

The Client Portal for Program Management

Getting the data you need to succeed.



Today's Agenda



- Overview of the Client Portal Tools
 - Fast Facts
 - In Depth Reporting
 - Account Management
- Now What – Using the Information
- Questions

If interested in learning more about our student services, who are tutors are, our new SAT/ACT Essentials service or reporting/statistics please visit the Client Resource Center to sign up for our general training session. www.tutor.com/clientcarelib/training



What is the Client Portal?

* Monitor Program Usage * Peek at Student Sessions * See Reports * Plan and Promote

The screenshot displays the Tutor.com Client Portal interface. At the top, there are navigation tabs: My Dashboard, User Accounts, Bulk Loader, On-Demand Reports, and Monthly Report Archive. Below these, it indicates the current data is as of 5/5/2017 and provides options to view data for the last 30 days, last 90 days, or a custom date range. The main section is titled 'My Contract' and shows a progress bar for '39% USED' on a 'Default Contract Group - Contract ID 4326'. It also lists session usage statistics: 3434 / 8883 sessions used (39%), 5449 sessions remaining (61%), and a contract end date of 12/31/2017. Below this is the 'My Account Team' section, featuring a profile for Susan DelRosario, Client Service Manager in Augusta, GA, with contact information for email and phone. The 'Fast Facts' section at the bottom provides a summary of key metrics: 881 sessions, 0 Early Alerts, 22 active students, 2 active admins, 22.06 avg. session length, 4.97/5 avg. student rating, 98.2% recommend rate, and 6.8% survey response rate. The Tutor.com logo and 'The Princeton Review' branding are visible at the bottom of the page.

User Types

Contract Manager * Account Manager

The image displays two side-by-side screenshots of the Tutor.com Client Portal. The left screenshot shows the 'My Contract' section with a progress bar at 32% used, 144 sessions used, and 1962 sessions remaining. It also lists the account team member, DeRosario, Susan. The right screenshot shows the 'Fast Facts' dashboard with metrics: 237 sessions, 0 Early Alerts, 12 active students, 2 active admins, 21.08 avg session length, 4.77/5 avg student rating, 100.0% recommended rate, and 37.6% safety response rate. Below the screenshots, text explains that Account Manager access includes everything except overall program usage progress, and Contract Manager access requires approval from the library's Director or assigned Tutor.com Program Manager. A footer contains the Tutor.com logo and contact information.

Client Portal

My Dashboard | User Accounts | Bulk Loader | On-Demand Reports | Monthly Report Archive

All data current as of: 5/16/2017 View data for: Last 30 Days | Last 90 Days | Custom Date Range

My Contract

Default Contract Group Contract ID: 0357

32% USED

144 / 2026 sessions used (32%)
1962 sessions remaining (67%)
Contract ends: 5/31/2018

My Account Team

DeRosario, Susan
Client Service Manager
Aspen, CO
susan.derosario@tutor.com
(844) 619-8261

Fast Facts

Location: All Center Name: All Update

237 sessions see all sessions	0 Early Alerts see all Early Alerts	12 active students see all students	2 active admins see all admins
21.08 avg. session length	4.77/5 avg. student rating	100.0 % recommended rate	37.6 % safety response rate

Account Manager access includes everything except the overall program usage progress.

Contract Manager access will be granted with approval from each library's Director or assigned Tutor.com Program Manager.

All non-Director and non-Program Manager participants in this training will be granted Account Manager access. For Contract Manager access, please ask your Director or Tutor.com Program Manager to email approval to ClientSupport@tutor.com.

tutor.com The Princeton Review

Contract Progress & Fast Facts

My Dashboard

Client Portal [Logout](#)

[My Dashboard](#) | [User Accounts](#) | [Bulk Loader](#) | [On-Demand Reports](#) | [Monthly Report Archive](#)

All data current as of: 5/16/2017 View data for: [Last 30 Days](#) | [Last 90 Days](#) | [custom date range](#)


My Contract

Default Contract Group: Contract ID: 4367

33% USED









944 / 2826 sessions used (33%)
1882 sessions remaining (67%)
Contract ends 1/31/2019

My Account Team

 **DelRosario, Susan**
Client Service Manager
Augusta, GA
susan.delrosario@tutor.com
(549) 619-6261

Fast Facts

Location: All | Center Name: All | [Update](#)

