Math - Science - Business - Writing

Connect With a Tutor and interact in real time.
Submit your Writing for any class to our Online Writing Lab.
Submit a Question and receive a reply from a tutor.

Follow these steps to get started:

Go to http://services.smarthinking.com and log in, based on the following guidelines:

- Your username will be your Catamount email address and your password will be your 92#.

Log into your Smarthinking account whenever you need help!

Technology Requirements and Troubleshooting

- Enable Cookies/Javascript (install Java here http://www.java.com)
- Disable all popup blockers
- Refer to our full list of the most up to date settings here http://services.smarthinking.com/static/customerSupport/technicalRequirementsFAQ/

Need help using Smarthinking?

Click on the Smarthinking Student Handbook found under the Academic Resources!
You may also contact Customer Support at support@smarthinking.com
888-430-7429, ext. 1 they are available Monday - Friday, 8am - 9pm Eastern Time
An Overview of How to use Smarthinking

Once you are logged in, you will find various tabs along the top:

- **Reserved Sessions** – contains a list of all sessions you have scheduled in advance using “Scheduled Tutoring”
- **Personal Archive** - contains transcripts of your online sessions, copies of responses to questions you have submitted, and reviews/critiques of papers and essays submitted to the Writing Center
- **Manage Account** - provides access to your Smarthinking profile where you can change your password or email address, and information about your use of Smarthinking
- **Customer Service** - provides access to information that will help you solve any problems that arise when you are using Smarthinking
- **Academic Resources** – below the red tabs you will see Academic Resources. This provides access to the Smarthinking Writer’s and ESL Writer’s Handbooks, an Accounting Glossary, a Study Guide Handbook, and links to other sites that provide support for students studying mathematics.

In the center of the screen, your options for tutoring are displayed:

**Writing Center** is used to send an essay or paper draft to a tutor for review. Smarthinking strives to return Essays within 24 hours.

**Drop In Tutoring** is used when you want live tutoring right away. Simply click on your subject to be connected to a tutor.

**Scheduled Tutoring** is used when you want to make an appointment for future tutoring. If you know that you cannot make a scheduled session, you MUST CANCEL IT WITHIN 48 HOURS OF THE APPOINTMENT TIME IN ORDER TO NOT BE CHARGED FOR IT

**Offline Questions** is used when you don’t have time for a live session. A tutor will respond usually within 24 hours.

There is a more detailed handbook of these steps inside your account. Simply click on the **Smarthinking Student Handbook** found under the Academic Resources!
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