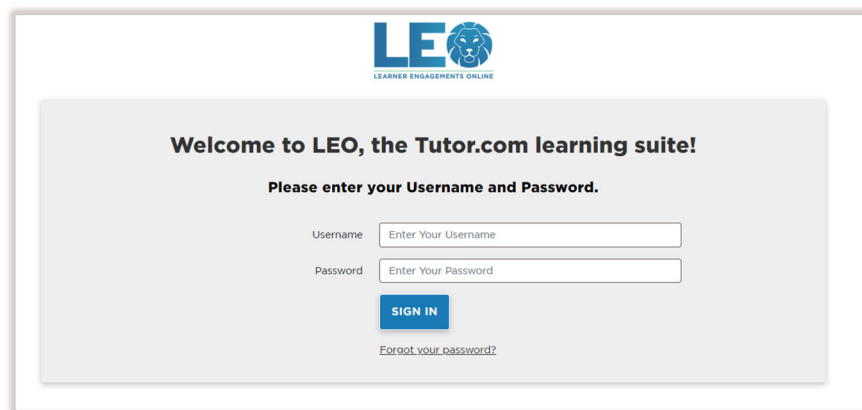


## GETTING STARTED

### To login to LEO:

#### Option 1

1. Open LEO at <https://leo.tutor.com/>
2. Enter your username and password



#### Option 2

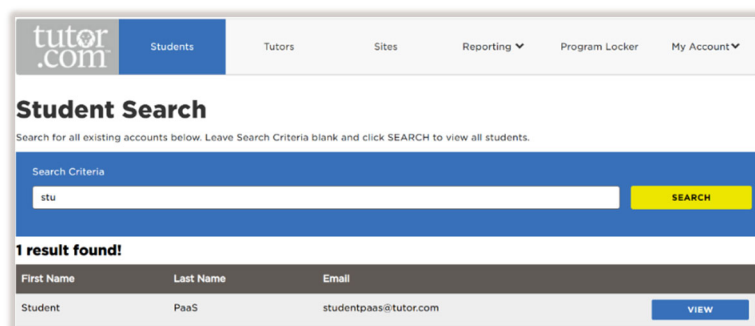
1. Login to LEO via the Tutor.com link in your institution's learning management system

## CREATING NEW SCHEDULED TUTOR ACCOUNTS IN LEO

Administrators can make an existing user a tutor or create a new scheduled tutor account in LEO.

### To make an existing student a tutor:

Click the *Students* tab in the top navigation menu and search for the individual who is to become a tutor.



First Name	Last Name	Email
Student	PaaS	studentpaas@tutor.com

Click the blue “View” button next to the student’s name. On the *Student Info* tab, click the blue “Grant Tutor Role” button to make this student a tutor.

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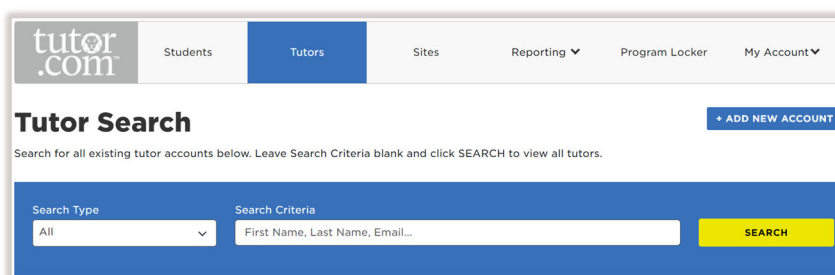
**Student PaaS**

Student Info	Upcoming Sessions	Completed Sessions	Progress Report
FIRST NAME	Student		<a href="#">GRANT TUTOR ROLE</a>
LAST NAME	PaaS		
STUDENT ID	12864031		
EMAIL	studentpaas@tutor.com		
SMS SETTINGS	Preference: No		

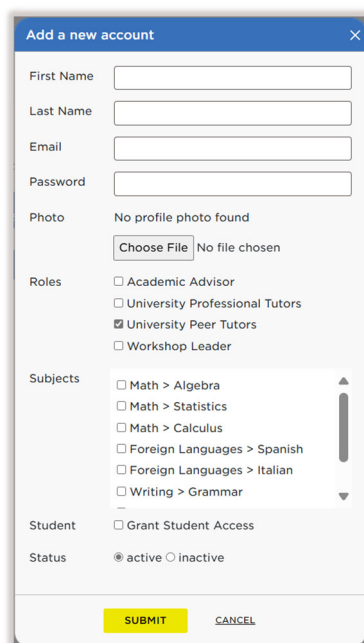
**\*\*NOTE:** After granting a student the tutor role, administrators must set the new tutor's role and subject(s) in their settings before they will be able to set their availability and become visible to students. See **Managing Scheduled Tutors in LEO** for more information.

