



# **TUTOR USER’S GUIDE**

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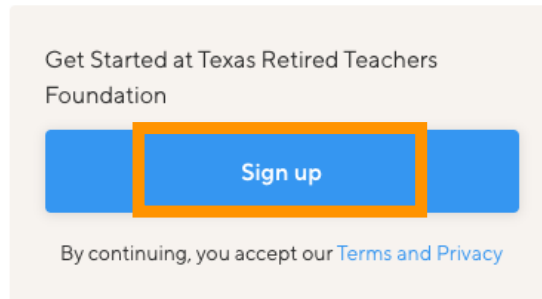
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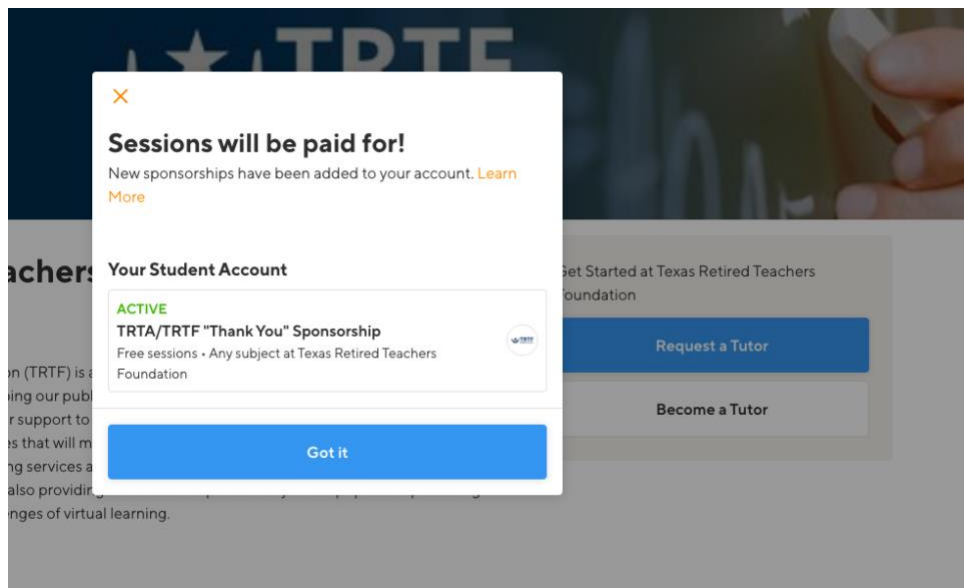
## Becoming a Tutor on Knack

**BEFORE YOU BEGIN:** Please note that you **must** complete your setup process in one sitting. If you stop and leave the process before completing, your information will not be saved and you will need to begin again.

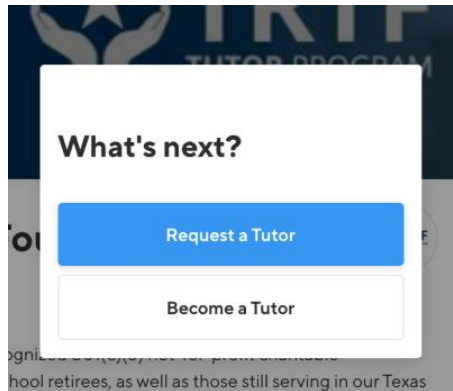
- From a computer, tablet, or mobile device, go to [trtf.joinknack.com](http://trtf.joinknack.com) and click on the button that says “Sign up.”



- Create an account by clicking on “Sign Up” and then submit the information to create your account.
  - You’ll need to create a **username** for your account. The platform will give you instructions on how to select a username, with any necessary parameters.
- After you click “Sign up” at the end creating your account, you’ll first see an announcement about the available TRTF sponsorships. This notice is for students so you don’t need to worry about it. Simply click “Got it” and then you’ll be taken to the next screen to complete your tutor profile.
  - **Note:** If you’ve only created your account username and password, you have not completed the tutor sign-up process. Please proceed with the below instructions to finish setting up your tutor account.



