



Helping Students Succeed with 24/7 Online Academic Support





SMARTHINKING (www.smarthinking.com) is an online academic/tutorial service provided to CPS students free of charge. All CPS students currently enrolled in one or more undergraduate or graduate course(s) are eligible to use this free service. SMARTHINKING offers tutoring in the following subject areas:

Subject areas*	Schedule
Basic Math Skills, Algebra, Geometry, Trigonometry, Calculus	24 hours a day, 7 days a week
Writing, General Chemistry, Physics	Sunday – Thursday: 9AM to 2AM ET; Friday & Saturday: 12PM to 6PM ET
Accounting, Statistics, Bi-lingual Math	Sunday – Thursday: 12PM to 2AM ET; Friday & Saturday: 12PM to 6PM ET
Economics	Sunday – Thursday: 3PM to 1AM ET; Friday & Saturday: 12PM to 6PM ET
Intro Human A & P, Biology, Organic Chemistry, Introductory Finance	Sunday – Thursday: 9PM to 1AM ET
Spanish	Available via Submit Your Question, the Spanish Essay Center, and Prescheduled Sessions

*For descriptions on the covered subject areas, please visit http://smarthinking.com/static/pub_common/hours.cfm?st=1.

You can view sample tutorial sessions at <http://www.smarthinking.com/static/sampleTutorials/>

Technology Requirements and Troubleshooting

- Cookies/Javascript should be enabled.
- Please disable all popup blockers for www.smarthinking.com
- 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.
- For a full list of the most up to date settings, please refer here <http://www.smarthinking.com/static/customerSupport/technicalRequirementsFAQ/>

Accessing SMARTHINKING

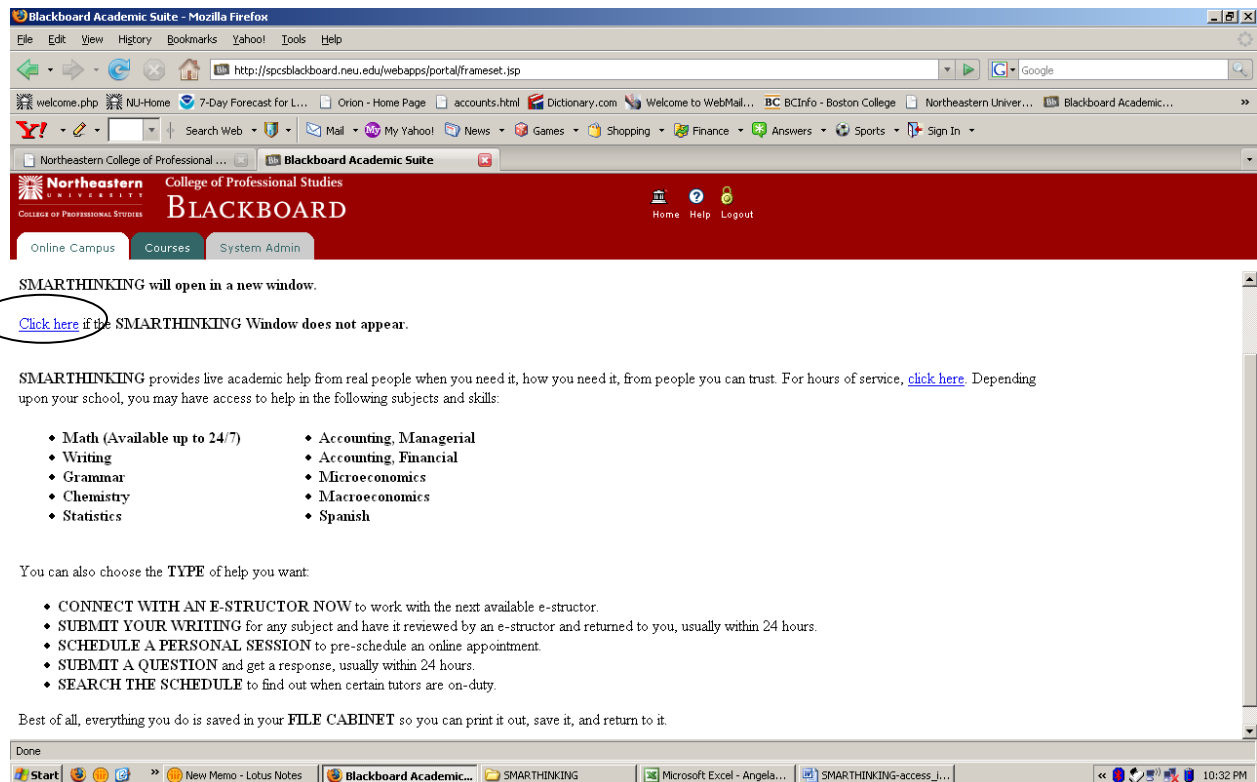
To access SMARTHINKING, please log in to your CPS Blackboard account. Please note that you need your myNEU username and password to do this.

Once you are in Blackboard, you will see on the left navigation bar “Free online tutoring.” Click on that link to access SMARTHINKING.