 237 sessions see all sessions	 0 Early Alerts see all Early Alerts	 12 active students see all students	 1 active admins see all admins
 21.08 avg. session length	 4.77/5 avg. student rating	 100.0 % recommended rate	 37.6 % survey response rate

Viewable by Contract Manager

← Set date range of data

← Progress towards goal

← Client Services Manager

Fast Facts:

← Sessions

← Active accounts

← Active admins

← Session Length

← Survey Results



Contract Progress

Overview

Client Portal

[Logout](#)

[My Dashboard](#) | [User Accounts](#) | [Bulk Loader](#) | [On-Demand Reports](#) | [Monthly Report Archive](#)

All data current as of: 5/16/2017

View data for: Last 30 Days | [Last 90 Days](#) | [custom date range](#)

My Contract

Default Contract Group - Contract ID 4357

33% USED

944 / 2826 sessions used (33%)

1882 sessions remaining (67%)

Contract ends 1/31/2018

My Account Team



DelRosario, Susan

Client Service Manager
Augusta, GA

✉ susan.delrosario@tutor.com
☎ (646) 619-8261

TutorPlus programs are assigned a “benchmark goal.”

- Not a maximum session limit.
- If usage exceeds 100% of benchmark, an increase in cost at renewal time is possible.

Per Session programs measured against total number of sessions purchased.

- If usage exceeds 100% of benchmark, library should plan to purchase additional sessions before the contract end date.



Contract Progress Measurement

Example & Averages

Client Portal

My Dashboard | User Accounts | Bulk Loader | On-Demand

All data current as of: 5/5/2017

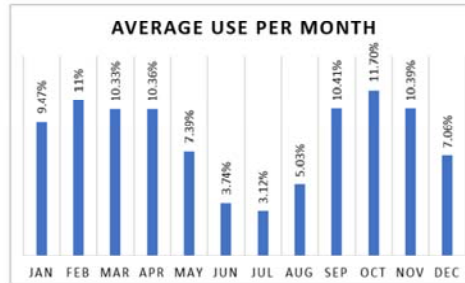
My Contract

Default Contract Group - Contract ID 4326

39% USED

3434 / 8883 sessions used (39%)
5449 sessions remaining (61%)
Contract ends 12/31/2017

Starts in January, so by May 5th, should be just over 41%.



Contract Start Month	Monthly Percentage	Aggregate Percentage	Contract Start Month	Monthly Percentage	Aggregate Percentage	Contract Start Month	Monthly Percentage	Aggregate Percentage	Contract Start Month	Monthly Percentage	Aggregate Percentage
Jan	9.47%	9.47%	Apr	10.36%	10.36%	Jul	3.12%	3.12%	Oct	11.70%	11.70%
Feb	11%	20.47%	May	7.39%	17.75%	Aug	5.03%	8.15%	Nov	10.39%	22.09%
Mar	10.33%	30.80%	Jun	3.74%	21.49%	Sep	10.41%	18.56%	Dec	7.06%	29.15%
Apr	10.36%	41.16%	Jul	3.12%	24.61%	Oct	11.70%	30.26%	Jan	9.47%	38.62%
May	7.39%	48.55%	Aug	5.03%	29.64%	Nov	10.39%	40.65%	Feb	11%	49.62%
Jun	3.74%	52.29%	Sep	10.41%	40.05%	Dec	7.06%	47.71%	Mar	10.33%	59.95%
Jul	3.12%	55.41%	Oct	11.70%	51.75%	Jan	9.47%	57.18%	Apr	10.36%	70.31%
Aug	5.03%	60.44%	Nov	10.39%	62.14%	Feb	11%	68.18%	May	7.39%	77.70%
Sep	10.41%	70.85%	Dec	7.06%	69.20%	Mar	10.33%	78.51%	Jun	3.74%	81.44%
Oct	11.70%	82.55%	Jan	9.47%	78.67%	Apr	10.36%	88.87%	Jul	3.12%	84.56%
Nov	10.39%	92.94%	Feb	11%	89.67%	May	7.39%	96.26%	Aug	5.03%	89.59%
Dec	7.06%	100.00%	Mar	10.33%	100.00%	Jun	3.74%	100.00%	Sep	10.41%	100.00%



Fast Facts

My Dashboard

Client Portal

[Logout](#)







[My Dashboard](#) | [User Accounts](#) | [Bulk Loader](#) | [On-Demand Reports](#) | [Monthly Report Archive](#)

All data current as of: 5/5/2017

View data for: [Last 30 Days](#) | [Last 90 Days](#) | [custom date range](#)