- Once you click “Got it” you’ll see a dialogue box about **what’s next** (on next page):



- Click on “Become a Tutor” and now you’ll begin the **final steps** toward completing your tutor account.

## Step 1

- First, you’ll need to verify your cell phone number.
  - **Note:** This phone number should be for a cell phone, as you’ll be sent text message updates about your tutor status.

Step 1 of 5

### What's your phone number?

You need a verified contact method on your account. Only Knack and your school's admin will have your number in case we need to reach out. It will not be shared with anyone else. [Learn more](#)

Phone number

[Send verification code](#)

## Step 2

- Next, you’ll **build your tutor profile**, which includes the three sections below. If you want to learn more about this part, please see this detailed article in our Help Center, entitled “[Completing your tutor profile.](#)”
  - **Write a bio** that tells potential students a bit about you (your qualifications, experience, fun fact, etc.);
  - **Describe your availability** so students know when you are willing and able to help (you can change this at any time).
  - **Note:** Your **zip code** is required for setup purposes, but won’t impact your tutoring sessions with students as those will be occurring in an online environment.
  - See the next page for a screenshot of what this section looks like.

Step 2 of 5

## Now, fill out your profile

### Write a bio

Introduce yourself! Include your qualifications, any experience tutoring, and something interesting about yourself.

This is my bio.

### Describe your availability

You can change this section whenever you'd like.

This is my availability.

### Set your tutoring location

This is the zip code of the primary location you serve as a tutor.

32601

×

Gainesville, FL

Create profile

## Step 3

- After you've set up your profile, you'll be prompted to upload your transcript. This is not necessary for TRTF tutors and is designed for Knack's college tutors.
  - Instead of submitted your transcript, you must submit a picture or scan of **your photo ID**.

Step 3 of 5

## Upload your transcript

Upload a PDF or picture of your full transcript so we can verify which courses you're approved to tutor. You can even take photos of your transcript. Your name and all courses must be clearly shown.

PDF, PNG, or JPG only.

Drop files  
or  
Upload

Submit transcript

## Step 4

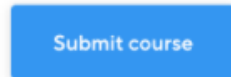
- When prompted to **add your preferred course**, search for the subjects/courses that you'll be tutoring students in. We've loaded in a typical K-12 course catalog by grade and subject. You can read more about adding subjects by clicking [here](#).

Step 4 of 5

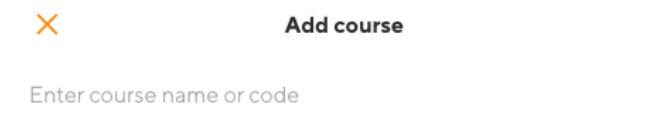
### Add your preferred course

Add the one course you want to tutor most! We'll still add all the other courses from your transcript you're eligible to tutor.

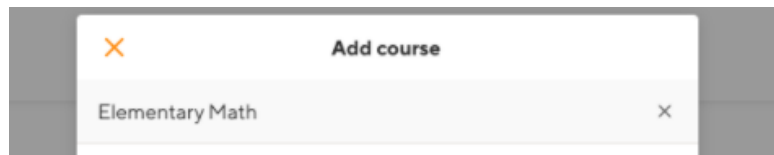
Add course



- Once you've clicked on "Add course," a new window will open and you can begin to search for your subject by **typing a subject name into the search bar**, e.g. Math, Science, English, etc.
  - You can view the list of subjects in the TRTF Tutor Program course catalog [here](#).



- When you start typing a subject, you'll see the **options you have to choose from**, ranging from elementary to high school level. Select all of the subjects that you plan to tutor and then **click "Add Course"** in the blue bar at the bottom.



