

# Get Live Help with a Paper Tutor

Once in a live help session, students can:

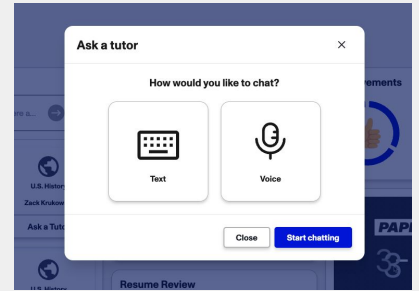
- 1** Send **messages** and **audio notes** (elementary school), use **voice typing** to dictate messages and **text reader** to hear text messages read out loud.
- 2** Share files and images by selecting **Send File**.
- 3** Collaborate with a tutor on a shared whiteboard by clicking **Draw** in the lower right corner of the chat session.
- 4** Bookmark key learning moments to review later by hovering over a chat bubble and clicking the **bookmark icon**.

Students can end the session at any time by clicking **End Session** in the top right.

The screenshot shows a live help session interface for a user named Ghazal (Ms Johnson - Math P3). The interface includes a search bar, an 'End' button, a profile picture of the tutor, and a message: 'You're talking to Ghazal, who can help you with Ms Johnson - Math P3'. A chat bubble contains the message 'Hi Karla'. There are two audio player controls showing waveforms and playback progress. A whiteboard area displays the mathematical expression  $\frac{1}{2} + \frac{2}{3}$ . A button below the whiteboard says 'I don't know how to do it'. At the bottom, there is a rich text editor with icons for bold, italic, underline, strikethrough, and link, along with a camera icon. On the right side, there are icons for download, play/pause, and a smiley face. At the bottom right, there are buttons for 'Send file' and 'Draw'. A footer note says 'Press (ctrl) (enter) to change line'.

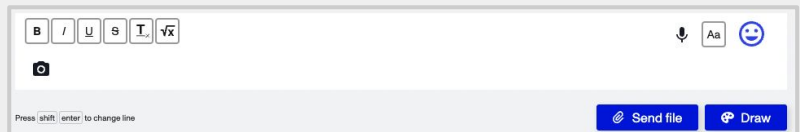
1

You can send voice messages whenever you're in a live-session with a tutor! When you go to start a session, just select voice and click "start chatting".



2

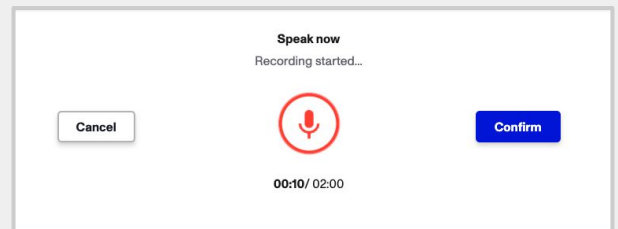
To send a voice message, click the microphone icon in the chat bar.



*\*You might have to enable microphone permissions.*

3

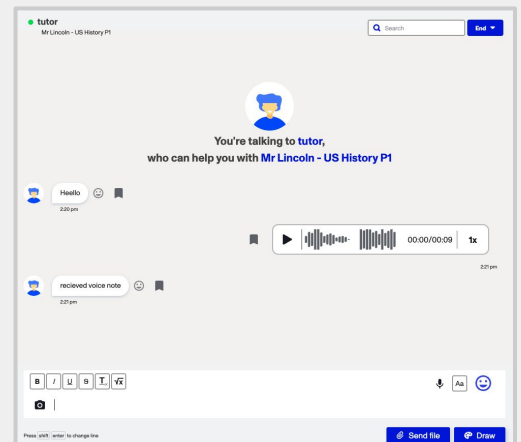
After that a recording will start right away, and you will be able to explain your question to the tutor.



4

Then click confirm and send your recording, and then your tutor will be able to listen to it.

*\*\*Note that students and tutors can now click on the "T" icon to see their messages transcribed as well*



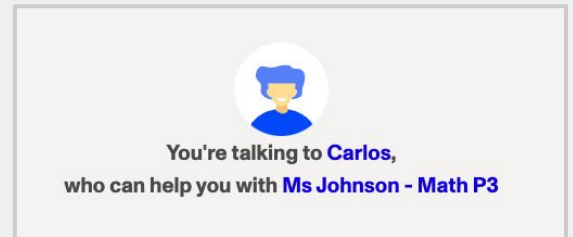
5

Your tutor can reply with a voice message of their own, or reply with a text message. They can also listen back at a playback speed of their choice.



1

You can now speak aloud during a Live Help session, and have your voice transcribed to text.



2

To turn your voice into text, simply click on the sound wave icon in the chat to start "recording" your speech.

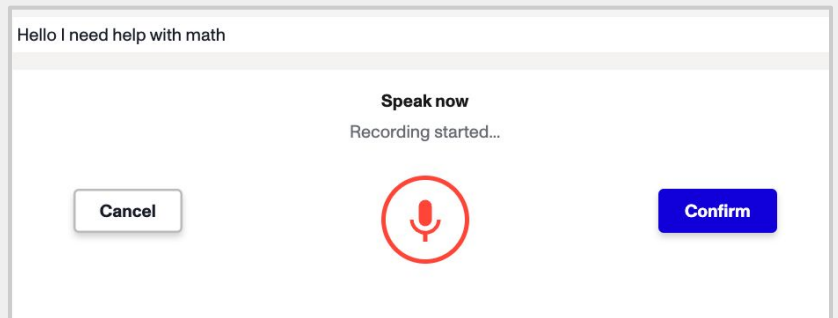


*\*You might have to enable microphone permissions.*

3

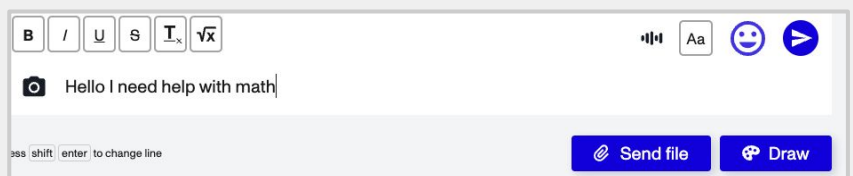
Next, you'll see your spoken words turn into typed text on the screen.

