

# HOW TO HOLD A SUCCESSFUL TUTORING SESSION – AS A LEARNER

## ✉ MESSAGING YOUR TUTOR:

- You can message your Tutor any time prior to your paid / booked session by visiting [www.needatutor.com.au](http://www.needatutor.com.au) and logging in with your email and password.
  - **'My sessions' page** will appear with all your upcoming session details. Simply click on the **'Message' button** to contact your Tutor.
  - If you have a message from you Tutor you will see a dot above the **'Message' tab**.
- 

## ✓ TO START A SESSION:

- You will receive a text reminder on your mobile / smartphone 15 minutes before the start of your session.
  - Proceed to [www.needatutor.com.au](http://www.needatutor.com.au) and log in with your email and password.
  - Be sure you are ready and in front of your computer prior to commencement time.
  - Ensure you are free from distractions.
  - Enable the best Wi-Fi signal by shutting down any other Wi-Fi enabled devices during the session and ensure you are as close as you can be to the internet source (the minimum bandwidth requirement for video is 700 kbps and for audio it is 100 kbps). Slower speeds will work, however you may experience issues with video and audio quality. Chrome and Firefox browser settings will ensure optimal video and audio quality.
  - Ensure you are on the **'My sessions' tab** with the upcoming session visible.
  - At the scheduled start time, you will see a timer count down for 60 seconds whereupon the session will be open.
  - Select **'Join now'** and the video link will automatically connect.
  - Refresh the browser should you lose connectivity at any time throughout the session.
  - If your Tutor does not enter the video and commence the session within 15 minutes of the start time your fee will be refunded.
  - After the session, you will be asked if you would like to rebook the same Tutor and to provide feedback on this Tutor for other Learners.
- 

→ If you have any question / feedback prior or after your session, please email us on [nat@needatutor.com.au](mailto:nat@needatutor.com.au)  
*Happy Learning!*