



TUTOR USER’S GUIDE

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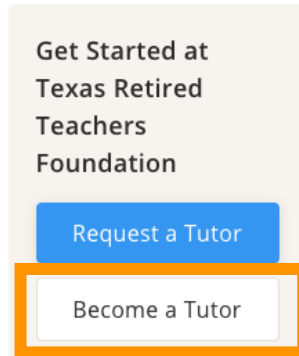
(You can scroll through the entire document or you can click on any of the headings below to be taken directly to that section).

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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 and click on the button that says “**Become a Tutor**.”



- Create an account by clicking on “**Sign Up**.”
 - When it asks you to select your college, where it says “Enter College” type to search for “Texas” and select “**Texas Retired Teachers Foundation**.”
 - **NOTE:** Do not add other schools that you have attended or worked at previously. Please **only** add Texas Retired Teachers Foundation.
- Next you’ll need to answer a **few quick questions** (these are designed for our college tutors, so you don’t need to worry about your answers; these are just required fields before you can move on to the next step).
- After these questions are answered, 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.
- 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.);
 - **Pitch yourself** by sharing a brief statement about why students should want to work with you;
 - **Describe your availability** so students know when you are willing and able to help (you can change this at any time).
- After you’ve set up your profile, you’ll next need to set a **few preferences**.
 - **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.
 - If you enable **Group Sessions**, this will allow students to bring other students to their scheduled session(s) with you.
 - When you are prompted to submit your graduation date, please **instead submit your date of RETIREMENT** (or a close approximation of when you retired).
- When prompted to **add subjects and courses**, 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](#).

- To add a subject, you'll need to click on “**Add Subjects**” in the search bar (see below).

STEP 5 OF 8

Add Subjects

Students will discover your profile by searching these subjects, so the more subjects you add, the more likely you are to be found. Don't forget about equivalent or pre-requisite courses!

Add Subjects

Submit Subjects

- Once you've clicked on “Add Subjects,” 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 Subjects”** 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 future 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.
- When prompted to add verification, you must submit the following documentation:
 - A picture or scan of **your photo ID**.
 - **Note:** You do not need to submit a transcript.
- After you submit your ID, you'll need to **verify your phone number** so you can be contacted about your tutor application status—we'll let you know once you've been approved.
 - **Note:** This phone number should be for a cell phone, as you'll be sent text message updates about your tutor status.
- Finally, you'll be prompted to **enter your address** and some additional demographic information.
- 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 by clicking on the blue chat box or you can send an email to support@joinknack.com.
- To access your account (after the initial setup), always go to 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 or you can **download the Knack mobile app** and access your account from there (available for iPhone and Android).