- Once you've selected courses and subjects, you'll be asked to **set an hourly rate**. This is the rate that students (or their families) would pay out of pocket if there is no sponsorship in place for them.
  - **Please Note:** These rates may be overridden by sponsorships or agreements made by TRTF with potential partnerships with school districts, companies, or other donors providing funding so that the tutoring sessions are free for students. Sponsorships may override your set hourly rates.
  - **Additional Note:** The wording for each rate is geared toward college peer tutors. As a retired teacher, you may have a higher hourly rate in mind. Feel free to enter a custom pay rate.
  - See the next page to see what this screen looks like.
- You can always add more courses later by going to your **Profile** and selecting "**Tutoring Courses**."

✕ ?

### Select an hourly rate

Sponsorships will override session pricing. [Learn more](#)

**FREE** • Volunteer

Volunteering is recommended to get your first ratings or for those that want to give back.

---

**\$10 per hour**

You have a few ratings and reviews and are feeling comfortable tutoring.

---

**\$15 per hour**

You are comfortable tutoring and have tutored several students.

---

**\$20 per hour**

You are very comfortable tutoring and have tutored many students.

---

**\$30 per hour**

You have extensive experience tutoring.

---

× per hour • Custom

---

**Select Rate**

## Step 5

- Finally, you'll be prompted to **enter your address** and some additional **demographic** information.

Step 5 of 5

### Just a little more info

We just need a few more details for your account. This information is used to verify your identity for payouts and will be completely private.

You will be a 1099 independent contractor unless your learning center has explicitly hired you as a W2 employee.

[Learn what's required as a 1099 contractor](#)

#### Payout address

## Demographics

**Birth date**

Birth date

**Gender**

Male  Female  Other

**Are you a non-U.S. citizen that requires authorization to work in the United States?**

I'm not sure

Yes  No

Finish

- Once you finish this process, your application will be **sent off for approval**. Once Knack confirms you meet the requirements set by TRTF, you will be approved to begin working with students.
  - When you're approved you can expect to receive an email from Knack Support, which should arrive in your inbox in the next few days.
  - If you have any questions, please reach out to us via live chat with on the TRTF-Knack tutoring website or [www.joinknack.com](http://www.joinknack.com) by clicking on the blue chat box or you can send an email to [support@joinknack.com](mailto:support@joinknack.com).
- To access your account (after the initial setup), always go to [www.joinknack.com](http://www.joinknack.com). We also highly recommend downloading the Knack app, available for iPhone and Android.

## Accessing Your Account

- To **access your account** (after the initial setup), always go to [www.joinknack.com](http://www.joinknack.com) or you can **download the Knack mobile app** and access your account from there (available for iPhone and Android).

## Your Knack Inbox, Tutor Jobs, and More

- Once you're in your account, if you have any messages from students about open requests, they'll appear on your main screen (see next page).

Knack Support Chat  
Typically replies in a few minutes

### Nothing here yet!

Students & tutors you've contacted will appear here.

[Browse Tutor Jobs](#)

Messages will appear here.

- To see all open request for tutors click on **Tutor Jobs**.
  - NOTE:** Once you're approved as a tutor, you will get notifications (either text or push from the mobile app) when a student submits a request for a subject that you can tutor.
  - See below for what open tutor jobs (requests) look like on this tab.

### Tutor Jobs

These are students looking for a tutor. Submit your offer to help!

**Open** Offers Sent

<p>ACG 2021 Financial Accounting (University of Florida) Weekly Sessions • Starting by April 3rd</p> <p>Lisa S. Tampa, FL • 2 mi.</p>	<p>ACG 2071 Managerial Accounting (University of Florida) Weekly Sessions • Starting by April 3rd</p> <p>Lisa S. Tampa, FL • 2 mi.</p>
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- If there are not any open requests for your subject areas, your Tutor Jobs tab will look like below:

### Tutor Jobs

These students are looking for a tutor. Submit an offer to help them in-person or online!

**Open** Offers Sent

#### No tutor jobs yet!

Looks like there's no tutor jobs open that match subjects on your profile. Add more subjects to see more!

