

University of Memphis – Athletic Department

Help when you need it: 24 hours a day! That's



Online Tutoring: Anywhere, Anytime

*Math • Bilingual Math • Introductory Anatomy & Physiology • Biology • Chemistry • Organic Chemistry
Physics • Economics • Finance • Accounting • Statistics • Spanish • Writing • Reading •
Computers & Technology*

Free Online tutoring is available with access to Smarthinking. With **smarthinking**, you can

- **Access** a live, personal session with a Smarthinking tutor in **Drop-In Tutoring**.
- **Schedule** a personal session with a tutor of your choice in **Scheduled Tutoring** – including voice options for mathematics, writing, reading, and Spanish.
- **Submit** your writing for any class to our **Writing Center**.
- **Send** a question to a Smarthinking tutor with **Offline Questions**.

Follow these steps to get started:

- **Go to** <http://services.smarthinking.com>
- **Enter** username = umathlete and password = starfish
- **Complete** account registration information to create your personal account. Make a note of your username and password.
- **Review** the Student Handbook from a link in the Academic Resources area of your Smarthinking home page. This document will provide information on the use of the tools in the whiteboard, submission of papers and other features of our service.

Need help with your writing assignments?

If you have questions about grammar, style (APA or MLA), organization, or content development, then choose **Writing (All Subjects)** in the **Drop-In Tutoring** area. This option can also support you with pre-writing activities such as brainstorming, outlining, or thesis development

If you are ready to submit your draft for review, submit it to an essay center choice under **Writing Center**. A professional writing tutor will review your paper and provide feedback via your **Personal Archive** within about 24 hours.

Need help with your Math, Science, and Business coursework?

Connect with a live tutor by choosing the subject area under Drop In Tutoring to share a chat session with a professional tutor. Type your question in the whiteboard and click the *Enter Question* button. You may have to wait a few minutes to get connected but once you do, you'll have the tutor's full and undivided attention! You can also load graphics, office docs, and PDFs into the whiteboard with the *Share Document* feature

Technology Requirements and Troubleshooting Tips

- Enable cookies and JavaScript. If you need to install Java, go to <http://www.java.com> and follow the instructions for the free download.
- Enable ActiveX if you are running Internet Explorer.
- Allow all popups for "smarthinking.com"

The SMARTHINKING Technical Support team is available to assist you. The [Online Knowledge Base](#), which is located in the Support section of our site www.smarthinking.com, can answer many questions you may have about using the service. First check the information in the knowledge base, but if you still need help, you may contact our support team at [Customer Service](#) (<http://www.smarthinking.com/support/customer-service/>).