**To create a new scheduled tutor account:**

Click the *Tutors* tab in the top navigation menu. Then, click the blue “+ Add New Account” button on the top right of the screen.



The following dialog box will appear. Complete the required fields to add a new account:



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- **First Name:** Enter the tutor's first name.
- **Last Name:** Enter the tutor's last name.
- **Email:** Enter the tutor's email address.
- **Password:** We recommend using a simple word or phrase such as "tutor." This field requires at least one uppercase letter, one lowercase letter, and a number.
- **Photo:** Optionally, you can choose to upload the tutor's photo.
- **Roles:** Assign the tutor an appropriate Role. You may have more than one option. It is necessary to assign the tutor to at least one Role for them to appear on the Scheduled list. If you have questions about Roles, you can ask your Tutor.com CSM.
- **Subjects:** Check the box next to all subjects for which you would like the tutor to be available for tutoring.
- **Student:** By checking this box, you can grant the tutor Student Access, which allows the tutor to view LEO from the student point of view. This can be helpful in addressing student questions about the platform.
- **Status:** Choose whether to make the tutor "active" if you would like them to begin tutoring immediately. Choosing "inactive" will fail to create the tutor profile. Inactive tutors remain in the system but cannot schedule or conduct sessions.
- Click the yellow "Submit" button to create the account.

## MANAGING SCHEDULED TUTORS IN LEO

Administrators can search for tutors, manage their settings and availability, review past sessions, and modify upcoming sessions in LEO.

### To search for a tutor:

Click the *Tutors* tab in the top navigation menu. Then, enter search criteria such as the tutor's name or email address in the "Search Criteria" bar. Under "Search Type," you may have the option to search by tutor Role, or All, depending on the role types configured in your program.

The screenshot shows the Tutor Search interface. At the top, there is a navigation bar with tabs: Students, Tutors (selected), Sites, Reporting, Program Locker, and My Account. Below the navigation bar, the title "Tutor Search" is displayed, followed by a blue button labeled "+ ADD NEW ACCOUNT". Below the title, a message states: "Search for all existing tutor accounts below. Leave Search Criteria blank and click SEARCH to view all tutors." The search form consists of a "Search Type" dropdown menu set to "All", a "Search Criteria" text input field containing the placeholder "First Name, Last Name, Email...", and a yellow "SEARCH" button.

Your search results will include any existing tutors who fit the search criteria. You can distinguish between their assigned roles by reviewing the Role column, as seen below. Once you've identified the tutor account, you can manage their settings and availability and/or schedule appointments on their behalf.

Search Type: All | Search Criteria: paas | SEARCH

**1 result found!**

First Name	Last Name	Email	Role	Manage
Test	Tutor	LEOPaaSTestTutor1@tutor.com	University Peer Tutors, University Professional Tutors, Academic Advisor, Workshop Leader	<a href="#">SET AVAILABILITY</a>   <a href="#">SCHEDULE</a>

## To manage tutor settings:

Click the tutor's first name, last name, or email address. Under the "Tutor Info" tab, administrators can send password reset emails, grant or revoke student access, and change the tutor's status.

*\*\*NOTE: Unchecking the "IsActive" button will remove the tutor from the system. Administrators will need to reach out to their CSM to have them reactivated.*

Tutor Info | Settings | Upcoming Sessions | Completed Sessions

First Name: Test | Last Name: Tutor | User Id: 12955134 | Email: LEOPaaSTestTutor1@tutor.com | Password: \*\*\*\*\*

IsActive: ☒ | SMS Settings: ☐ | Preference: No

[SET AVAILABILITY](#) | [SCHEDULE](#)

[SEND PASSWORD-RESET EMAIL](#)

[REMOVE STUDENT ACCESS](#)

Under the "Settings" tab, administrators can adjust the roles and subjects for each individual tutor.