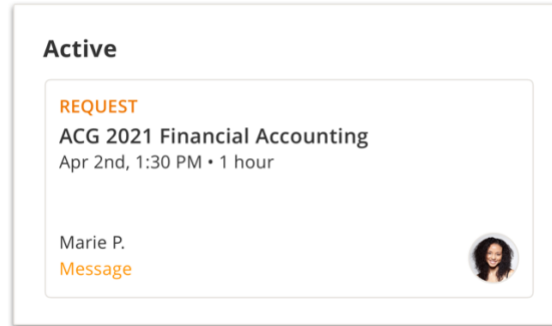
[Manage Your Subjects](#)

- There are two main **ways you can connect with students**: looking through the **Tutor Jobs** tab for all open requests and reviewing all requests that have been sent to you under the **Sessions** tab.
- See **more on the next page** for how to connect with students from these tabs.

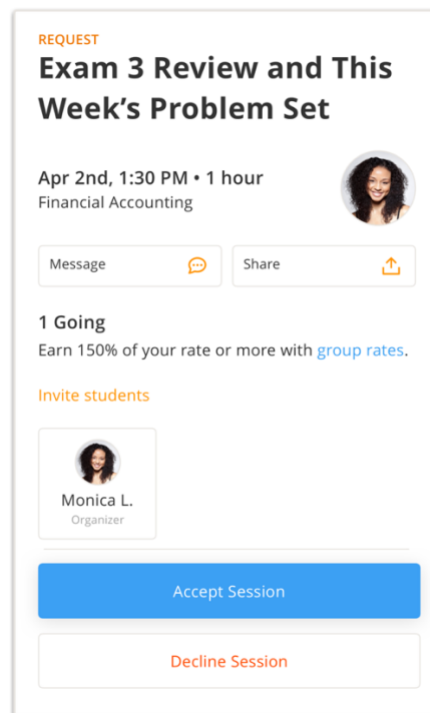


## Viewing Requested Sessions

- The **Sessions** tab is where you will find all **requested sessions** that match your approved subjects. A request will look like below:



- Open the request and **review the proposed details** of the session to determine if the proposed day/time, location, and duration work for you.
  - If the student's proposed session details work for you, simply click "**Accept**" to approve the request.
  - If the student's proposed details do not work for you, you can propose a new date/time directly through the request by sending a message to the student.
  - See the next page for what this looks like.



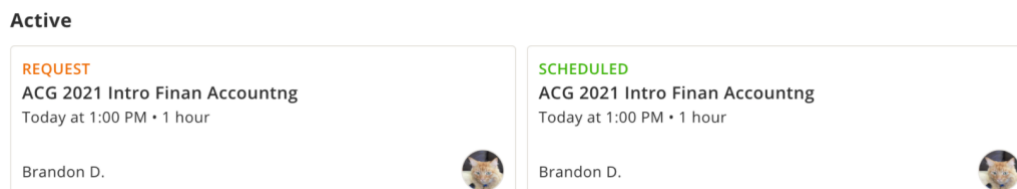
- Once you've accepted a session, it is now considered Scheduled. You'll need to return to [joinknack.com](http://joinknack.com) to enter the online classroom at the time of the session. More on that on the next page.

## Open Tutor Jobs

- The Tutor Jobs tab will show you all open requests that have not been fulfilled. You can look through these requests to see if there any that apply to you.
- How to **respond to an open tutor job** (not a specific request sent to you):
  - Review the details of the job and submit your offer to help.
  - The student will either accept or decline your offer.
  - If a student accepts your offer, they can schedule a session directly from the offer details.
  - **Note:** You can review and modify all of your offers in your inbox.
- If you see an open request, but you **don't already have the requested course listed on your profile**, you can still help.
  - You will be led through the process of adding the course to your profile while you are submitting your offer to the student.
  - You will be notified when there are new tutor jobs for any courses listed on your profile, so make sure to add all the courses that you can tutor.
  - You can always add additional subjects by going to your account (circle with your initials in the top-right corner of the screen), clicking on "Profile," and then clicking on "Tutoring Subjects."
    - Read more about adding subjects in [this help article](#).