Fast Facts

Location: Center Name:

 237 sessions see all sessions	 0 Early Alerts see all Early Alerts	 12 active students see all students	 1 active admins see all admins
 21.08 avg. session length	 4.77/5 avg. student rating	 100.0 % recommend rate	 37.6 % survey response rate

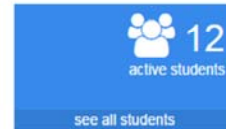
Fast Facts

Example

Scenario: With Advanced Placement Tests quickly approaching, the Teen Librarian plans to send an email to the AP® teachers at the local high schools to remind them of the Tutor.com program. The email will be sent to the teachers on Monday, March 6th. (Let's assume spring break isn't until April in this school district.)

Measure Results

1. On Monday, 3/27, visit the Client Portal.
2. Set Dashboard date range to 2/13/2017 – 3/6/2017.
3. Set Dashboard Location to "All."
4. Set Dashboard Center to "Advanced Placement."
5. Note the sessions and active students.
6. Then, change the date range to 3/6/2017-3/27/2017.
7. Note the sessions and active students.
8. Compare usage after promotion to usage before promotion.
9. If usage increased, repeat email reminder to teachers on 4/3.
10. If usage did not increase, try dropping off flyers to teachers.



On-Demand Reports

Standard & Optional

Client Portal

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[Program Snapshot](#) [Student Usage](#) [Individual Student Sessions](#) [Admin Access](#)

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[Program Snapshot](#) [Student Usage](#) [Individual Student Sessions](#) [Topic Drilldown](#) [Admin Access](#)

For libraries that are well connected with their local school district, or for those that want more topical detail on sessions, the Topic Drill Down report is a (no-cost) optional report that details the finer details of a session topic.
Math → Algebra → Linear Equations → Slope, Intercepts, Points on a line



On-Demand Reports

Program Snapshot

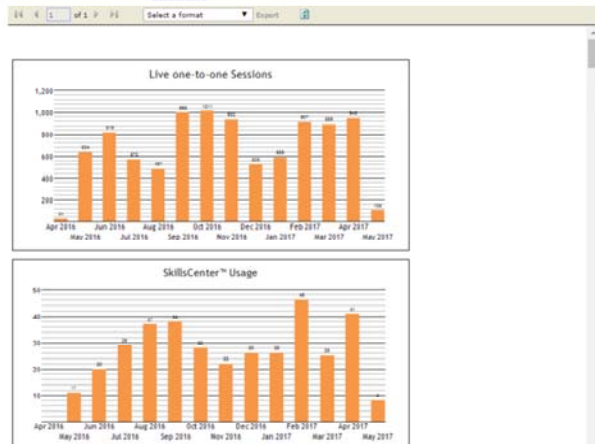
Program Snapshot Report

This report provides a high-level overview of overall program usage, including subjects accessed, tutoring hours used, and aggregate student-satisfaction feedback. Unused student comments are also included. You may run the report over any date range up to 180 days. If you need usage data over a longer date range, please contact your Client Services Manager at clientsupport@tutor.com

Please enter Program Snapshot Report parameters:

Start Date: End Date:

[View Report](#)



- Monthly Report format & data

- Filtered by Date Range

- Exportable

- Select a format
 - Select a format
 - XML file with report data
 - CSV (comma delimited)
 - TIFF file
 - Acrobat (PDF) file
 - Web archive
 - Excel

Use Case: Prepare a Quarterly Report for Library Board, Director, Funder, etc.



On-Demand Reports

Student Usage

Student Usage Report

This report breaks usage down by student, showing the number of sessions and number of minutes each student used in various subjects. Data is returned for both the date range you specify and the lifetime of each student's account. You may run the report over any date range up to 180 days. If you need usage data over a longer date range, please contact your Client Services Manager at clientsupport@tutor.com. Please enter Student Usage Report parameters.

