



Student FAQs

Frequently Asked Questions



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These FAQs include questions about many different Upswing services. Depending on which Upswing services your school uses, the following questions may or may not apply to your specific school. For additional FAQs and tutorials, scan the QR code to check out **Upswing's Knowledge Base** at upswing.zendesk.com!

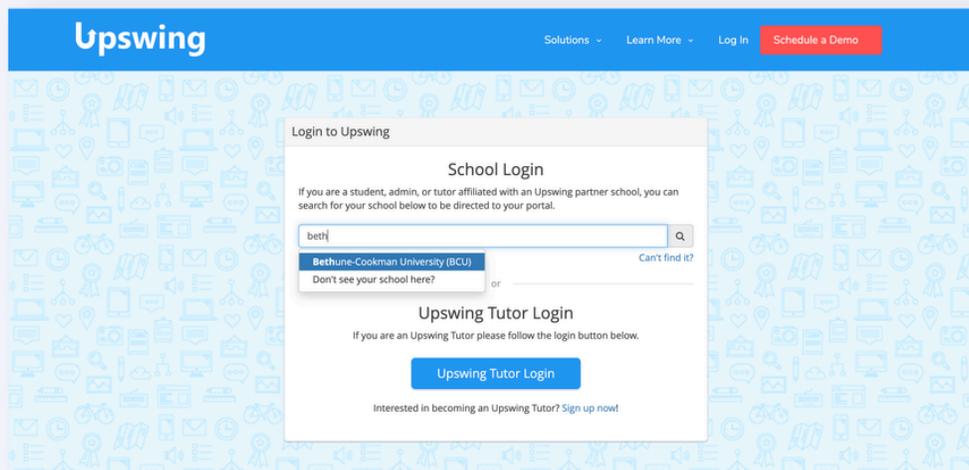


What is Upswing?

Upswing partners with your school to provide support and resources to students like you. Resources can include live tutoring, help with writing assignments, mental health support, and more, depending on your specific school. Log into Upswing to view all the resources available to you!

How do I log into Upswing?

You should begin by going to your school's Upswing URL. If you don't know what that is, go to Upswing.io/select-school and search for your school. Once you have found your school, you should be taken to its specific Upswing login page. From there, you can enter your school account credentials or create a new account if necessary.



What do I do if I can't log in?

If your login credentials aren't working or you're experiencing any other issues, reach out to support@upswing.io for next steps.

How do I reset my password?

Follow the directions in the previous page to get to your school's Upswing login page. From your school's Upswing login page, you should see a **Forgot Password?** link. This should prompt you to enter your email address to receive a link via email to reset your password.

Some schools use students' school credentials to log into Upswing. In that case, you'll need to reach out to your school's IT helpdesk to reset your password.

If neither of these options work or you're experiencing any other issues, reach out to support@upswing.io for help.

How do I change my notification settings?

Upswing can send you notifications via email and text message to help remind you of upcoming sessions and more. To update your notification preferences, first log into Upswing. Once logged in, click on **Account** under the gear icon on the left side menu bar.

From there, scroll down to **Communication Preferences**. Then you can toggle on or off any of the communication options. Blue indicates that an item is on. Gray indicates that it is off.

The screenshot shows the user's account settings page. On the left is a blue sidebar with a user profile picture and a list of navigation items: Zack, Home, Messages, Check-ins, Calendar, Tutoring (with a red notification badge), Assignment Review, Advising, Mental Health, Account (highlighted), and Logout. The main content area is white and contains several sections: 'Personal Preferences' with a 'Messages' toggle (on), 'Communication Preferences' (highlighted with a red box) which includes a table of notification settings, 'Password' with a '[change]' link, and 'Privacy and Terms' with links to 'Privacy Policy' and 'Terms of Service'.

Reminder Type	Email	SMS
Ana Receive messages and reminders from Ana, your Virtual Assistant	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tutoring Notify me when a tutor accepts a scheduled session	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notify me when a tutor cancels a scheduled session	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Send me a reminder 15 minutes before a session starts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Send me a reminder 60 minutes before a session starts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Advising Send me a reminder 60 minutes before a session starts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other Notify me when I receive a message.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

How do I schedule a tutoring session?

Once you're logged into the Upswing platform, click **Tutoring** on the left menu bar. From there, you can search for your course or a tutor by their name. You can then refine your results by date, time of day, location, and length of session. Once you've found the course and tutor you'd like, click **Schedule** to schedule your session.

