TutorCruncher

A Beginner's Guide for Clients

Part 1: Your Profile and Students

When you first log into TutorCruncher, the first thing you will be able to see is your client profile and dashboard. This is where you will be able to get a great overview of your account.

If you want to edit your account and change any of the details you can click the top right hand corner drop down menu and select 'Account'. Here you can view all your details and edit any details about your profile, address and any additional fields.

Where can I view the student's associated with my profile?

If you would like to view the students attached to your profile you can view these by going to the 'Student' tab in the left hand menu.

If you would like to add additional students, please get in touch with your tutoring agency.

How do I reset my password?

If you have forgotten your password you can easily reset it by going to the Login Screen and selecting 'Reset Password' below the password text box.

This will send you a password reset email to your default email address.

Part 2: Learn More About Scheduling

In the left hand menu you are able to navigate to different sections of your profile, where you can view all information related to your upcoming tuition, available lessons and your student's reports.

What is the calendar?

In the 'Calendar' tab, you can view your upcoming lessons.

You can click on each of these appointments to get a bit more information about what each calendar entry is. You can view a variety of information such as the tutor holding the lesson, which of your students is involved in it and when/where the lesson will be.

How do I join an online lesson from within TutorCruncher?

To join a video call for an upcoming lesson, you need to do the following:

1. Navigate to the 'Jobs' tab in the left hand menu and select the job associated with your lesson.
2. Click the schedules lesson, to get to the lesson detail screen.
3. Here you can select the green button to join the online lesson.

How do I view available lessons?

If you want to book extra lessons for one of your students, you can easily do it within TutorCruncher.

1. Go to the 'Bookable Lessons' tab in the left hand menu.
2. Here you can find all the lessons which are available to join.
3. Select the lesson you want to join.
4. Within the lesson booking pop up select which of your students will join the lesson and click 'Join Lesson'. This lesson will now appear in your Calendar and Jobs tab.

How do I cancel a lesson?

If you would like to cancel a student's lesson you can do so by following these steps.

1. Go to the 'Jobs' tan in the left hand menu.
2. Select the job, which includes the lesson you want to cancel.
3. Click on the scheduled lesson to get to the lesson detail screen.
4. Next to the student's name click the 'Cancel booking' button. If you have multiple students attending the lesson you will be able to cancel the lesson for

just one of them or all of them, by clicking the button next to each student's name.

Where can I view lesson reports?

Lesson reports can be viewed on your client dashboard (go to Part 4 to find out more). Alternatively you can also navigate to the 'Reports' section of the left hand menu.

Within this section you can view all of the reports associated with each of your students.

How can I view documents shared with me?

TutorCruncher allows you to upload documents and view documents shared with you via the system. You can access documents using the 'Documents' folder on the left hand side of your dashboard. This area can be used to upload documents such as the homework of one of your student's.

This is also where your tutoring agency might share important information such as FAQs or monthly updates, so be sure to keep an eye on this tab!

Part 3: Understanding Accounting

The TutorCruncher system works based on two key payment methods: credit requests, which facilitate upfront payment, and invoices, which are for payments made after a lesson has already happened.

You can find both Invoice and Credit Requests in the left hand menu of your TutorCruncher account. Here you can view details about historic and outstanding invoices, as well as pay them using the TutorCruncher payment gateways.

Part 4: Understanding Your Dashboard

The TutorCruncher dashboard displays all of the key information you may need to look at on a daily basis. This means you can easily see any outstanding invoices, credit requests or new reports.

Here is how each section of the TutorCruncher Client Dashboard do:

Balance History: Your balance history gives you the details about all the past transactions on your account meaning you can always keep track of your finances within TutorCruncher.

Unpaid Invoices: In this section you are able to see any outstanding invoices which you need to pay. You can click on the invoice to view the bill and to pay it.

Unpaid Credit Requests: This section works in a very similar way to Unpaid invoices. The main difference is, here you can see any outstanding upfront payments. Again you can click on any of these items to view their details and pay them.

Reports: Here you can see your most recent reports, and can monitor if you have any new ones. This dashboard panel allows you to keep up to date with your student's progress and tutor feedback.

Additional Support

If you didn't find what you were looking for, go to our **Help Guide** and look up your question there for an answer.

Please note that the text in this guide has been prepared as of 14/10/2020. To view the guide with all the most recent updates, please visit our **PDF Guides**.