## Viewing and Managing Your Sessions

- You can view all of your sessions under **Sessions** in the menu. Simply click on a session to see the session details. You will see all active, past, and requested sessions here.
- See below for the difference in look between a **scheduled session** and **request for a tutor**.



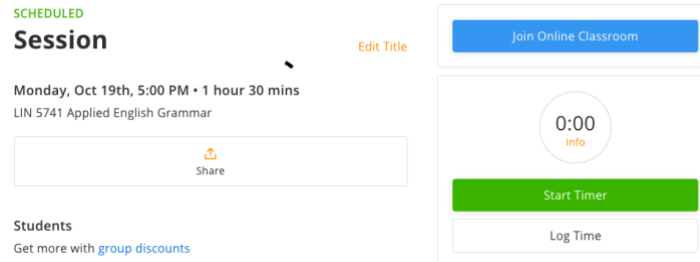
- From the Session view, you or the student can add images to the session information (only image files such as JPEG or PNG can be uploaded). This is where a student can add a picture of a hard-copy worksheet or other materials they want work on that they don't have access to electronically.



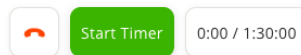
## Starting a Session

- When it's time for one of your sessions to take place, you will want to go to [www.joinknack.com](http://www.joinknack.com) to enter your session.
  - You will need to click the blue button that says "**Join Online Classroom**." See below.
  - **Note:** You must enter the classroom through a computer or an internet browser on a mobile device. You cannot enter the classroom through the Knack mobile app.

- If you are using an iPad or iPhone, you can only access the classroom via Safari. You will be able to use the whiteboard, audio, and video, but you will not be able to share your screen.
- We recommend using the latest versions of **Chrome, Firefox, or Microsoft Edge** for online sessions. See more about our supported browsers and devices [here](#).
- You will also want to make sure that you are in a location with a **reliable, strong internet connection**. If your internet becomes unstable, you should see a notification on your screen saying, "Your internet is poor" and a recommendation to turn off your video.



- If you're there first, now you wait for your student to enter the classroom.
- Once both you and the student are in the classroom, make sure that you and the student **both** click on the green button that says "**Start Timer**" (see below)
  - This is important for accurately tracking how long sessions last and for payment purposes.

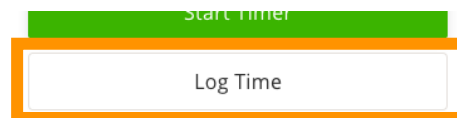


## Ending a Session

- If you used the timer to start the lesson, when you and your student are done working, you should both **click on the red phone** next to the timer (see below).
  - You will be asked if you want to "**Leave Call and End Session**" and you should both click "Yes."



- If you **forget to use the timer**, you can **manually log** the duration of your session by clicking on "Log Time" (see below) and entering the duration of the session.



- Click [here](#) to read the help article about the ways you can make sure your session is logged correctly.

## Online Classroom and Whiteboard

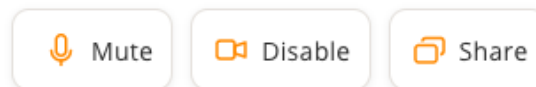
- Your sessions will take place on the **Knack Online Classroom** platform, which has a shared whiteboard, audio, video, and other tools to help make your tutoring session successful.