Start Date: 04/01/2017 End Date: 05/16/2017

Student Username: Student Email:

Student First Name: Student Last Name:

Location: AB Center Name: AB

[View Report](#)

HeadID	Access Point	Start Date	Subjects	Total Minutes Used	Minutes Used This Period	Total Sessions	Sessions This Period	Revenue	Total Alerts	Early Alerts
2122972		03/03/17	ALL	15,030.38	1,400.00	647	50	403	40	
			ACT Test Prep -	104.18	0.00	2	0	1	0	
			Math - Algebra	1,880.14	0.00	59	0	11	0	
			ACT Test Prep -	1,880.14	0.00	59	0	11	0	
			Math - Algebra II	2,523.63	5.93	96	1	61	0	
			Math - Algebra II	11,483.35	1,394.73	472	55	327	46	
			Math - Geometry	576.34	0.00	16	0	5	0	
			Math - Trigonometry	62.74	0.00	2	0	0	0	
1879633		03/10/14	ALL	2,135.13	0.00	79	1	10	0	
			Job Help - Writing a Resume	34.60	0.00	1	0	0	0	
			Math - Algebra II	277.27	0.00	8	0	8	0	
			Math - Algebra II	92.86	0.00	3	0	0	0	
			Math - Calculus	737.27	0.00	29	0	2	0	
			Math - Trigonometry	194.38	0.00	5	0	0	0	
			Social Studies - World History	20.40	0.00	1	0	0	0	
			Spanish - Writing	208.08	8.58	7	1	4	0	
			WriteTutor - College/University Essay	172.79	0.00	7	0	1	0	
			WriteTutor - Essay	341.47	0.00	13	0	3	0	

- Summarizes usage by Account
- Filtered by
 - Date Range
 - Student Username
 - Student First Name
 - Student Email
 - Location
 - Center
- Shows
 - Account Creation Date
 - Subjects Used
 - Minutes Used Total & Period
 - Sessions Used Total & Period
 - Early Alerts (Ignore)

Use Case: Find a student to feature in a press interview/article.



On-Demand Reports

Individual Student Session

Individual Student Sessions Report

This report returns data on all Tutor.com sessions conducted within your selected date range, with separate columns for each student and tutor participants, subject, and more. You may run the report over any date range up to 180 days, if you need usage date range, please contact your Client Services Manager at clientsupport@tutor.com.

Please enter Individual Student Sessions Report parameters:

Start Date: End Date:
Student Username: Student Email:
Student First Name: Student Last Name:
Location: Center Name:

[View Report](#)

Location	UserID	Tutor Display Name	Subject	Grade/Course	Center Name	Session Start Time	Length
	2123972	Matthew H	Math - Algebra II	12th	Math	05/03/2017 05:45 PM	19:25
	2123972	Muhammed M	Math - Algebra II	12th	Math	05/03/2017 05:30 PM	10:72
	1355012	Abdulkumer S	Math - Mid Level	9th	Math	05/01/2017 03:43 PM	21:55
	1355012	David A	Job Help - Finding a job	12th	Job Help	05/01/2017 03:55 PM	15:53
	1355012	Rachel H	Math - Mid Level	9th	Math	05/01/2017 04:20 PM	35:42
	1355012	Alan D	Math - Algebra	8th	Math	05/01/2017 05:54 PM	12:00
	1355012	Amanda T	Math - Algebra	8th	Math	05/01/2017 06:16 PM	23:15

- Details Sessions
- Filtered by
 - Date Range
 - Student Username
 - Student First Name
 - Student Email
 - Location
 - Center
- Shows
 - Access Point (branch)
 - User data
 - Tutor Name
 - Grade
 - Center & Subject
 - Date/Time
 - Session Length

Use Case: Create a By Grade By Subject matrix. Search for power users.



On-Demand Reports

Individual Student Session

Topic Drilldown Report

This report shows the specific topics and subtopics students requested help with in your selected subject. You may run the report over a range up to 180 days. If you need usage data over a longer date range, please contact your Client Services Manager at clientsupport@tutor.com

Please enter Topic Drilldown Report parameters:

Start Date: End Date:

Location: Center Name:

Subject:

1 of 1 | Select a format | Export

Topics	Percentage of Total
Absolute Value Equations and Inequalities	0.56 %
Solving Absolute Value Equations and Inequalities	0.56 %
Algebraic Expressions	20.00 %
Add, Subtract Expressions	6.11 %
Multiply, Divide, Factor Expressions including Exponents	6.67 %
Variables and Expressions	7.22 %
Elementary Statistics	2.78 %
Data Analysis	1.67 %
Data Collection	0.56 %
Measures of Data	0.56 %
Functions	8.89 %
Composition and Operations on Functions	2.78 %
Graphing Functions and Transformations	2.78 %
Inverse of Function	0.56 %
Properties of Functions - Domain and Range	0.56 %
Properties of Functions - Zeros, End Behavior, Turning Points	0.56 %
Solving Problems with Functions	1.67 %
Linear Equations	23.44 %
Other	3.95 %

- Details Sessions
- Filtered by
 - Date Range
 - Location
 - Center
 - Subject
- Shows
 - Breakdown of sessions by percent of scope and sequence within a subject

Use Case: Use to share usage data with the schools to gain buy-in or assist them in better reviewing for tests. Also can be used to help library create special test review sessions.



