

Upswing FAQs

Schedule a Tutoring Session

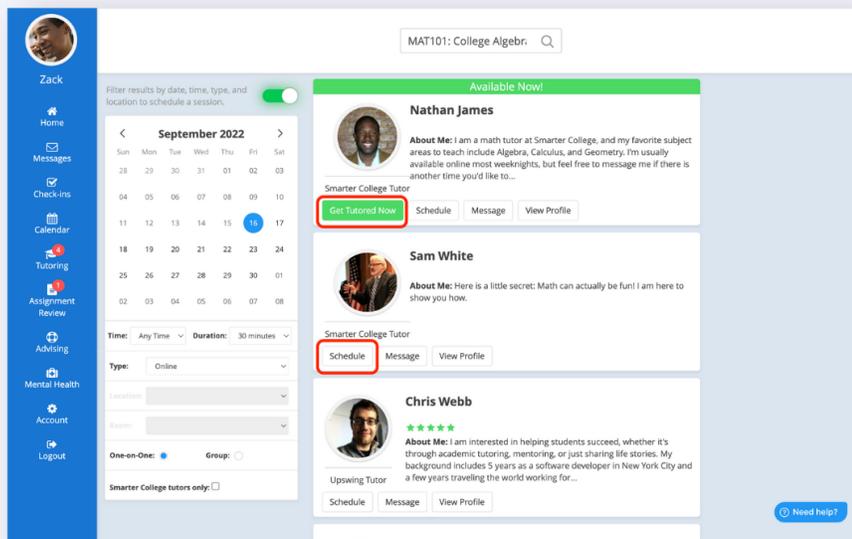
Upswing

 FAQs: Tutoring

How do I schedule a tutoring session?

Once you're logged into the Upswing platform, click **Tutoring** on the left menu bar. From there, you can search for your course or a tutor by their name. You can then refine your results by date, time of day, location, and length of session. Once you've found the course and tutor you'd like, click **Schedule** to schedule your session.

You can also request to meet with a tutor immediately. In order to meet with a tutor immediately, look to see if they are available for an immediate tutoring session. They will have a green **Available Now** bar above their contact information. To schedule an immediate session with that tutor, click their green **Get Tutored Now** button.



Have questions? Visit upswing.zendesk.com for Upswing support!

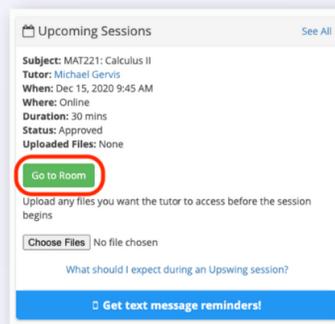
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For more information, please visit the [FAQ Zendesk](https://upswing.zendesk.com).

How do I join a tutoring session?

When it's time for your session, log into Upswing and click on **Tutoring** on the left menu bar. From there, look for the **Upcoming Sessions** box and find your upcoming session. Click **Go to Room** to join the session.

This button will appear 5 minutes before your session.



Canceling a Tutoring Session

How do I cancel a tutoring session?

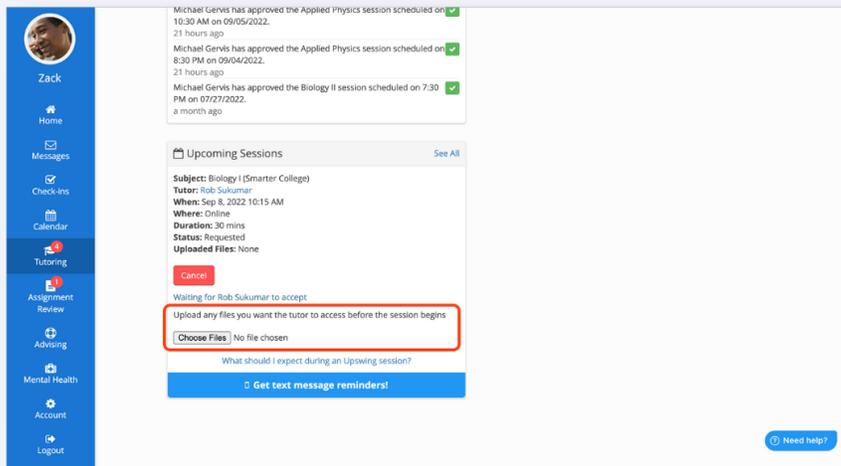
Click **Tutoring** on the left menu bar. Scroll down to the **Upcoming Sessions** box. Find the session that you wish to cancel. Click the red **Cancel** button. The status should be updated to Canceled.

You should also send the tutor a message to let them know you canceled the upcoming session. In order to do this, click on the tutor's name and send them a message via the **Send a message** button in the upper right corner of their profile.

How should I prepare for a tutoring session?

There are a few things that you can do to make sure you're prepared for your upcoming tutoring session:

1. Upload any documents that you'd like to review with the tutor. This could be an assignment that you are working on, a syllabus, or anything that the tutor should know to help make the most of your time together. In order to upload files, navigate to your upcoming session within the tutoring page and click on **Choose Files**.



2. Come prepared with questions. Take a few minutes before your session to write down some questions that you would like to ask your tutor. Coming prepared will help you get the most out of your session with your tutor.

What do I do if I can't log in?

If your login credentials aren't working or you're experiencing any other issues, reach out to support@upswing.io for next steps.

How do I reset my password?

Follow the directions in the previous page to get to your school's Upswing login page. From your school's Upswing login page, you should see a **Forgot Password?** link. This should prompt you to enter your email address to receive a link via email to reset your password.

Some schools use students' school credentials to log into Upswing. In that case, you'll need to reach out to your school's IT helpdesk to reset your password.

If neither of these options work or you're experiencing any other issues, reach out to support@upswing.io for help.