The screenshot shows the Knack Online Classroom interface. At the top left, there is a "Start Timer" button and a timer showing "0:00 / 1:30:00". On the right, there are "People" and "Help" icons. Below these are two video thumbnails for participants named "Jessica" and "David P.". In the center is a whiteboard with the following handwritten math equations:

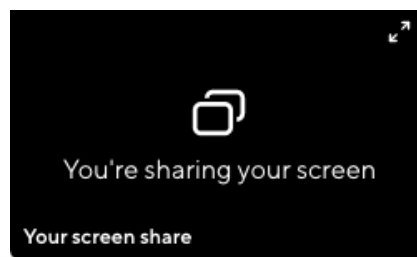
$$X^2 + \frac{b}{a}x + \left(\frac{b}{2a}\right)^2 = -\frac{c}{a} + \left(\frac{b}{2a}\right)^2$$
$$\left(X + \frac{b}{2a}\right)^2 = -\frac{c}{a} + \frac{b^2}{4a^2}$$

Below the equations is a blue horizontal line. On the left side of the whiteboard is a toolbar with various drawing and editing tools. At the bottom left, there are "Mute", "Disable", and "Share" buttons. At the bottom right, there are "+" and "-" zoom controls.

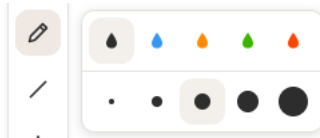
- Once the session has begun, you and your student will be able to mute your microphone, disable your video, and share your screen. The buttons to click to complete these actions will be to the bottom-left of your screen (see below).



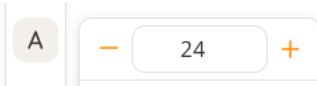
- You can use **Share** to show a web page (chart, graphic, etc.) or even a YouTube video.
  - You'll see a box underneath your video boxes that says "You're sharing your screen" when you are **successfully sharing your screen** (see below).



- To show a strategy, work on a practice problem, etc. you have a few options.
  - The student can **upload a picture** of a handout prior to the session (see section above "Viewing and Managing Your Sessions") or—more likely—you can both **write directly** onto the shared whiteboard using a variety of tools.
  - These tools will be in a toolbar along the left-side of your screen:
  - Draw** – to write or draw on the whiteboard using your mouse, your finger on a touchscreen tablet or laptop, or your laptop trackpad. You can adjust the line color and weight.



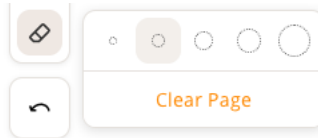
- **Text** – to type into a textbox on the whiteboard; you can adjust the font size and color.



- **Shapes** – to draw a shape onto the whiteboard (line, square, circle, line with arrows); you can adjust the shapes color and outline weight.



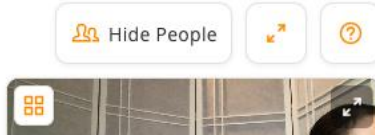
- You can **erase** anything on the board or clear your page (see below):



- You can also **zoom in or out** on the whiteboard, making any work on the board appear larger or smaller. You'll find the zoom in and out button in the bottom-right corner of your screen:



- You can also **change the way that the video appears** on the screen.



- In the top-right corner, you'll be able to **hide** both you and your student's video (if for some reason you need to see the whole whiteboard or shared screen without obstruction). Simply click on "**Hide People**" to do this.
- You can expand the video size to **gallery size** by clicking on the four boxes in the top-left corner of the video (see above)—this means that your video and the student's video will appear side by side and take up the majority of the screen.
- To resume back to the smaller size, simply click on the two stacked boxes in the top-left corner of the video screen. See below.



## Accessing Help During a Session

- If you have any **technical issues** during your session, you have three **Help options** available to you.
  - To access Help, click on the button that shows a **question mark inside a circle** in the top-right corner of your screen (right above the video box).

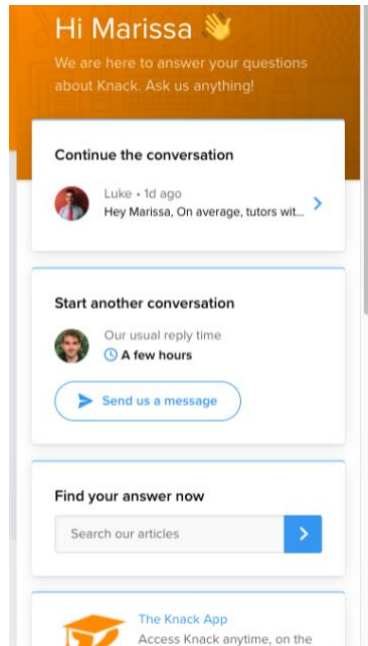


- From here, you'll be able to click on our **How To Guide** (Help Center) or **Chat with Us** (our live chat feature). See below.

