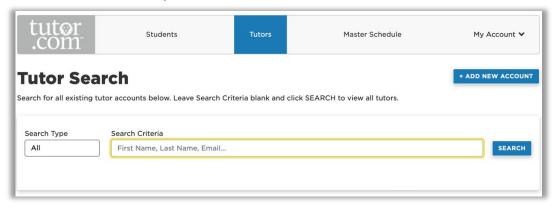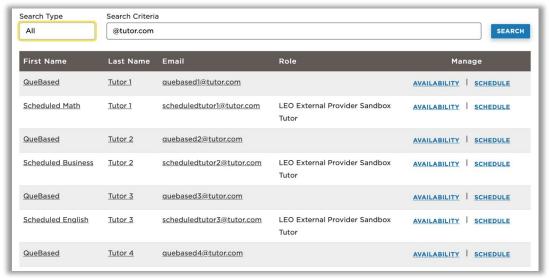## MANAGING SCHEDULED TUTORS IN LEO

Getting Started

1. Open LEO at https://leo.tutor.com/Admin/
2. Enter your username and password – this should be provided by your Customer Success Manager (CSM)
3. Go to the "Tutors" tab near the top of the page
4. This document has three sections: Searching for Tutors, Setting Tutor Availability, and Reviewing and Modifying Past and Upcoming Sessions.

I. Searching for Tutors

1. Enter search criteria such as tutor name or email address in the Search bar and click the SEARCH button. Under Search Type, you may have the option to search for Tutors, Workshop Leaders, or ALL, depending on the role types configured in your program. *(NOTE: see "Creating New Scheduled Tutor Accounts in LEO" to learn how to add new accounts)*

2. Your search results will include any existing tutors who fit the search criteria. Note below that both Queue-based and Scheduled tutors appear in these results. If your program features both tutor types, you can distinguish between them by noting that only Scheduled tutors have assigned "roles." From this page, once you've found the tutor you're looking for, you can manage their availability and schedule appointments on their behalf by clicking "Availability" or "Schedule" next to their names.
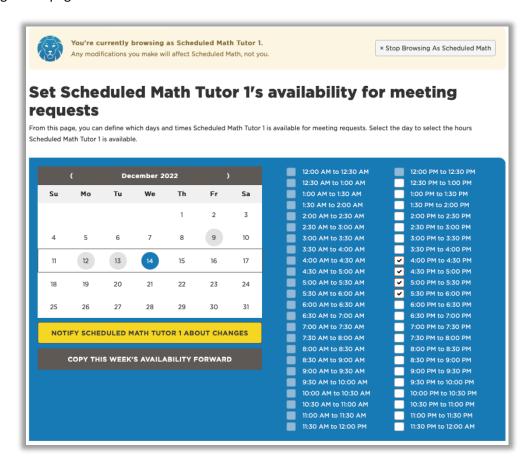
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II. Setting Tutor Availability

1. First, click on "Availability" next to the tutor's name, which will open the page below. Note at the top of the page that you are now proxied in as this tutor. Changes you make here will affect this tutor, and in a moment, you'll see how to communicate with students on the tutor's behalf. When you are done editing information for this tutor, click "Stop Browsing as [Tutor Name]" button to return to the main Tutor management page.
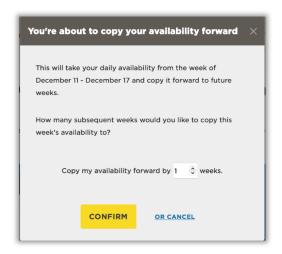

The calendar feature on the left side of the page displays by month. Highlighted dates (in this case, Dec. 9, 12, 13, and 14) are days on which the tutor is marked available. You can select any date in any month and, on the desired date, check a box next to the times at which a tutor would like to be available for students to schedule sessions with them. Available blocks are in 30-minute increments, so you may need to check multiple boxes. In the above example, Math Tutor 1 has been marked available between 4:00 and 6:00 pm on December 14. *Note: tutors will also manage their own availability the same way.*

Click "Notify Scheduled Tutor About Changes" to inform this tutor that you have altered their availability.
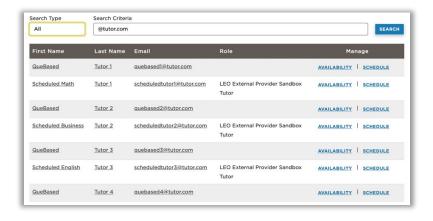
MANAGING SCHEDULED TUTORS IN LEO

Click "Copy this Week's Availability Forward" to set a regular weekly schedule that matches the changes you just made for as many upcoming weeks as you would like. The below box will pop up.

When you're done editing this tutor's availability, click "Stop Browsing as [Tutor Name]" button to return to the main Tutor management page.
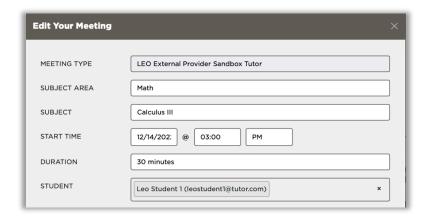
MANAGING SCHEDULED TUTORS IN LEO

III. Reviewing and Modifying Past and Upcoming Sessions

1. From the main Tutor management page, click on "Schedule" to view a tutor's upcoming and/or completed sessions. This will once again proxy you in as this tutor. Under "Upcoming Sessions," you can view, modify, or cancel any sessions scheduled for this tutor.

a. "Add to Calendar" allows you to add the session to the tutor's google, Yahoo!, iCal, or Outlook calendar if these are synched with the tutor's account.
b. "Modify Session" allows you to edit the subject, start time, or duration of a scheduled session.

c. "Cancel" allows you to cancel this tutoring session entirely. Doing so will automatically notify the student and tutor by email and/or SMS according to their preferences.
d. "Notes" allows you to view any asynchronous communication or file sharing between this student and tutor.

2. Under "Completed Sessions," you can view the Transcripts, Recordings, and asynchronous Notes from this tutor's past tutoring sessions.