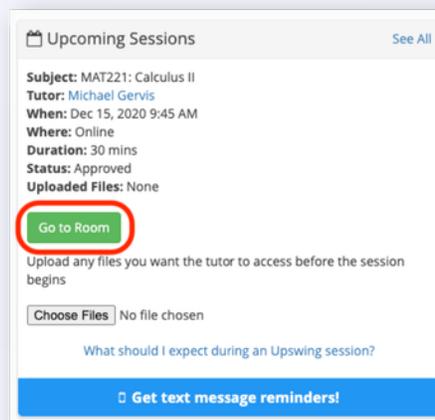
You can also request to meet with a tutor immediately. In order to meet with a tutor immediately, look to see if they are available for an immediate tutoring session. They will have a green **Available Now** bar above their contact information. To schedule an immediate session with that tutor, click their green **Get Tutored Now** button.

The screenshot displays the Upswing tutoring platform interface. On the left is a blue navigation sidebar with the user's profile 'Zack' and menu items: Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Advising, Mental Health, Account, and Logout. The main content area shows a search for 'MAT101: College Algebr.' with a search icon. Below the search bar is a filter section with a toggle for 'Filter results by date, time, type, and location to schedule a session.' and a calendar for 'September 2022' with the 16th highlighted. The search results are displayed in a list of tutor profiles. The first profile, 'Nathan James', is marked 'Available Now!' and has a green 'Get Tutored Now' button highlighted with a red box. The second profile, 'Sam White', has a 'Schedule' button highlighted with a red box. The third profile, 'Chris Webb', has a 'Schedule' button. Each profile includes a profile picture, name, 'About Me' text, and buttons for 'Schedule', 'Message', and 'View Profile'. A 'Need help?' button is visible in the bottom right corner.

How do I join a tutoring session?

When it's time for your session, log into Upswing and click on **Tutoring** on the left menu bar. From there, look for the **Upcoming Sessions** box and find your upcoming session. Click **Go to Room** to join the session.

This button will appear 5 minutes before your session.



How do I cancel a tutoring session?

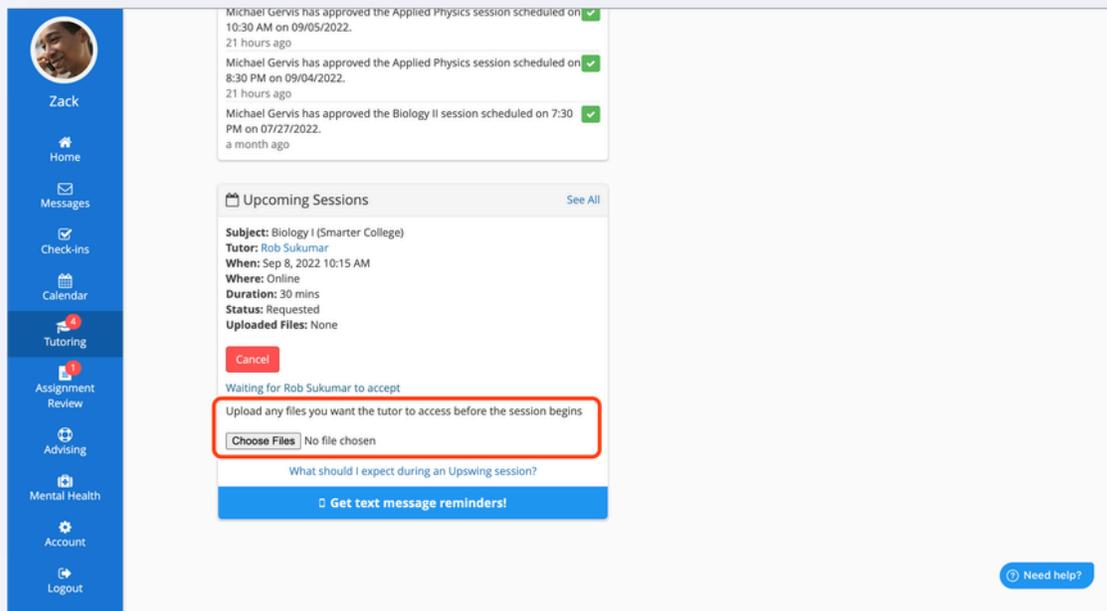
Click **Tutoring** on the left menu bar. Scroll down to the **Upcoming Sessions** box. Find the session that you wish to cancel. Click the red **Cancel** button. The status should be updated to Canceled.

