



Access through Blackboard Tools Menu

ACC provides all ACC Students **5 hours of free online tutoring per semester** for your ACC classes in which you are currently enrolled!

SMARTHINKING Online Tutoring is best used with...

- Mozilla Firefox – Current Release Channel
- Internet Explorer 8 or 9
- Google Chrome – Current Release Channel
- Safari 5.x

All browsers must enable Cookies, JavaScripts, Active Scripting, and Pop-up Windows. Software required for your browser includes Java 6 or higher and Adobe Flash Player 9.0.28 or higher. Internet Explorer needs ActiveX enabled.

- First, you will need to set your internet browser's pop up blocker to allow the Smarthinking.com website, so it will open as a new window. Please see your web browser's help section for information on allowing pop ups. Enable Cookies, JavaScripts, and Active Scripting. Free downloads of Java 6 or Adobe Flash Player 9.0.28 are available under BlackBoard Support.
- **To get started**, use your ACCeID and password to get into Blackboard as you normally do, then in the Blackboard Support & Services Menu, click the SMARTHINKING link. It will launch a new window to the SMARTHINKING website. Then choose your tutoring service.
- Smarthinking provides tutoring in mathematics (basic math through Calculus including Bilingual Math), Biology, Intro Human A & P, Chemistry, Organic Chemistry, Physics, Economics, Accounting, Intro to Finance, Statistics, Spanish, Writing, Career Writing, Essay Center, Reading, and IT support for MS Office.
- Now when you choose tutoring by appointment, for some subjects, you may interact with your Smarthinking tutor using voice communication with the whiteboard or instead of the whiteboard.
- For assistance with Smarthinking you may contact the Smarthinking Customer Service website: <http://www.smarthinking.com/support/customer-service/> or talk to your Smarthinking Tutor.
- For Blackboard, please contact the ACC Helpdesk (512-223-4357) or discuss your BlackBoard concerns, including setting up your ACCeID, with a Computer Tech at any ACC Learning Lab.
- You may discuss additional time with Jim Nelson jnelson@austincc.edu . Please include your ACCeID with your request. Distance Learning Students are welcome at any ACC Learning Lab!