor will conduct the session using text on the whiteboard. If you have ongoing issues with *audio* or video, please submit a *help* ticket.

How can I test my computer for *audio* & video compatibility?

Answer

When booking a scheduled session in a subject with *audio* & video capabilities, you will have the option to test your *audio* and video by clicking on the "**test audio and video**" links on the top right above the subject list. Clicking on these links will allow you to make a test *audio* or video call, as well as view browser requirements to ensure your computer has the correct capabilities. The minimum system requirements are as follows:

- Firefox versions – 45 and above (Note this is 49 for video sessions)
- Chrome versions – 50 and above
- Safari versions – 11
- Edge version – 15

Why can't I accept the Tutor's call to start *audio* or video? The system gives me an error about Flash.

Answer

Depending on your system, you might need to enable Flash in order to accept the tutor's *audio* or *audio/video* call. Smarthinking recommends Google's Chrome browser for the Smarthinking platform, including *audio/video*-enabled whiteboard sessions. You can also use Firefox if Chrome isn't available to you.

If the above doesn't help, you can also submit a help ticket or chat to live help through the 'Technical Support' link.