How To Guide

Chat with Us

- Clicking on the **How To Guide** will take you into our [Knack Help Center](#), specifically onto the page about the online classroom.
- Clicking on **Chat with Us** will open up our live chat feature with our Support team. They'll do their best to get back to you as soon as they can, but it can sometimes take up to a few hours depending on how many others they're helping at that time.



- To inform us about any technical issue so that we can work to resolve it or to ask a question, you can also email us at [support@joinknack.com](mailto:support@joinknack.com).

## Additional Resources

We highly recommend reviewing the articles about being a Knack tutor in our [Help Center](#).

There are also several how-to videos that are available to watch on demand on the TRTF + Knack website: [trf.joinknack.com](http://trf.joinknack.com).

## Frequently Asked Questions

### How do I get paid?

One of the best parts about being a TRTF Tutor on Knack is that you decide how much you earn for each subject that you tutor. You'll keep your full rate, minus processing fees from [Stripe](#) (2.9% + \$0.30 per transaction).

If a student is part of a sponsorship, tutoring is either being partially or fully paid for by someone other than the student. There are some situations where your hourly rate may be overridden so pay attention to the sponsorship details as sponsorships that say “Free for students” have the potential to override your hourly rate.

You can read more about how to add your banking information [here](#).

### **What internet speed do I need?**

You will also want to make sure that you are in a location with a reliable, strong internet connection. For optimal results, we recommend an internet speed of faster than 25Mbps upload and download speed. You can check your internet speed on sites like <https://www.speedtest.net/>. If your internet becomes unstable, you should see a notification on your screen saying, “Your internet is poor” and a recommendation to turn off your video.

### **What device do I need to be on?**

We recommend using the latest versions of Chrome, Firefox, or Microsoft Edge for online sessions. See more about our supported browsers and devices [here](#).

### **What do I do if a student doesn't show for their session?**

There are a few things you can do before a session to promote better rates of attendance. Make sure to message each student to confirm the session date and time. You'll want to go to your Sessions tab to check the status of each session to ensure that each is in a “Scheduled” state; if one isn't, feel free to send a message to the student to follow up on the offer you made to them. If you've confirmed the date and time with the student and they still don't show for the session, you can send them a message to see what happened and ask if they want to reschedule. If you don't get a response from the student, you can contact Knack Support via live chat on the website or by emailing [support@joinknack.com](mailto:support@joinknack.com). If a student doesn't show up, you'll need to cancel the session. Multiple cancellations by students may result in their loss of privileges so, if you feel necessary, please report the user to Knack.

### **What if I have a technical issue during my session?**

If you have any technical questions about the Knack platform, please chat with us on [www.joinknack.com](http://www.joinknack.com) by clicking on the blue chat box to start a live chat or you can email us at [support@joinknack.com](mailto:support@joinknack.com).

### **What if the student and/or I forgot to use the timer for the session? How can I log the session?**

You have two options for managing the completion of your session. You can either use the session timer or you can manually log the completed session. Read more about how to complete a session [here](#).

### **Why isn't the session timer starting?**

Is the student there? You won't be able to start the session timer until at least one student has joined/accepted the session.

### **Why does the timer sometimes say "Waiting on student"?**

If you created the session and invited the student, you have complete control over the session timer. If the student created the session via a session request, the student will also need to start the session timer before the session can begin!

## **Contact Knack Support**

If you have any questions about using the Knack platform, please chat with us on [www.joinknack.com](http://www.joinknack.com) by clicking on the blue chat box (see below) or you can email us at [support@joinknack.com](mailto:support@joinknack.com).