You should also send the tutor a message to let them know you canceled the upcoming session. In order to do this, click on the tutor's name and send them a message via the **Send a message** button in the upper right corner of their profile.

How should I prepare for a tutoring session?

There are a few things that you can do to make sure you're prepared for your upcoming tutoring session:

1. Upload any documents that you'd like to review with the tutor. This could be an assignment that you are working on, a syllabus, or anything that the tutor should know to help make the most of your time together. In order to upload files, navigate to your upcoming session within the tutoring page and click on **Choose Files**.



2. Come prepared with questions. Take a few minutes before your session to write down some questions that you would like to ask your tutor. Coming prepared will help you get the most out of your session with your tutor.

How do I submit a paper for review?

You can submit your paper, assignment, or homework to Upswing for feedback from a tutor. Feedback is usually provided within 48 hours. Upswing is unable to help with exams or quizzes, so be mindful about what you submit for feedback.

In order to submit an assignment for review, log into the Upswing platform and click on **Assignment Review** on the left menu bar. On the next page, fill out the required information and upload your file. When you're ready to submit your assignment, click the green **Submit** button at the bottom of the form. After your assignment has been successfully submitted, it will appear in the **Current Submissions** box.

The screenshot shows the 'Assignment Review' interface. On the left is a blue navigation menu with 'Assignment Review' selected. The main content area is titled 'Assignment Review' and includes instructions: 'Need to submit an assignment, paper, or essay for review? Enter a title for your document and upload it using the instructions below. Your current and previous submissions are listed below on the right.'

The 'Submit an Assignment for Review' form contains the following fields, with red arrows pointing to the required ones:

- Subject*: Please choose a subject -
- Title*: Enter Title Here
- Paper line spacing*: [Dropdown menu]
- Number of Pages (not including cover page)*: [Dropdown menu]
- Main File Upload (Please select a subject first)*: Choose File No file chosen
- Supporting File(s) Upload (Please select a subject first): Choose Files No file chosen
- Description*: What are you supposed to do?
- Reason*: What do you need help with?

A green 'Submit' button is located at the bottom of the form, circled in red. A note below the form states '* required field'.

On the right, there are two sections:

- Current Submissions**: A list of three submissions with details like Date, Title, Subject, and Status, each with a 'Q View' button.
- Previous Submissions**: A list of three past submissions with similar details and 'Q View' buttons.

A 'Need some help?' button is visible in the bottom right corner of the interface.

How do I know when my paper has been reviewed?

Once your tutor has reviewed your assignment, you'll receive an email letting you know that your assignment has been returned. In that email, click on the red button that says **Visit my profile**.

To download and view your feedback, go to **Assignment Review** and click **View** next to your assignment within the **Current Submissions** section. On the **Activity** tab, you can find comments from your tutor as well as your assignment with their notes that can be downloaded.

Once you've reviewed your feedback, you can send any questions back to your tutor within the **Your Response** section. Click **Send** to submit your questions to your tutor.

Assignment Review

Need to submit an assignment, paper, or essay for review? Enter a title for your document and upload it using the instructions below. Your current and previous submissions are listed below on the right.

Submit an Assignment for Review

Subject*:
Please choose a subject ▾

Title*:
Enter Title Here

Paper line spacing*:
▾

Number of Pages (not including cover page)*:
▾

Main File Upload (Please select a subject first)*:
Choose File No file chosen

Supporting File(s) Upload (Please select a subject first):
Choose Files No file chosen

Description*:
What are you supposed to do?

Current Submissions

Date: 12/14/2020 01:10 PM	Title: This is a test paper	Q View ¹
Subject: Math	Status: Submission-Completed	
Date: 12/10/2020 05:26 PM	Title: Symbiotic Relationships	Q View
Subject: Biology	Status: Submission-Processing	
Date: 11/20/2020 01:27 PM	Title: New Jim Crow Laws - Troubleshooting	Q View
Subject: Computer Science	Status: In Review	

Previous Submissions

Date: 12/04/2020 02:13 PM	Title: Test for CUL	Q View
Subject: Writing		