Tutor Info | Settings | Upcoming Sessions | Completed Sessions

ACCESS POINT: TUTOR.COM EXTERNAL TESTING

PROFILE PHOTO: Choose File | No file chosen

PROFILE TEXT: [Text Area]

ROLES: ☒ Academic Advisor | ☒ University Professional Tutors | ☒ University Peer Tutors | ☒ Workshop Leader

SUBJECTS: ☒ Math > Algebra | ☒ Math > Statistics | ☒ Math > Calculus | ☐ Foreign Languages > Spanish | ☐ Foreign Languages > Italian | ☐ Writing > Grammar | ☐ Writing > Citations | ☐ Writing > General Writing Help

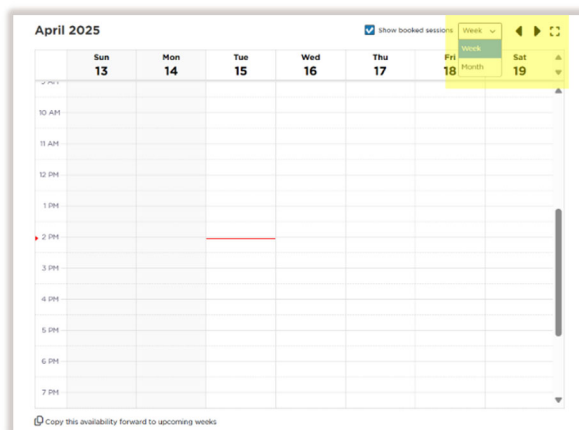
[SUBMIT](#)

## To set tutor availability:

Click “Set Availability” next to the tutor’s name, which will open the “Set My Availability” page.

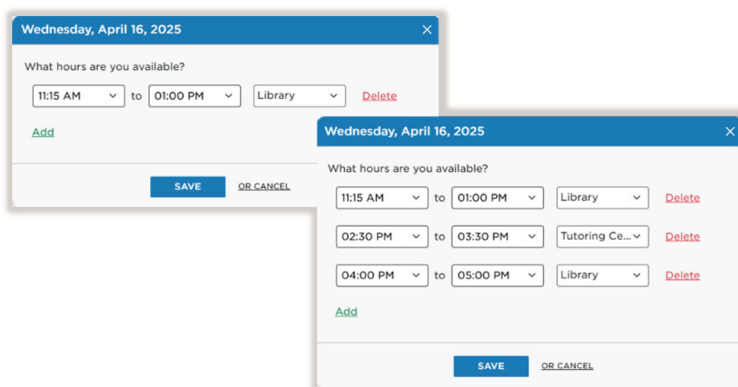
**\*\*NOTE:** This will allow you to proxy in as the tutor. By proxy, you will be able to make changes on behalf of the tutor and communicate with students if needed.

Select whether you would like to set your availability for the week or month from the drop-down menu. Use the arrows to view past and/or future weeks/months.

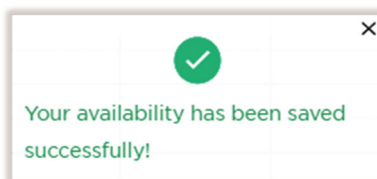


Click and drag to select a timeframe on the calendar the tutor will be available to accept sessions. Use the add button to add a split schedule to account for unavailability due to lunch or another shift segment as needed.

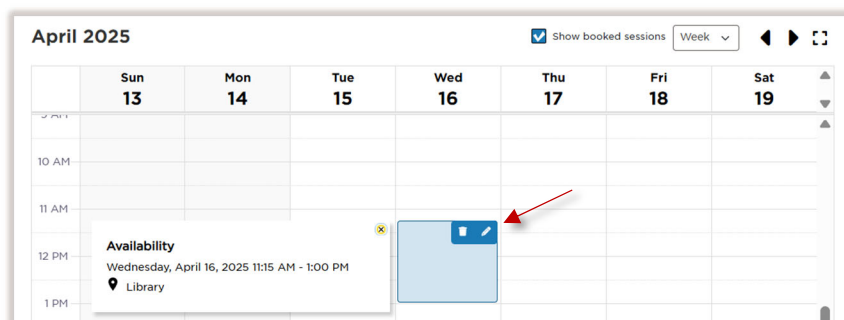
**\*\*NOTE:** You only need to set the time in your local time zone.



