Faculty Evaluation Accounts: Getting Started

SMARTHINKING provides people, technology, and training to help higher education institutions offer their students outstanding online academic support and tutoring. Following is information on how to set up an account for evaluation purposes. We welcome your feedback, comments, and suggestions. Please note that the accounts are valid for 30 days after creation and will expire after one hour of time is used on the system. If you need more time in order to properly evaluate our service, please let your sales representative know and they will be happy to extend your account.

STEP 1: TECH CHECK

SMARTHINKING requires the following minimum system qualifications:

Processor: Pentium 100 processor (or Mac equivalent)

Browser: *For IBM PC Compatibles users* - Netscape Navigator or Communicator 4.0 or better, or Internet Explorer 4.0 or better. *For Apple Mac OS users* - Internet Explorer required. Netscape users will experience serious difficulties. If using Internet Explorer 5.0, please do the following:

1. Open Internet Explorer
2. Click on "Tools"
3. Go to "Internet Options"
4. Go to "Advanced tab"
5. Scroll down until you see "Java VM" or "Microsoft VM"
6. Remove check from "JIT compiler enabled"

Connection: 56K modem recommended, but 28.8K modem acceptable.

STEP 2: *CREATE YOUR ACCOUNT*

1. Go to www.SMARTHINKING.com
2. Enter the username: **facultyacct** and password: **smart** in the upper right-hand corner.
3. Complete the **Registration Page** and choose **a new** personal username and password.

   NOTE: The fields highlighted in RED are REQUIRED.
4. You're all set! Proceed to your own personal start page by clicking the **"Take me Straight to SMARTHINKING**" button.
5. The next time you log in, just go to www.smarthinking.com, enter your **personal** Username and Password, and hit the **"Login"** button.

STEP 3: GET HELP

Choose the option that is best suited to your needs.

- **Connect with an e-structor now** and interact LIVE with a qualified and trained e-structor (tutor).

  * Note: The first time you run the whiteboard, you may get a plug-in notice. You must click "Yes" when asked if you will accept the plug-in. Your computer is simply creating a link between itself and our technology.
- **Submit a Question** if a live e-structor is not currently available in your subject area and a reply will be posted to your Inbox within 24 hours.
- **Submit an Essay to our Online Writing Lab** and log back in to your account within 24 hours to receive a custom critique of your writing.
- **Schedule a Personal Session** and pre-schedule a one-on-one online session with an e-structor.

* *Please note that our e-structors will not know that you are not a student and will treat you accordingly.*

For questions, comments, or concerns, please email us at support@smarthinking.com.