



# **STUDENT USER’S GUIDE**

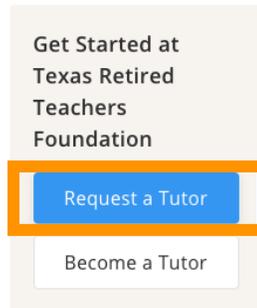
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## Signing Up for Knack Tutoring

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



- Create an account by clicking on “**Sign Up**”
  - When it asks you to select your college, where it says “Enter College” start typing to search for “Texas” and select “**Texas Retired Teachers Foundation**.”
- Next you’ll need to sign up with the **following information**: First Name, Last Name, email address, and a password for your account.

- You will need to **let us know** if you are under or over 13 years old.

I'm 13 or older  I'm under 13

- **If you’re under 13**, you’re going to need your **parent or guardian** to help you complete signing up.
  - We need your parent or guardian’s **consent** to collect, use, and disclose your personal information to comply with the United States Children's Online Privacy Protection Act (COPPA).

Step 1 of 4

### **Go get your parent!**

You’ll need your parent or guardian with you to sign up. Go get them and then continue!

- Once you have your parent or guardian with you at the computer, click on “**I’m with my parent or guardian**” (see below).

I'm with my parent or guardian

- Now your parent or guardian can **read all about** your [information rights](#), what Knack collects, disclosures, and a link to our full [privacy policy](#).
  - **See below** for what this page will look like and what information your parent or guardian will be able to review before giving their consent.

Step 2 of 4

## We need your consent

Parents/guardians, we need your consent to collect, use, and disclose your child's personal information to comply with the United States Children's Online Privacy Protection Act (COPPA).

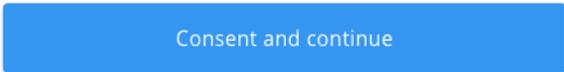
[Learn about your information rights](#)

### What we collect & disclosures

To create an account, we need to collect the following information: first and last name, email address, address, phone number, profile photo. Other information may be required by the school (depends on the school, but usually includes school, campus, or program affiliation). Billing information such as credit card number is only collected if tutoring services require payment. For Users accessing the account through a school, payment from an individual User may not be required) Users may choose to provide tutoring services through Knack Technologies ("Tutor"). If you would like to become a

[Read more in our privacy policy](#)

- After your parent or guardian has reviewed the information, they can click on the "**Consent and continue**" button (see below).

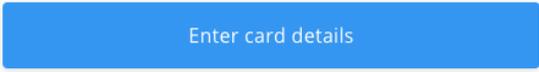


- To make sure that you have an adult with you, Knack will need to have your parent or guardian **input their credit or debit card information** to run a test charge.
  - This will be **refunded** within 7-10 business days; Knack just needs this when you sign up to make sure an adult consents to you working with a tutor online on the Knack platform.
  - When your parent or guardian is ready with their card, they can click on "**Enter card details**" (see the blue button below).

Step 3 of 4

## We need to run a test charge to verify you're an adult

Make a refundable \$0.50 charge on a card to prove you're old enough to have a credit or debit card. It will be back in your account within 7-10 business days.



- Now they'll see a screen asking them for their **card details** (see next page).
  - **Note:** Your card information will not be stored and is processed by Stripe, a company that provides payment processing software to websites (such as Amazon, Instacart, and Lyft).

Step 4 of 4

## Enter card details

The charge will be made instantly. We will not store your card information.

Full name

Jane Doe

Card number

1234 1234 1234 1234

CVC

CVC

Expiration

MM / YY

Zip code

90210

- Once your parent or guardian has entered their card details, they should click on the **blue button** that says **“Make test charge and sign up”** (see below).

Make \$0.50 test charge and signup

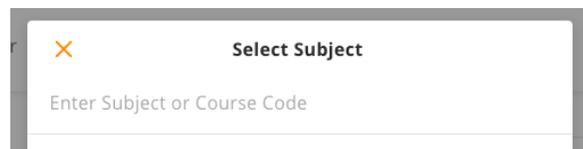
- Now your account is set up, and you’ll be able to request a tutor! Click on **“Request a Tutor”** so you can start the process of finding a tutor. 😊
- The next screen you’ll see is the “Request a Tutor” page. Here you’ll need to first **select which subject you’d like tutoring in**. You’ll be asked “Which subject” and you’ll need to click where it says “Select Subject” (see below).