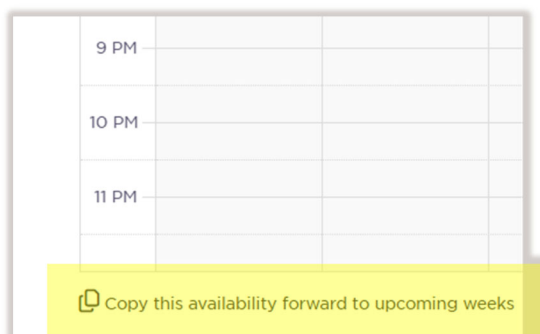
Click Save to confirm their availability. You will receive a notification confirming it has been set successfully.



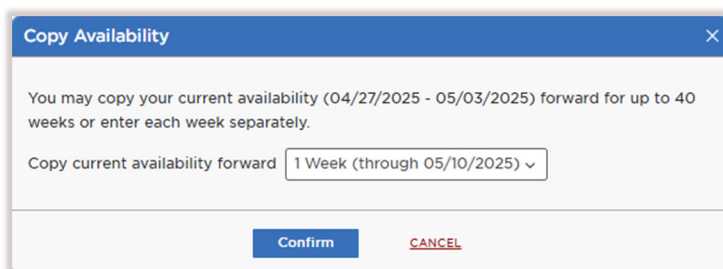
You can also edit their availability after it has been set. Hover over a timeframe and select the pencil icon to make changes. Select the trashcan icon to remove it from their availability.



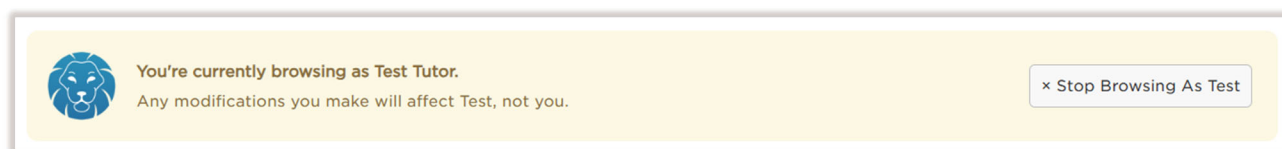
Click “Copy this availability forward to upcoming weeks,” located just below the calendar, to set a recurring schedule of the changes you made for the tutor.



Select how many weeks you would like to copy their availability forward.



When you are done editing the tutor’s availability, click “Stop Browsing as [Tutor Name]” to return to the tutor management page.



## To review past sessions and/or modify upcoming sessions:

Click the “Schedule” button next to a tutor’s name.

Search Type: All | Search Criteria: paas | SEARCH

**1 result found!**

First Name	Last Name	Email	Role	Manage
Test	Tutor	LEOPaaSTestTutor1@tutor.com	University Peer Tutors, University Professional Tutors, Academic Advisor, Workshop Leader	<a href="#">SET AVAILABILITY</a>   <a href="#">SCHEDULE</a>

This will once again proxy you in as the tutor. Under the *Upcoming Sessions* tab, you can view, modify, or cancel any sessions scheduled for the tutor.

Upcoming Sessions | Completed Sessions

ADD A SESSION

**TEST STUDENT**  
**Algebra**  
April 30, 2025 (9:30am-10:00am)

ADD TO CALENDAR  
MODIFY SESSION  
CANCEL  
NOTES (0)

- **Add to Calendar:** This allows you to add the session to the tutor's Google, Yahoo!, iCal, or Outlook calendar if they are synched with the tutor's account.
- **Modify Session:** This allows you to edit the subject, start time, site, or duration of a scheduled session.

**Edit Your Meeting**

MEETING TYPE: Workshops

TITLE: Math 101 Exam Review

DESCRIPTION:

KEYWORDS: Test

START TIME: 04/30/2025 @ 01:00 PM

DURATION: 60 minutes

WORKSHOP LEADER: Test Tutor (LEOPaaSTestTutor1@tutor.com)

This session falls outside your scheduled hours.

