

# Help when you need it: 24 hours a day! That's



## *Online Tutoring: Anywhere, Anytime*

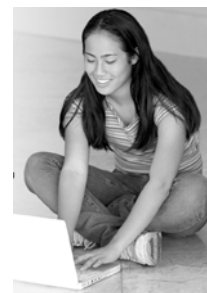
*Math ▪ Bilingual Math ▪ Introductory Anatomy & Physiology ▪  
Biology ▪ Chemistry ▪ Organic Chemistry ▪ Physics  
Economics ▪ Finance ▪ Accounting ▪ Statistics ▪ Spanish ▪ Writing*

It's 12am the night before your final and you're stuck on a problem. You decide it's too late to email your professor or call classmates. As you slip deeper into panic mode, you gulp your caffeinated drink and mumble under your breath, "where is help when I need it?"

Tired of situations like this one? We've got the answer to your studying needs!

### ***With SMARTHINKING, you can***

- **Connect With an e-structor** and interact with a live tutor.
- **Schedule a Personal Session** with an e-structor of your choice.
- **Submit your Writing** for any class to our Online Writing Lab.
- **Submit a Question** and receive a reply from a tutor.



### ***Follow these steps to get started:***

- **Ask your instructor** to make online tutoring available to students in the course.
- **Logon** to your OCC course in Blackboard.
- **Click the *Smarthinking Online Tutoring*** link inside your course to connect with a live tutor or to get help with your essays, research papers, and other writing assignments.
- **If your course is not available through Blackboard** visit the Student Success Center for further instructions on accessing ***Smarthinking Online Tutoring***.

#### ***Technology Requirements***

- **OS:** Windows 98 +, Mac OS9 +
- **Browser:** Windows: Netscape 6 +, Internet Explorer 5.01 +, Firefox 1.0.4+.  
Apple Mac: Internet Explorer 5.1+, Safari 1.2+, Firefox 1.0.4+
- **Connection:** 28.8K min. / 56K+ preferred
- **Cookies/Javascript** should be enabled.
- **Popup Blockers?** Please disable all popup blockers for www.SMARTHINKING.com

#### ***Trouble shooting tips***

- Make sure that your browser is set up to allow cookies and pop-up windows. SMARTHINKING uses both of these.
- Make sure that you have Java installed. If you need to install Java, go to <http://www.java.com> and follow the instructions for the free download.
- Make sure you have Flash™ 7.0.19+ for Windows or Mac OS X installed. If you need to install Flash™, go to <http://www.macromedia.com> and follow the instructions

Need help using SMARTHINKING? E-mail Customer Support at [support@smarthinking.com](mailto:support@smarthinking.com) or call (888) 430-7429 ext. 1