Which subject?

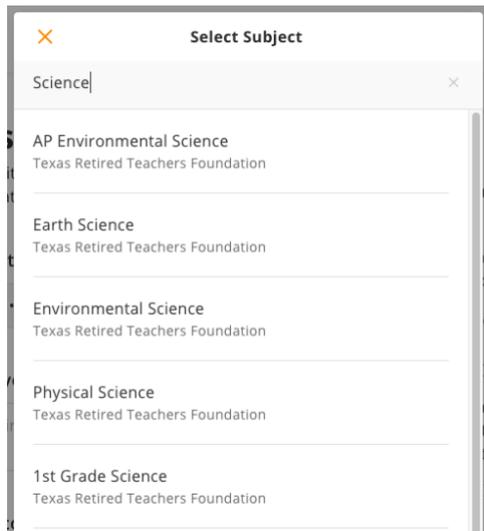
Select Subject

Required

- Once you click that, a box will appear on the screen asking you to **“Enter Subject or Course Code.”** Here you’ll need to start typing the subject that you’re looking for—such as, Math, Language Arts, etc.
  - You can view the list of subjects in the TRTF Tutor Program course catalog [here](#).



- Once you **start typing** the name of the subject, you’ll see the subjects begin to appear. They’ll continue to filter the more you type (see next page).



- Once you see the subject you're looking for, **click on it**. This will make sure your request gets sent to tutors who can help with *that subject*.
- Then, you'll need to provide a short answer about **what you would like to cover**. This will help your tutor get an idea of what you want to work on during your session.
- Next you'll be asked for your **zip code**; this is required for setup purposes, but don't worry—your tutoring session will occur in an **online** environment 😊
- Lastly, you'll need to choose **how often you'd like to meet** with a tutor (see below).
  - This will give your tutor a sense of how much support and assistance you're looking for, whether you're looking to meet weekly or you're preparing for an upcoming exam and just want to meet once (for now). You can always change how often you'd like to meet!

How often would you like to meet?

Multiple times a week	<input type="radio"/>
Weekly	<input type="radio"/>
Twice a week	<input type="radio"/>
Monthly	<input type="radio"/>
One time	<input checked="" type="radio"/>
Other	<input type="radio"/>



- Your next step is to click "**Create Request**"!
- Then you will need to verify your mobile phone number and set your notification preferences.
- Once your request has been created, interested and qualified tutors will respond with **offers** to help.

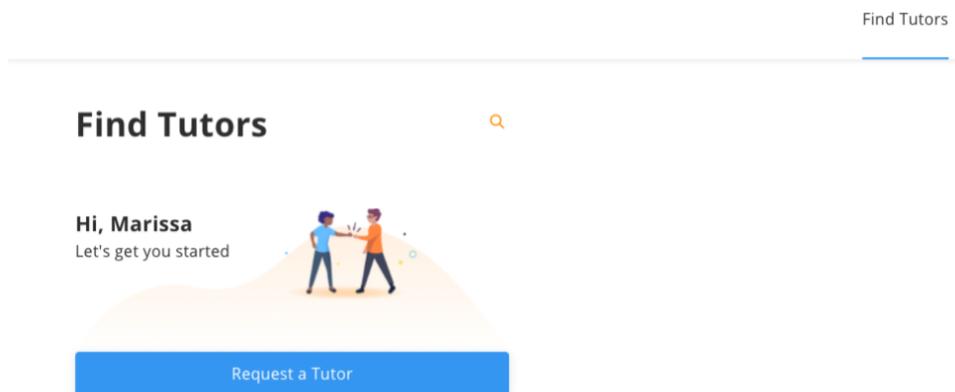
- We recommend downloading the **Knack mobile app** to keep your eye on notifications for when a tutor has offered to help.
  - If you have any questions, please reach out to us via live chat with on the TRTF-Knack tutoring website or [www.joinknack.com](http://www.joinknack.com) by clicking on the blue chat box. You can also send an email to [support@joinknack.com](mailto:support@joinknack.com).

## Accessing Your Account

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

## Finding a Tutor

- Once you're in your account, you'll be able to **Find Tutors**, view your **Inbox** with any messages from tutors, and see your **Sessions** (active and past).
- Whenever you want to request a new tutor, you can go into your account and click on "**Find Tutors**."