*\*Be sure to speak slowly*



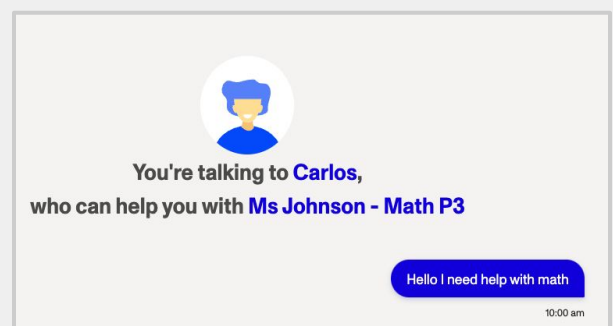
4

You can then choose to edit the text before sending, or simply send as-is if the text is ready to go.



5

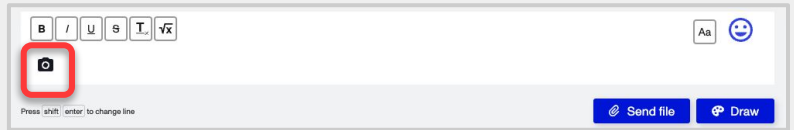
Your tutor will see the message appear on screen as if you wrote it using your keyboard.



# How to use the camera in Live Help

1

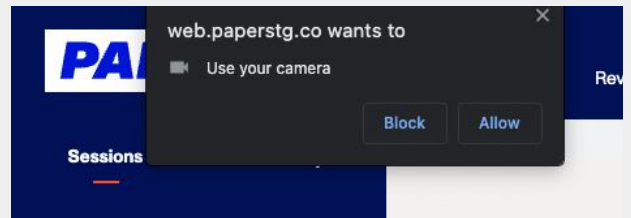
You can now send pictures of what you're working on right from your computer!



First, click the camera icon.

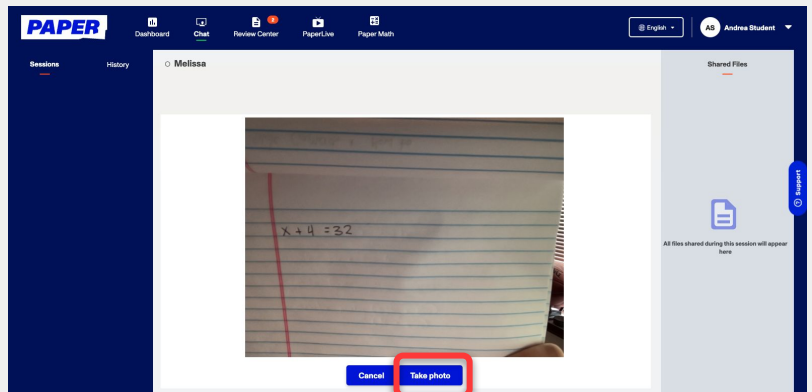
2

If you're using this for the first time, you'll need to enable your camera.



3

Then you'll be able to take a picture of what you're working on. Just line it up in the camera and click "Take Photo".



Note - camera is front facing, students should try to not include their face in the photo.

4

Once you're happy with the photo, click send photo and it will appear in the chat with your tutor.



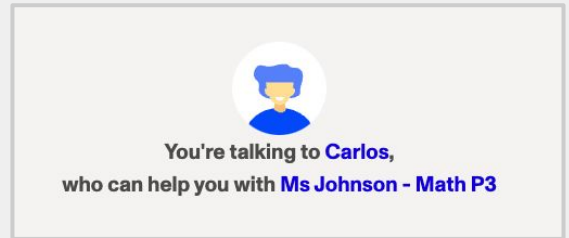
5

After that you'll be able to communicate with your tutor using text and images in the chat window.



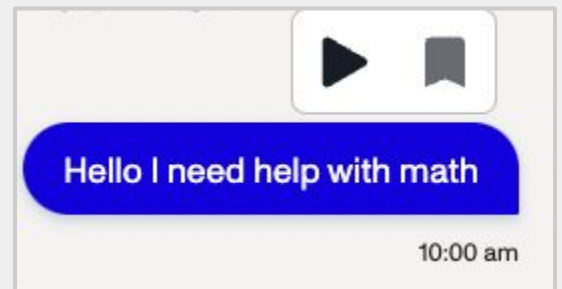
1

You can now press “play” and have text-based messages read out loud during a Live Help session. Note that the voice you hear is a programmed voice.



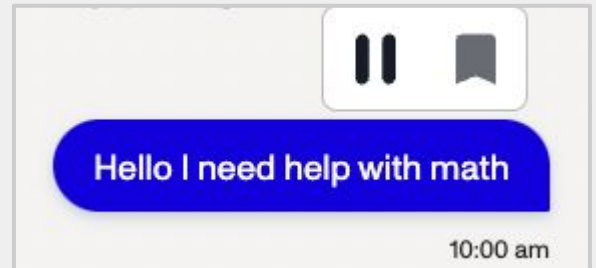
2

To listen to a message that either a student or tutor has sent, you can hover over a message to access the play button.



3

After that, press play to hear the message read out loud. You can also press pause at any time.



4

Students can also listen back to the voice reading at a playback speed of their choice.

