

Learning at home



Getting started with MyTutor online lessons

What is MyTutor?

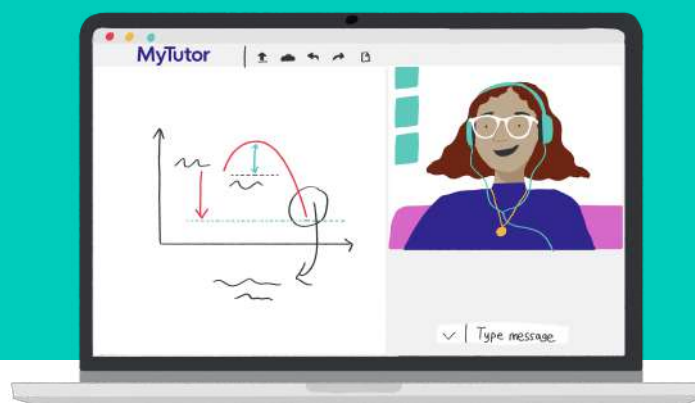
At MyTutor, we provide online tutoring lessons from home, to help keep your child's studies on track. We'll match your teen up with a talented tutor currently studying at a top UK university, who'll help them to tackle specific topics they're struggling with and build their confidence.

What you need to get started

To have online lessons at home, all your child needs is a laptop, desktop computer or tablet, and a microphone headset.

We'll take care of the rest!

Your first lesson



Our one-to-one and small group lessons happen live, in our interactive Online Lesson Space. Your child will be able to see, speak, draw and type with their tutor. You can see a preview of what it looks like in [this video](#). In the first lesson, the tutor will:

- Say a friendly hello and do a quick introduction
- Talk to your child to understand a bit about their learning style, personality, and any specific topics they find tough in their tutored subject
- Use guidance from your child's teacher to tailor the lesson, focusing on areas where your child could use some extra help

After each lesson, your tutor will write up a report so that teachers can keep an eye on what's been covered and get updates on your child's work.

Safety first



Our tuition programmes are trusted by over 600 schools, and we've put lots of measures in place to keep children safe during lessons.

Here are a few key points to put your mind at ease:

- We personally interview every tutor and make sure they have a clean, enhanced DBS certificate, with the barred list checked
- All communication takes place on our platform and no personal details are shared
- All lessons are recorded and you can watch them back for up to a month

Safety concerns

If you have a safety concern at any time, please let us know straight away by emailing schools@mytutor.co.uk, as well as reaching out to your school's Designated Safeguarding Officer.

For more information on how we keep students safe, please read our full [Safeguarding Policy](#).

Our home learning tips



Every family, school and home is different. Your child might already have a busy timetable of school lessons, or maybe you've got your own extra homeschooling plan in place.

Whatever your situation, our lessons are a great way to support learning that's going on in other settings - whether that's in class or at the dining table! To help your child get the most out of their MyTutor sessions, we recommend:

- If you have room, set up a quiet, de-cluttered space for your child to work
- Try to remove any digital distractions during lessons - making sure their phone is tucked away and out of sight, for example
- Give them a goal to focus on. Although it might be especially hard to feel inspired at the moment, it's good to remind your child that all the learning they do now will be really valuable for their exams, and for their future next steps
- Check in with your child to ask how they're finding the lessons and how they're getting on with their tutor

How to log in



Logging in to MyTutor is really simple. Here's how you do it:

- Open your Google Chrome or Safari internet browser
- Go to mytutor.co.uk/schools/login
- Enter your username and password (the school will share this with you)
- Run the setup test to make sure all your tech is working
- Explore the pupil portal to see your upcoming lessons

Technical Issues, sorted



In case you run into any tech issues when using the platform, here are some quick links on how to solve the most common problems:

For Windows

- [How do I enable my camera and microphone in the browser?](#)
- [Why aren't my camera or microphone recognised by the browser?](#)
- [Why isn't the lesson space audio working?](#)

For Mac

- [Why aren't my camera or microphone working on Mac?](#)
- [Issues while using Mac computers](#)

Can't find your problem here?

Our [Technical Support section](#) has lots more tips and quick fixes for tech issues. And if you still can't find an answer, you can contact schools@mytutor.co.uk or call **0203 773 6025**, and a member of our team will help.

Rescheduling lessons



Sometimes things come up, and we understand that it's an especially difficult time.

If you need to reschedule a lesson, we just ask that you let your school know with as much notice as possible - ideally at least 3 days in advance.

This will give us enough time to update your tutor and adjust the timetable, without having to charge the school.

Cover tutors

You'll have regular lessons with the same tutor each week. But if your tutor gets held up or has a sudden change of plans, we'll need to match you up with a cover tutor for that lesson.

If your tutor isn't there right away when you launch the Lesson Space, don't worry: just keep the Lesson Space open and sit tight for a few minutes, and a cover tutor will be with you ASAP.

Need a hand?

If you have any general questions about the MyTutor programme, your school will be able to help. For any technical problems, or advice on how to use the platform, you can reach us on:

Email: schools@mytutor.co.uk

Phone: 0203 773 6025