- **Follow the steps** outlined in the form (the same that you went through when you signed up and requested your first tutor).
- **Once you've submitted your request**, tutors will review your request and respond with their **offers** to help.
  - Make this even easier by downloading the **Knack app** so you get push notifications when a tutor has sent you an offer.
- You'll need to make sure you check your account regularly to **review tutor offers** to determine which tutor seems like the best fit for you. (More on this in a later section of the User Guide 😊)
- Then, make sure you click "**Choose and Schedule Tutor**" to actually schedule a tutoring session with your preferred tutor (see next page).

**Offers**

 **LeBron J.** Today at 2:27 PM

★ 5 • 22 ratings  
Happy to help!  
\$0

Choose & Schedule Tutor

**Your Request** Share

Organic Chemistry I (Science)  
Tutoring Session • Starting by November 17th

- Clicking on “Choose and Schedule Tutor” will bring up a dialogue box that will prompt you to **choose a tutor** (see below).
- Select the tutor that you want to schedule with for this session and click on “**Schedule Tutor**.”
  - **Note:** If more than one tutor has made you an offer, you will need to select the specific tutor with whom you want to work.

×

## Choose Tutor

You can always go back and schedule a different tutor later.



LeBron J.

✓

Schedule Tutor

- Now your session is scheduled, which you can confirm by making sure it says “**Scheduled**” as seen below in the session on right.

### Active

REQUEST SENT

**Organic Chemistry I**

Today at 5:15 PM • 1 hour 30 minutes

Tutored by LeBron J. 

SCHEDULED

**CHM 2218 Organic Chemistry**

Today at 2:30 PM • 1 hour

Tutored by LeBron J. 

## Reviewing Offers and Messaging a Tutor

- Once you've completed a tutor request, you will start receiving offers from tutors who are interested in helping you. Covers
- Before accepting an offer, we recommend reviewing the tutor's profile and sending them a message.
  - When reviewing the **Offer**, you can view the **tutor's profile** by clicking on the **orange outline** of a person next to “Your Request” toward the top of the screen (see below).

LeBron J.



**Your Request**

- In the tutor's profile you'll be able to review their **bio, availability, and more.**

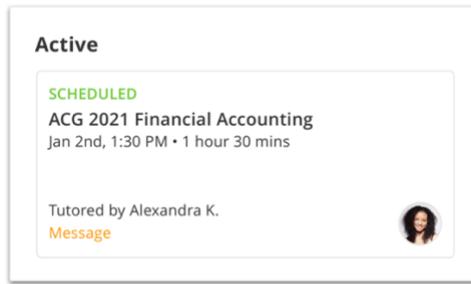
- If you are interested in working with a tutor, you can **get to know them a little by messaging with them** before accepting their offer.

- You can **start a message thread** by clicking on and replying directly to the offer the tutor sent, *or* doing so from the Tutor's profile (see below).

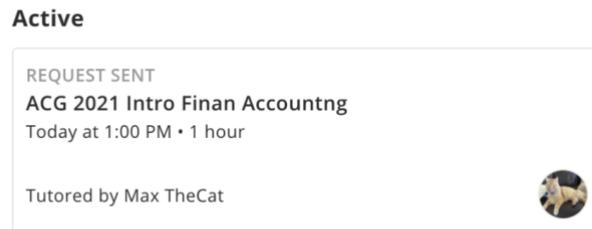
- Once you have started a chat with a tutor, the **thread can always be found in your Inbox.**

## Viewing and Managing Your Sessions

- You will find all of your sessions in the **Sessions** tab.
- Your active, scheduled sessions will look like the **scheduled** session on the next page. You'll know a session is scheduled and confirmed because you'll see **"SCHEDULED"** on the session card.

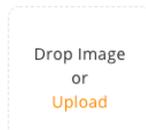


- If you have requested a tutor but the tutor hasn't accepted the details yet, it will look like the **requested** session below. You'll know a session is not yet scheduled because you'll see "**REQUEST SENT**" on the session card.