The screenshot displays the Blackboard Academic Suite interface. At the top, the browser window title is "Blackboard Academic Suite - Mozilla Firefox" and the address bar shows "http://spcsblackboard.neu.edu/webapps/portal/frameset.jsp". The page header includes the Northeastern University logo and "BLACKBOARD" text. The main content area is titled "Welcome, XXX" and features several widgets:

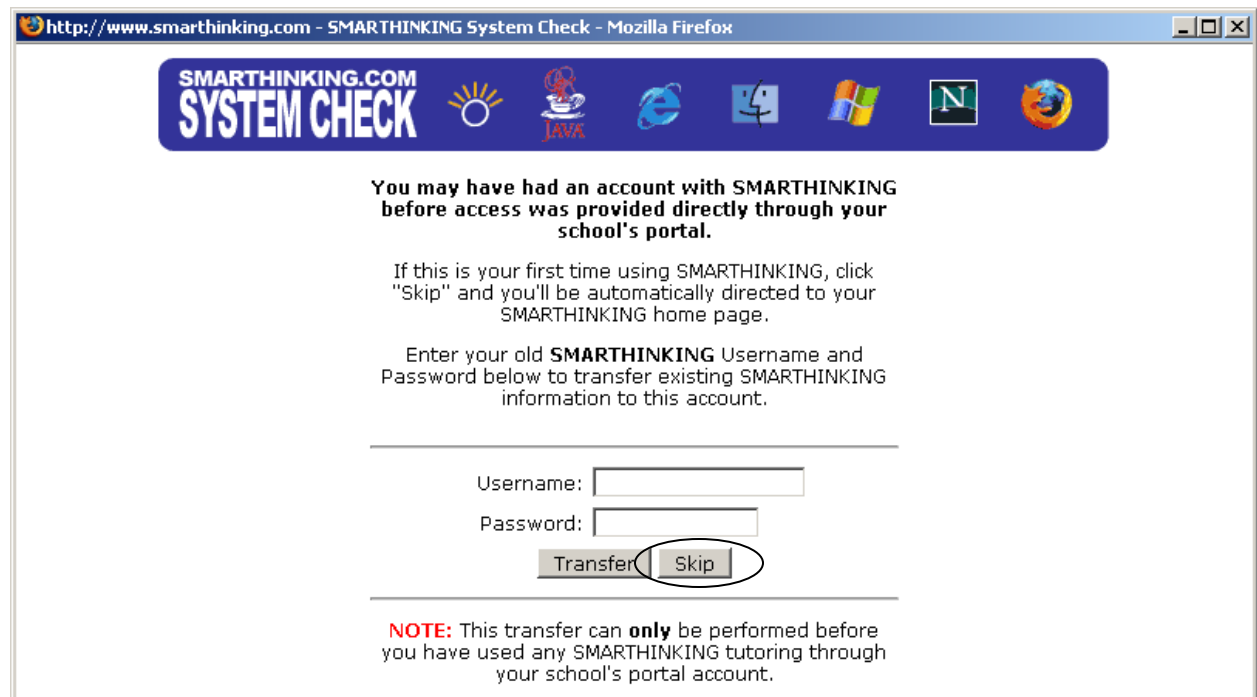
- Tools:** A vertical list of links including "Announcements", "Calendar", "Tasks", "View Grades", "Send E-mail", "User Directory", "Address Book", "Personal Information", and "Free online tutoring" (circled in red).
- My Announcements:** A section with a "more..." link, containing links for "Firefox 3 not compatible with View/Complete Assignment links" and "Scheduled CPS Blackboard Maintenance".
- My Calendar:** A section with a "more..." link, stating "No calendar events have been posted in the last 7 days."
- My Courses:** A section with a "more..." link, containing "Courses you are teaching" (Horizon Wimba Training, Regulatory Affairs Resource Center) and "Courses in which you are enrolled" (CPS Resource Center, NU Online Instructor's Center).
- My Tasks:** A section with a "more..." link, stating "No tasks due."

You will now see this screen below. Please make sure your pop-up blockers are disabled.



The screenshot shows a Mozilla Firefox browser window displaying the Blackboard Academic Suite. The address bar shows the URL: <http://spcsblackboard.neu.edu/webapps/portal/frameset.jsp>. The page header includes the Northeastern University logo and the text "College of Professional Studies BLACKBOARD". Navigation links for "Online Campus", "Courses", and "System Admin" are visible. Below the header, a message states: "SMARTHINKING will open in a new window." A link "Click here if the SMARTHINKING Window does not appear." is circled in red. The main content area explains that SMARTHINKING provides live academic help and lists subjects such as Math, Writing, Grammar, Chemistry, Statistics, Accounting, Managerial, Accounting, Financial, Microeconomics, Macroeconomics, and Spanish. It also lists help types like "CONNECT WITH AN E-STRUCTOR NOW", "SUBMIT YOUR WRITING", "SCHEDULE A PERSONAL SESSION", "SUBMIT A QUESTION", and "SEARCH THE SCHEDULE". At the bottom, it mentions that everything is saved in the "FILE CABINET". The browser's taskbar at the bottom shows several open applications, including "New Memo - Lotus Notes", "Blackboard Academic...", "SMARTHINKING", "Microsoft Excel - Angela...", and "SMARTHINKING-access_J...".

