

# Getting started with eTutoring – Students



## What is eTutoring?

eTutoring is an online tutoring platform which allows tutors to work with students synchronously and asynchronously, answering questions in real time, or replying to questions and essay submissions that students have left for review and commentary.

[Click here to watch a video introduction](#) about eTutoring

[Click here for more information](#) on eTutoring

To access eTutoring from your Canvas course, please follow the steps below:

**NOTE: You MUST have popups enabled in your browser to access eTutoring from within Canvas.**

- [Login instructions \(steps 1-3\)](#)
- [Forgot your password?](#)
- [Login error – you have no account](#)
- [Need help?](#)

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## Login instructions (steps 1-3):

### Step 1) Click on eTutoring from the left menu in your course:

A screenshot of a course page. At the top left, there is a hamburger menu icon and the text "Test Course". Below this is a vertical navigation menu with items: Home, Modules, Assignments, Discussions, Grades, eTutoring (highlighted with a red box), Collaborate Ultra, Panopto, and Recordings. To the right of the menu is a section titled "Recent Activity in Test Course" containing a message box that says "No Recent Messages You don't have any messages to show in your stream yet. Once you begin participating in your courses you'll see this stream fill up with messages from discussions, grading updates, private messages between you and other users, etc."

### Step 2) Select your account:

A screenshot of the eTutoring.org account selection page. The page has a blue header with the eTutoring logo. Below the header, there is a text block: "The following accounts were found, please select the account which corresponds to your account. Once your selection is made, you will be asked to verify your account by entering your eTutoring.org account username and password." Below this is a table with the following data:

Select Account	Last Name	First Name	Email Address	Institution
<input checked="" type="radio"/>	Test	Name	test@my.bridgeport.edu	University of Bridgeport

Below the table is a text block: "If your account is not listed, please contact your coordinator." At the bottom of the table area is a "Select Account" button. The footer of the page includes the eTutoring logo, a list of links: "Contact Us | Support | System Requirements | Legal & Privacy", the copyright notice "Copyright 2016 - Connecticut Distance Learning Consortium (CTDLC)", and a Facebook icon.

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## Step 3) Enter your eTutoring username & password:

Enter your eTutoring username (same as your UBNET username) and your eTutoring password (if logging in for the first time your password is your UB ID#).

You will now automatically be logged in to eTutoring when accessing it from Canvas:

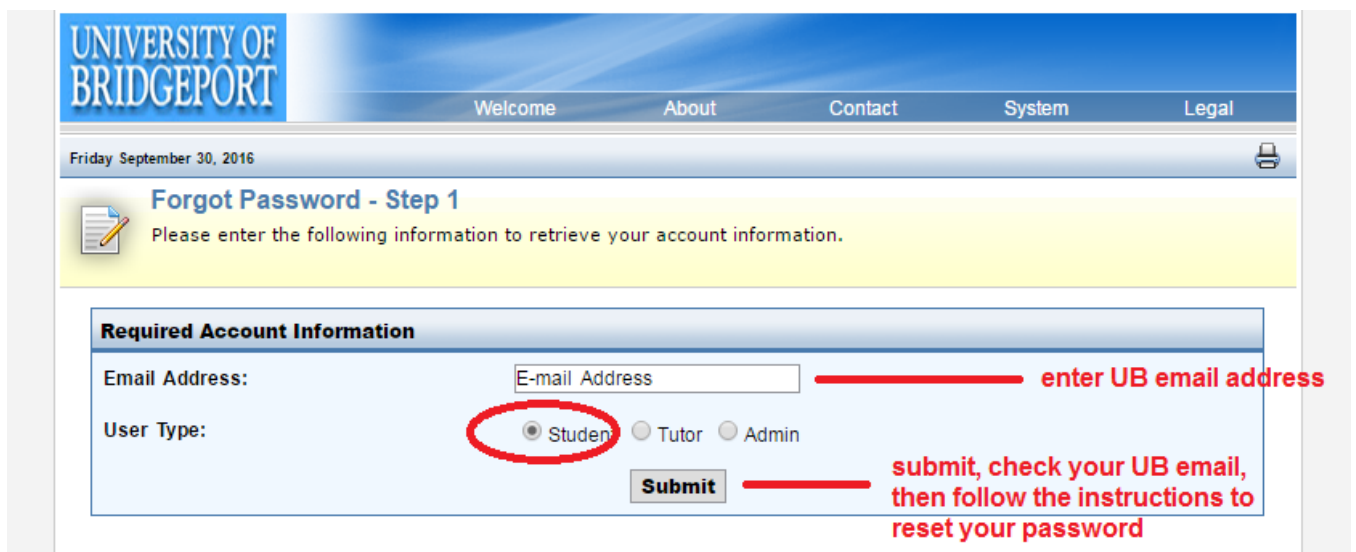


The screenshot shows the eTutoring.org login page. At the top, there is a navigation bar with links for "Welcome", "About", "Contact", "System", and "Legal". Below the navigation bar, the date "Friday September 30, 2016" is displayed. The main heading is "Verify Your Account". A note states: "Note: This page is encrypted to the highest level of security, using the same technology banks use to secure online banking transactions." Below the note, there are two bullet points: "Please type your etutoring.org username and password." and "You will be asked to type the password a second time to verify you have entered it correctly." The form contains three input fields: "Etutoring.org Username:", "Etutoring.org Password:", and "Confirm Etutoring.org Password:". A "Confirm SSO Account" button is located at the bottom left. Red arrows point from the text "enter your UBNET ID" to the username field, and from "enter your etutoring password" to the password and confirm password fields.

## Forgot your password?

If you do not remember your password:

- [Click here](#) then follow the instructions below:



The screenshot shows the "Forgot Password - Step 1" page on the University of Bridgeport website. The page has a yellow background and a navigation bar with links for "Welcome", "About", "Contact", "System", and "Legal". Below the navigation bar, the date "Friday September 30, 2016" is displayed. The main heading is "Forgot Password - Step 1". Below the heading, there is a text box that says "Please enter the following information to retrieve your account information." The form contains two input fields: "Email Address:" and "User Type:". The "Email Address:" field is a text box with the placeholder text "E-mail Address". The "User Type:" field has three radio buttons: "Student", "Tutor", and "Admin". The "Student" radio button is selected and circled in red. A "Submit" button is located at the bottom right of the form. Red arrows point from the text "enter UB email address" to the email address field, and from "submit, check your UB email, then follow the instructions to reset your password" to the submit button.

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## Login error – you have no account

If you get the following message saying that you do not have an eTutoring account, please contact the UB eTutoring admin using the email listed below:

***“We are sorry but we could not match your profile with any account. Please contact your coordinator.”***

UB eTutoring admin: [TLC@bridgeport.edu](mailto:TLC@bridgeport.edu)

## Need help?

If you need technical support or help using eTutoring:

- Online: [eTutoring online support](#)
- Phone: 866-GO-CTDLC (866-462-8352)