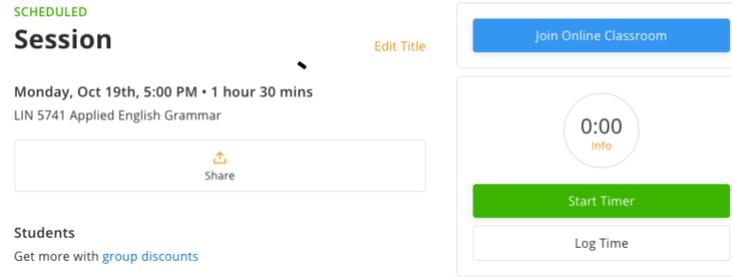
- From the Session view, you or the tutor can add images to the session information (only image files such as JPEG or PNG can be uploaded). This is where you can add a picture of a worksheet or other materials you want work on that you don't have access to electronically.

#### Images



## 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 join the Online Classroom.
  - You will need to click the blue button that says "**Join Online Classroom.**" See next page for image.
  - **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.

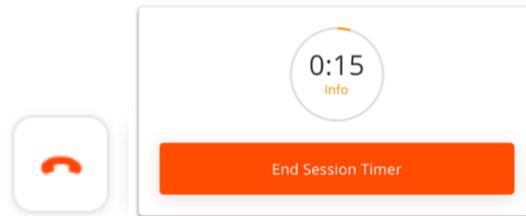


- If you're there first, now you wait for your tutor to enter the classroom.
- Once both you and the tutor are in the classroom, make sure that you and the tutor **both** click on the green button that says "**Start Timer**" (see below)
  - This is important for accurately tracking how long sessions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

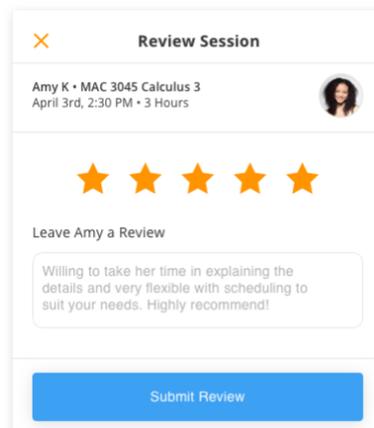


## Ending a Session

- When you and your tutor are done working, you should **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 click "Yes."



- After you complete a session, you will be prompted to **rate and review** your tutor.
  - **Rating:** Select a rating from ☆ to ☆ ☆ ☆ ☆ ☆
  - **Review:** Leave a written review with details about your session and tutor.
  - See below for an example of a student's rating and review of their tutor.



## Online Classroom and Whiteboard

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

The screenshot displays 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 side, there are icons for 'People', a plus sign, and a question mark. Below these are two video thumbnails: one for 'Jessica L.' and one for 'David P.'. In the center, a whiteboard contains the following handwritten math equations:

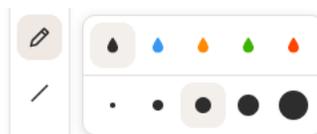
$$X^2 + \frac{b}{a}x + \left(\frac{b}{2a}\right)^2 = -\frac{c}{a} + \left(\frac{b}{2a}\right)^2$$
$$\left(X + \frac{b}{2a}\right)^2 = -\frac{c}{a} + \frac{b^2}{4a^2}$$

Below the whiteboard is a toolbar with various drawing tools: a plus sign, a left-pointing arrow, an eraser, a line tool, a selection tool, a text tool (A), a fill tool with color swatches (black, blue, orange, green, red), a stroke width tool with size swatches (small, medium, large, very large), and a undo/redo arrow. At the bottom left, there are buttons for 'Mute', 'Disable', and 'Share'. At the bottom right, there are plus and minus icons.

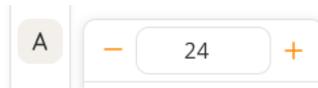
- Once the session has begun, you and your tutor will be able to mute your microphone, disable your video, and share your screen. The buttons to click to complete these actions will be to the bottom-left of your screen (see below).



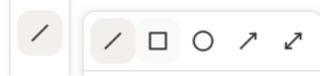
- You can use **Share** to show a web page (chart, graphic, etc.) or even a YouTube video.
- To show work on a practice problem, draw an example, etc. you have a few options.
  - You can **upload a picture** of a handout prior to the session (see section above “Viewing and Managing Your Sessions”) or—more 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.



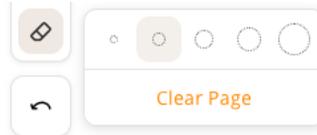
- **Text** – to type into a textbox on the whiteboard; you can adjust the font size and color.



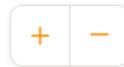
- **Shapes** – to draw a shape onto the whiteboard (line, square, circle, line with arrows); you can adjust the shapes color and outline weight.