On-Demand Reports

Admin Access

Admin Access Report

This report provides dates and times when admins accessed the Client Portal.

Please enter Admin Access Report parameters:

Start Date: End Date:

Username	First Name	Last Name	Email	Access Level	Login Date
				General	5/16/2017
				Access	8:25:17 AM
				General	5/16/2017
				Access	8:31:00 AM
				General	5/16/2017
				Access	8:37:32 AM
				General	5/16/2017
				Access	10:26:11 AM

- Admin Login Details
- Filtered by
 - Date Range
- Shows
 - Username
 - First Name
 - Last Name
 - Email
 - Access Level (always general)
 - Login Date/Time

Use Case: Find most active admin users so they can train other librarians on how to use it. 😊

On-Demand Reports

















































Monthly Reports (The Time Machine)

Client Portal

My Dashboard | User Accounts | Bulk Loader | On-Demand Reports | Monthly Report Archive

Monthly Report Archive

If you have any problems viewing these reports, please [contact us](#) at your convenience.

2017 April Report By Location With Summary	 
2017 March Report By Location With Summary	 
2017 February Report By Location With Summary	 
2017 January Report By Location With Summary	 
2016 December Report By Location With Summary	 
2016 November Report By Location With Summary	 
2016 October Report By Location With Summary	 
2016 September Report By Location With Summary	 
2016 August Report By Location With Summary	 
2016 July Report By Location With Summary	 
2016 June Report By Location With Summary	 
2016 May Report By Location With Summary	 
2016 April Report By Location With Summary	 
2016 March Report By Location With Summary	 
2016 February Report By Location With Summary	 
2016 January Report By Location With Summary	 
2015 December Report By Location With Summary	 
2015 November Report By Location With Summary	 
2015 October Report By Location With Summary	 
2015 September Report By Location With Summary	 
2015 August Report By Location With Summary	 
2015 July Report By Location With Summary	 
2015 June Report By Location With Summary	 
2015 May Report By Location With Summary	 

- Shows all monthly reports that were ever delivered to a report recipient since the beginning of your program's start.
- Dates all the way back to 2002 for some programs.

Use Case: Compiling reports that compare year over year when your program is older than 2010. Also, a faster way to view past months' reports without having to pull them in the Program Snapshot.



User Accounts

Managing Usernames & Passwords

Special Note: For libraries that do NOT want access to user information such as email address, we can anonymize this section, but that makes account management more difficult.

Client Portal [Logout](#)

My Dashboard | **User Accounts** | Bulk Loader | On-Demand Reports | Monthly Report Archive

Location: Remote ▾

Search: Search Remote

NOTE: If the text field has less than 3 characters, it will not be processed.

Hide inactive logins

[Add Login](#)

Last Name	First Name	Username	Location	Email	Save Email	Password	Active
Kenya		07520C26386C008D...		07520C26386C008D...	☑	*****	☑ Edit
Makaila		07505ACA7ED3433D...		07505ACA7ED3433D...	☑	*****	☑ Edit
Akaurita		08D1AA813892807A5...		08D1AA813892807A5...	☑	*****	☑ Edit
Desharla		00B20234A03A840C2...		00B20234A03A840C2...	☑	*****	☑ Edit
majerly		101ERAF58AF8BEV71...		101ERAF58AF8BEV71...	☑	*****	☑ Edit
JAYLIN		10C5480908AA3C40...		10C5480908AA3C40...	☑	*****	☑ Edit
Theron		12F56F8E8F510C761...		12F56F8E8F510C761...	☑	*****	☑ Edit
mykayla		1794F381072FC602C...		1794F381072FC602C...	☑	*****	☑ Edit
nysh		1847A6CE201ED3A04...		1847A6CE201ED3A04...	☑	*****	☑ Edit
Erin		1A863570ADAC6C92B...		1A863570ADAC6C92B...	☑	*****	☑ Edit
Janice		1B9E703619CD3F1A0...		1B9E703619CD3F1A0...	☑	*****	☑ Edit
ashley		1C5C24774E04A89A...		1C5C24774E04A89A...	☑	*****	☑ Edit
Ethan		2058188A4081D1289...		2058188A4081D1289...	☑	*****	☑ Edit
Julie		2062365578F003AE...		2062365578F003AE...	☑	*****	☑ Edit
Hykayla		25CB120624111B1D4...		25CB120624111B1D4...	☑	*****	☑ Edit

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- Filter by Location
- Search by first name or username
- Create new accounts
- Edit current accounts/passwords

Use Case: Reset a password for a student that did not provide an email address upon sign-up. Also, change a username for a patron that received a new library card number or create an account.