If you have not previously used SMARTHINKING through CPS, click on “Skip” when you see the screen below. Otherwise, please follow the instructions on the screen.



The screenshot shows the SMARTHINKING System Check page in a Mozilla Firefox browser window. The address bar shows the URL: <http://www.smarthinking.com>. The page features a blue header with the text "SMARTHINKING.COM SYSTEM CHECK" and several icons representing different subjects. The main content area contains the following text: "You may have had an account with SMARTHINKING before access was provided directly through your school's portal." Below this, it says: "If this is your first time using SMARTHINKING, click 'Skip' and you'll be automatically directed to your SMARTHINKING home page." Further down, it asks the user to "Enter your old SMARTHINKING Username and Password below to transfer existing SMARTHINKING information to this account." There are two input fields: "Username:" and "Password:". Below these fields are two buttons: "Transfer" and "Skip". The "Skip" button is circled in red. At the bottom, a red "NOTE" states: "NOTE: This transfer can **only** be performed before you have used any SMARTHINKING tutoring through your school's portal account."

You are now ready to use SMARTHINKING.

http://www.smarthinking.com - Smarthinking.com - Mozilla Firefox

Northeastern
SCHOOL OF PROFESSIONAL
AND CONTINUING STUDIES

My Home Page | About Me | My Account | Customer Support & FAQ | Academic Resources | Logout

My Home Page SMARTHINKING

Welcome Ben...

connect with an e-structor now!
Currently there are no live drop-in sessions available. Search the Schedule for drop-in sessions.
[Live Hours / Tell Me How.](#)

schedule a personal session
Pre-schedule a live session with an e-structor of your choice.
[Tell Me How.](#)
Select a Subject

submit your writing
Submit your writing and receive the tutor's comments from your Inbox (usually within 24 hours)
[Tell Me How.](#)
Select a Subject

submit a question
Choose a subject below and submit your question. Get the e-structor's response from your Inbox, usually within 24 hours.
[Tell Me How.](#)
Select a Subject

academic resources
Check out our study guides, study skills manuals, test prep, and self-assessment tools to help you study smarter.

my file cabinet

Essays, Questions, & Sessions

Inbox 0
Outbox [Details](#)
Archives [Details](#)

January Schedule at a Glance >>>
[Student Handbook](#)
New Intro to A & P and Intro to Finance Tutoring. [Click here for details...](#)

S	M	T	W	R	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Need more practice on the White Board? [Click Here!](#)

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Done

If you are interested in learning more about how to use SMARTHINKING or to use some of the other resources provided through SMARTHINKING, click on the Academic Resources for information on specific content areas, writing guides, information about phone and email support. You can also practice using the Whiteboard (see page 6).

Below is the list of FAQ that you can find through Academic Resources.

http://www.smarthinking.com - Smarthinking.com - Mozilla Firefox



My Home Page | About Me | My Account | Customer Support & FAQ | Academic Resources | Logout

 **Customer Support & FAQ** 

- E-mail
- FAQ**
- Phone Support
- Account Management
- Whiteboard Practice

[NEW: SMARTHINKING Student Handbook \(PDF\)](#)

[General FAQ](#) | [User's Guide FAQ](#) | [Technical Requirements & Settings FAQ](#)

General FAQ

- [How do I get started?](#)
- [How do I purchase the SMARTHINKING service?](#)
- [Is my school a SMARTHINKING client institution?](#)
- [I received free online tutoring with SMARTHINKING with my textbook. How do I register?](#)
- [I have a textbook with SMARTHINKING. Why am I getting the account locked message?](#)
- [In what subjects do you offer academic assistance?](#)
- [What services does SMARTHINKING provide?](#)
- [Can I use all SMARTHINKING's online tutoring services, even those not related to my specific class?](#)
- [How many questions or hours do I get? Is there a limit?](#)
- [How is time deducted from my account for tutoring sessions?](#)
- [What are your hours of operation?](#)
- [Who are your tutors?](#)
- [What kind of training and support do tutors receive?](#)
- [How does SMARTHINKING ensure quality?](#)
- [How does the Online Writing Lab work?](#)
- [How does SMARTHINKING handle privacy issues?](#)
- [What is SMARTHINKING's policy on advertising?](#)

Whiteboard Practices

http://www.smarthinking.com - Smarthinking.com - Mozilla Firefox



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 **Customer Support & FAQ** 

- E-mail
- FAQ**
- Phone Support
- Account Management
- Whiteboard Practice

Welcome to SMARTHINKING's
Customer Service and Technical Support

Whiteboard Practice

SMARTHINKING's Whiteboard is an interactive graphical chat tool designed to allow students and tutors to communicate complex concepts in real time. Real-time interactions between students and our tutors all occur using our Whiteboard technology.

Students and tutors can draw equations, plot graphs and curves, or isolate and examine specific passages of text. Specialized palettes of tools allow students and tutors to draw specialized symbols used in math, science, and statistics.

To explore the features of the SMARTHINKING Whiteboard in a pop-up practice window, [click here](#).

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