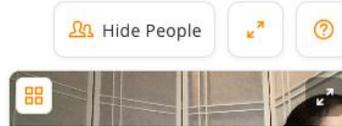
- You can **erase** anything on the board or clear your page (see below):



- 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 tutor'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 tutor'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 a few **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).

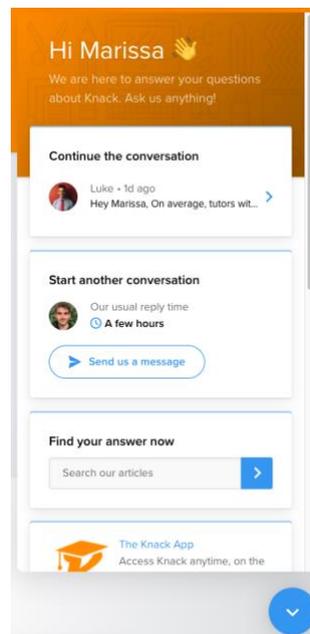


- From here, you'll be able to click on our **How To Guide** (Help Center) or **Chat with Us** (our live chat feature). See below.

How To Guide

Chat with Us

- Clicking on the **How To Guide** will take you into the [Knack Help Center](#), specifically onto the page about the online classroom.
- Clicking on **Chat with Us** will open up the live chat feature with our Support team. They'll do their best to get back to you as soon as they can.



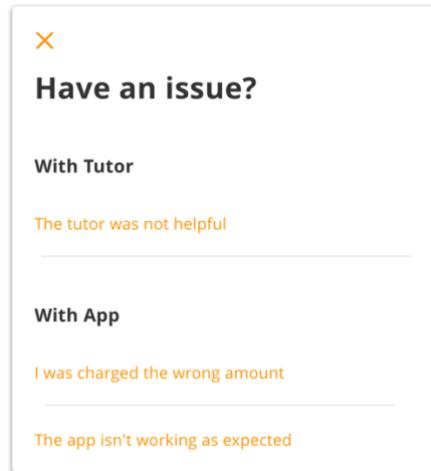
- To inform us about any technical issues, you can also email us at [support@joinknack.com](mailto:support@joinknack.com).

## Disputing a Session

- We try our hardest to provide a smooth experience and ensure that you never have an issue on Knack. Whenever there is an issue, we strive to resolve it as fast as possible.

Issue with session?

- If you have an **issue with a session**, please let us know immediately.
- Head to the **Sessions** tab, click on the appropriate session, and click "**Issue with session?**"
- Please provide an accurate explanation of the issue (see next page); we'll be in contact shortly.



## Additional Resources

We highly recommend reviewing the articles about being getting tutored on Knack in our [Help Center](#).

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

## Frequently Asked Questions

### **What if I want a specific tutor?**

If you want to connect with a specific tutor, feel free to search for their name and request them directly. Even if you want to work with a specific tutor, we recommend you still complete the [Find a Tutor form](#) so that other tutors will reach out.

### **How much does it cost?**

Depending on [any sponsorships available](#) to you, tutoring may be completely free! For sessions that aren't covered by sponsorships, tutors rates may vary so you can review [this help article](#) to learn more about the cost of tutoring. Learn more about entering payment information [here](#).

The Texas Retired Teachers Foundation is working diligently to raise funding so that tutoring is available at little to no cost to students. For more information about this, you can go to their website at <https://trtf.org/tutor>.

### **Why do I have to enter a credit card on sign-up?**

If you are under 13 years old, your parent or guardian needs to give their permission for you to be tutored online through Knack. They must provide their consent for Knack to collect, use, and disclose your personal information to comply with the United States Children's Online Privacy Protection Act (COPPA). You and your family can read more about COPPA [here](#).

As part of the consent approval, Knack needs to confirm that an adult is the one giving consent, which is why we ask for a credit or debit card to run a test charge. This 50-cent test charge will be refunded within 7-10 business days and no card information is stored. The charge is processed by [Stripe](#), a company that provides payment processing software to websites (such as Amazon, Instacart, and Lyft).

### **How long does it take to receive offers from tutors?**

It depends on the subject, but rest assured that all qualified tutors will be notified of your request immediately.

## Are online tutoring sessions available?

Yes! All TRTF Tutor Program tutoring sessions take place online.

## 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 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).

## 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](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).