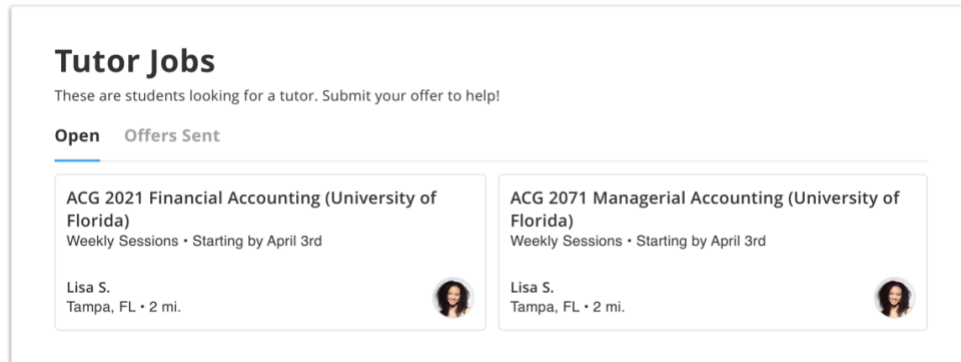
Your Knack Inbox, Tutor Jobs, and More

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

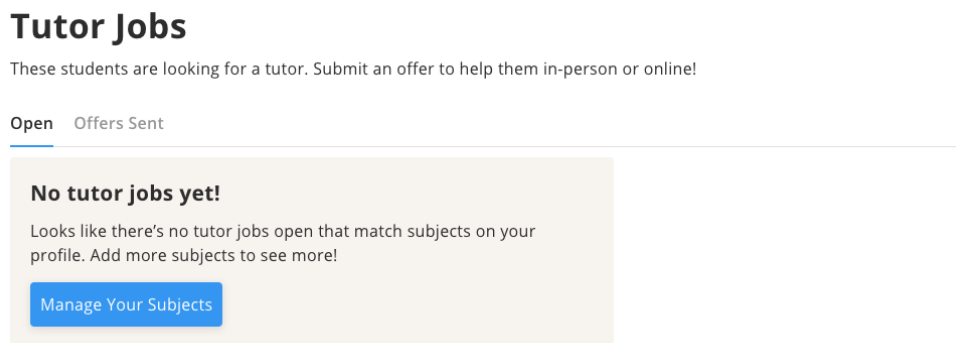


- To see all open request for tutors click on **Tutor Jobs**.

- **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.



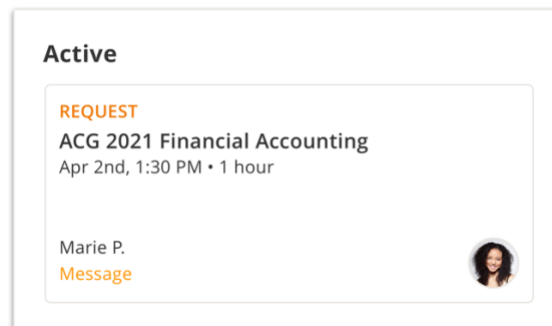
- If there are not any open requests for your subject areas, your Tutor Jobs tab will look like below:



- 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.

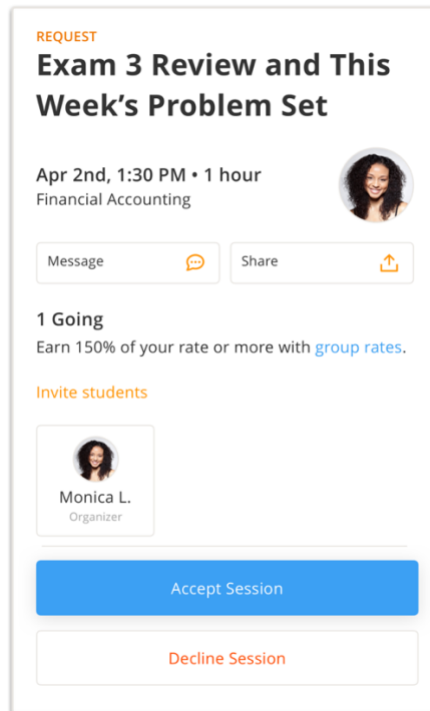
Viewing Requested Sessions

- 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.



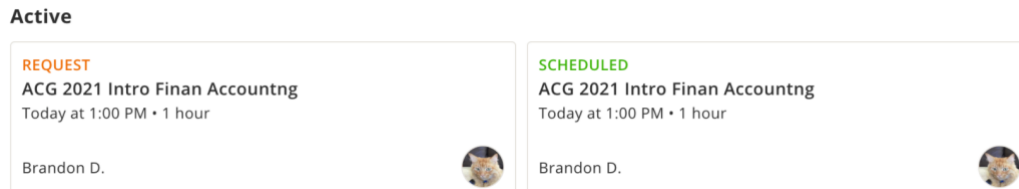
- Once you've accepted a session, it is now considered Scheduled. You'll need to return to joinknack.com to enter the online classroom at the time of the session. More on that below.

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**.

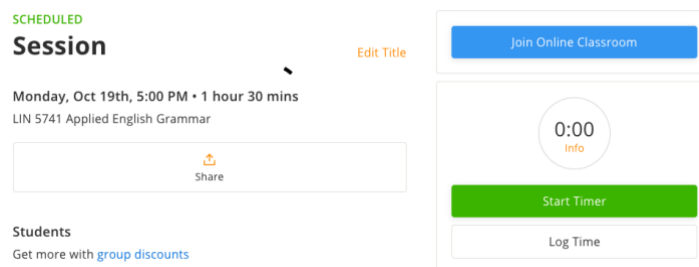


- From the Session view, you or the student can add images to the session information (only image files such as JPEG or PNG can be uploaded). This is where a student can add a picture of a hard-copy worksheet or other materials they want work on that they don't have access to electronically.