SUBMIT OR CANCEL

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

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



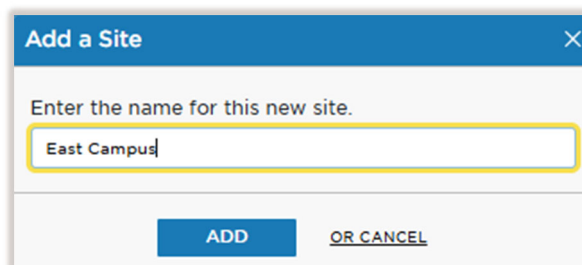
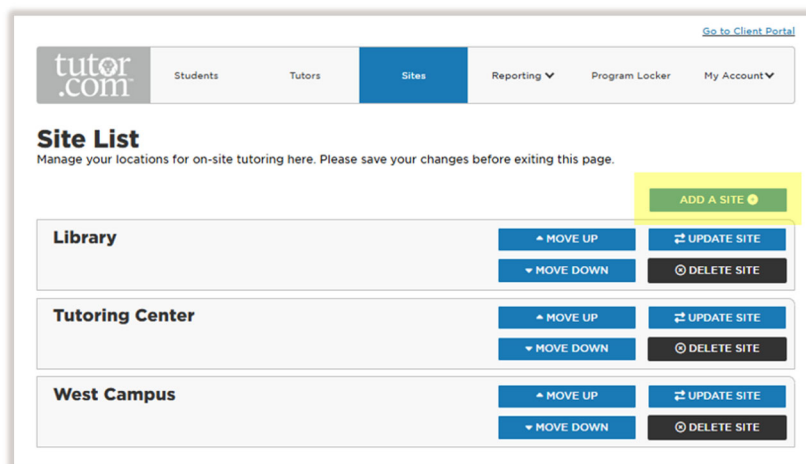
## TUTORING SITES

Administrators can manage on-site tutoring locations from the *Sites* tab in LEO.

***\*\*NOTE:** This section only applies if tutors will be conducting sessions in person. Online tutoring does not need to be added via the site list.*

### To add a new site:

Click the blue “Add a site” button. Then, enter the name of the site in the dialog box.



### To manage existing sites:

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## Library

▲ MOVE UP

↻ UPDATE SITE

▼ MOVE DOWN

🗑️ DELETE SITE

- **Update Site** allows you to change the name of the site.
- **Delete Site** removes the site from the site list.
- **Move Up** and **Move Down** allow you to change the order of the drop-down list in which students select a site when scheduling a session.

## REPORTING

Administrators have access to customizable external tutor session reports via the *Reporting* tab.

### To generate a report:

Click the *Reporting* tab. Then, select the timeframe you would like to pull data from.

The screenshot shows the tutor.com interface with the 'Reporting' tab selected. Below the navigation bar, the 'External Tutor Sessions' report is displayed. It includes a date range selector for 'Start Date' (04/01/2025) and 'End Date' (04/30/2025). An 'EXPORT' button is visible. The table below has columns for Meeting Id, Tutor Type, Site, Topic, and Subject. The data rows show sessions for 'University Peer Tutors' at 'Library' for 'Math' topics, with 'Statistics' as the subject.

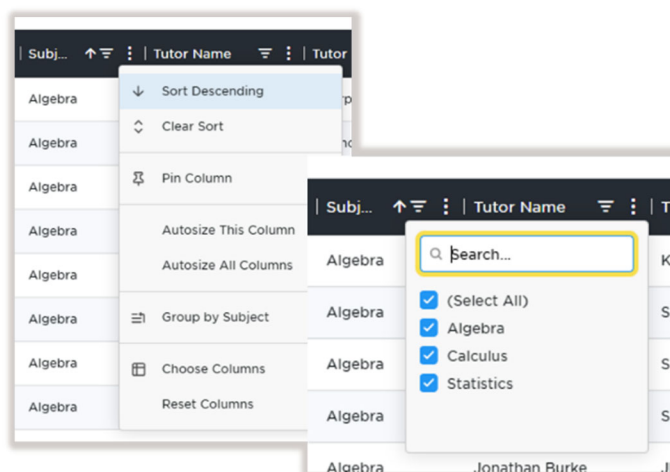
Meeting Id	Tutor Type	Site	Topic	Subject
40691367	University Peer Tutors	Library	Math	Statistics
40691367	University Peer Tutors	Library	Math	Statistics
40691367	University Peer Tutors	Library	Math	Statistics
40691813	University Peer Tutors	Library	Math	Statistics
40691813	University Peer Tutors	Library	Math	Statistics

Click on the “Columns” button on the right-hand side of the table. Then, select the columns you would like to include in your report. De-select any columns you do not want to be included.

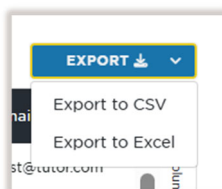
This screenshot shows the same 'External Tutor Sessions' report, but with the 'Columns' menu open on the right side. The menu allows users to select or deselect columns for the report. The columns listed are Meeting Id, Tutor Type, Site, Topic, Subject, Tutor Name, Tutor Email, Student Name, Student Email, Student Display Name, Scheduled Session Start Time, Scheduled Session End Time, and Status. The first five columns are currently selected (checked).

Meeting Id	Tutor Type	Site	Topic	Subject
40691367	University Peer Tutors	Library	Math	Statistics
40691367	University Peer Tutors	Library	Math	Statistics
40691367	University Peer Tutors	Library	Math	Statistics
40691813	University Peer Tutors	Library	Math	Statistics
40691813	University Peer Tutors	Library	Math	Statistics
40691814	University Peer Tutors	Library	Math	Statistics
40691814	University Peer Tutors	Library	Math	Statistics

Use the filter and sort buttons at the top of each column to filter and organize the data included in your report.



When you are finished building your report, click the blue “Export” button to export your report as a CSV or Excel file.

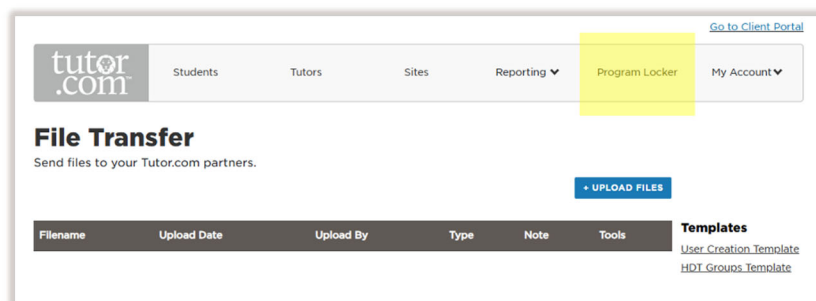


## PROGRAM LOCKER

From the *Program Locker*, administrators can upload and share pertinent files with Tutor.com staff. This feature allows users to securely share documents or reports, including those that contain student information. It may also be used to share implementation documents in instances where Tutor profiles must be set up outside of a learning management system.

### To upload a file:

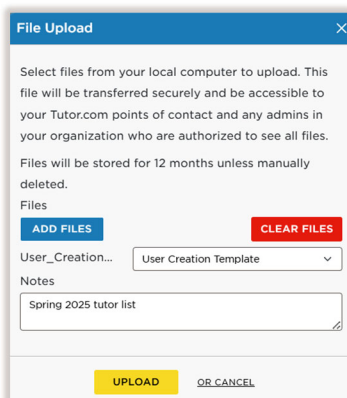
Click the *Program Locker* tab. Then, click the blue “Upload Files” button.



Select a file from your local computer to upload. From the drop-down menu, select the type of file you are uploading. If necessary, use the Notes section to share additional information about the file with Tutor.com staff.

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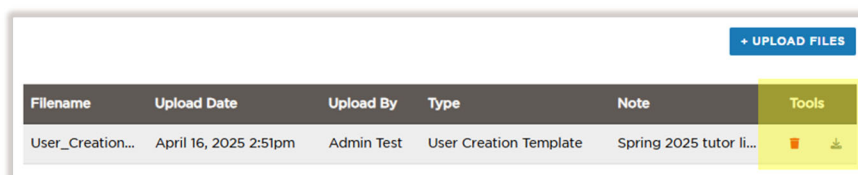
*\*\*NOTE: This file will be transferred securely and will be accessible to your Tutor.com points of contact and any administrators in your organization who are authorized to see all files. Files will be stored for 12 months unless manually deleted.*



The 'File Upload' dialog box contains the following elements:

- Title Bar:** 'File Upload' with a close button (X).
- Instructions:** 'Select files from your local computer to upload. This file will be transferred securely and be accessible to your Tutor.com points of contact and any admins in your organization who are authorized to see all files. Files will be stored for 12 months unless manually deleted.'
- Files Section:** Includes an 'ADD FILES' button and a 'CLEAR FILES' button.
- User Creation...** A dropdown menu currently showing 'User Creation Template'.
- Notes:** A text input field containing 'Spring 2025 tutor list'.
- Bottom:** 'UPLOAD' and 'OR CANCEL' buttons.

After uploading the file, it will appear in the File Transfer list. Use the Tools buttons to delete a file from the list or to download it to your computer.



The table displays the following data:

+ UPLOAD FILES					
Filename	Upload Date	Upload By	Type	Note	Tools
User_Creation...	April 16, 2025 2:51pm	Admin Test	User Creation Template	Spring 2025 tutor li...	[Delete] [Download]