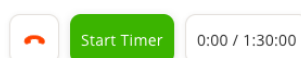


Starting a Session

- When it's time for one of your sessions to take place, you will want to go to www.joinknack.com 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.

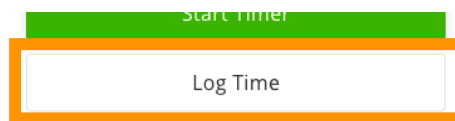


Ending a Session

- 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 red phone icon, a green 'Start Timer' button, and a timer showing '0:00 / 1:30:00'. On the left side, there is a vertical toolbar with various drawing and editing tools. The central whiteboard displays the following mathematical equations:

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

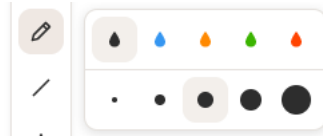
On the right side, there are video thumbnails for two participants: 'Jessica' and 'David P.'. At the bottom left, there are buttons for 'Mute', 'Disable', and 'Share'. At the bottom right, there are '+' and '-' buttons for zooming.

- 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).

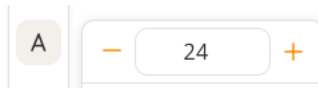


- You can use **Share** to show a web page (chart, graphic, etc.) or even a YouTube video.

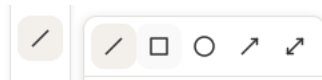
- To show a strategy, work on a practice problem, etc. you have a few options.
 - The student can **upload a picture** of a handout prior to the session (see section above “Viewing and Managing Your Sessions”) or—more likely—you can both **write directly** onto the shared whiteboard using a variety of 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.



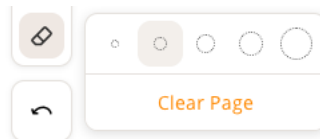
- **Text** – to type into a textbox on the whiteboard; you can adjust the font size and color.



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



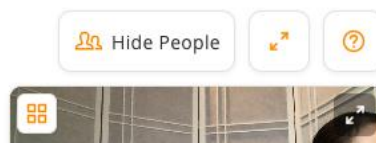
- You can **erase** anything on the board or clear your page (see below):



- 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).

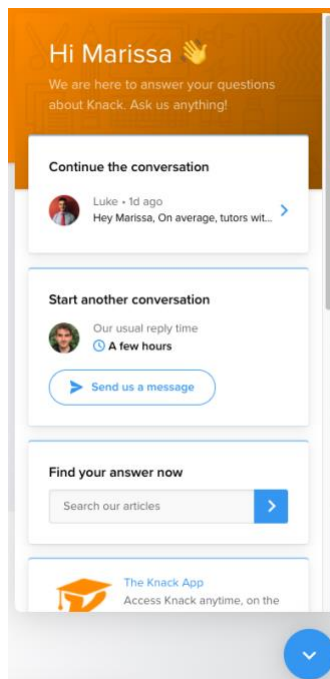


- From here, you'll be able to click on our **How To Guide** (Help Center) or **Chat with Us** (our live chat feature). See below.

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.

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: trtf.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 decided 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. 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 by clicking on the blue chat box to start a live chat or you can email us at 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!

Why does my screen look like a Magic Eye illusion when I use the "Share" tool to share my screen?

If you click "Share" and you're seeing a tunnel effect of your screen, then your screen-share is working! Now you need to go to a different tab or whatever application (YouTube, Word Doc, etc.) that you are trying to share from your computer through the screen-share to your student's screen. You can click on a different internet tab or window, document, spreadsheet, PowerPoint, etc.; you just don't want to stay on the whiteboard screen—otherwise you'll keep seeing that tunnel effect, but that *does* mean that the screen-share is working, 😊

Note: You may need to make the window or application that you are sharing smaller (not full-screen) so you can still see the video of you and your student in the online classroom. If you have more than one computer monitor, you can simply share your other screen. If you have one monitor, you may want to make each application only half the size of the monitor so you can see both applications 1) the Knack classroom and 2) what you're trying to share.

Contact Knack Support

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