User Accounts

Create an Account

[Student Sets Password](#) | [Administrator Sets Password](#)

First Name:	Username:	Location:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name:	Email:	
<input type="text"/>	<input type="text"/>	
	<input type="checkbox"/> Save Email	
Add Login	Cancel	

Note: Temporary passwords are emailed and email addresses are discarded immediately. Saving email addresses in the system will give a user the ability to reset their password in the event that they forget it.

[Student Sets Password](#) | [Administrator Sets Password](#)

First Name:	Username:	Location:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name:	Password:	
<input type="text"/>	<input type="text"/>	
Add Login	Cancel	

Note: Passwords are set but the system does not notify the user of any changes.



User Accounts

Account Changes

[Add Login](#)

Last Name	First Name	Username	Location	Email	Save Email	Password	Active	
	Alyssa	alysalouro@gmail...	Test Accesspoint	alysalouro@gmail...	<input checked="" type="checkbox"/>	*****	<input checked="" type="checkbox"/>	Edit
	Alyssa	alysstestj	Test Accesspoint	alysstest@tutor.cc	<input checked="" type="checkbox"/>	*****	<input checked="" type="checkbox"/>	Update Cancel

Click "Edit" to change name, username, location, email or initiate password reset.
Can also deactivate an account from here.

Special Notes

- Tutor.com Library programs do not include student last name.
- If your library uses required accounts/SmartAccounts, username must be library card #.
- To save email address for password retrieval, "Save Email" box must be set.
- If username is 40 character long gibberish, this is a juvenile child's account and is completely encrypted and cannot be searched/found.

User Accounts

Resetting a Password

My Dashboard | User Accounts | Bulk Loader | On-Demand Reports | Monthly Report Archive

Reset password
You are about to reset the password for **alyssatest@tutor.com**
Click 'Reset Password' to proceed, or click 'Cancel'

Reset Password Cancel

Location: Test Accesspoint

Search: Search: Test Accesspoint
NOTE: If the text field has less than 3 characters, it will reset the grid below.

Hide inactive logins

[Add Login](#)

Last Name	First Name	Username	Location	Email	Save Email	Password	Active	
	Alyssa	alyssalouro@gmail...	Test Accesspoint	alyssalouro@gmail...	<input checked="" type="checkbox"/>	*****	<input checked="" type="checkbox"/>	Edit
	Alyssa	alyssatest@	Test Accesspoint	alyssatest@tutor.c...	<input checked="" type="checkbox"/>	*****	<input checked="" type="checkbox"/>	Update
			Test Accesspoint			Reset		Cancel

1. Click "Edit" for account.
2. If account has a valid email address saved, click "Reset" for account, then at top, click "Reset Password." If "Password Reset Error" shows up, then email with reset link bounced.
3. If account does not have a valid email address, type new password into Password box and click "Reset." Click "Reset Password" at the top.
4. Provide new password to patron. Ask them to change it in "My Account" section immediately.
5. Click "Cancel" next to account if no other changes were made.

Bulk Uploader

Creating or Deactivating Multiple Accounts

Not for the faint of heart. We're here to help!

Client Portal

My Dashboard | User Accounts | Bulk Loader | On-Demand Reports | Monthly Report Archive

Bulk Loader File Format

Import files should be formatted as comma separated values (CSV) and saved with a .csv or .txt extension. Optional fields, left blank, should appear as consecutive commas, data, data.

Position	Field	Description
1	Status**	Flag to activate or deactivate an account (1 = activate, 0 = deactivate).
2	Surname**	The surname the student will use to log in.
3	Password**	The password the student will use to log in.
4	Location ID**	Use the appropriate ID from the list on the right.
5	First Name**	The student's first name.
6	Last Name	The student's last name.
7	Email Address	The student's email address for password delivery.
8	Save Email	Save the student's email for password recovery (1 for yes).
9	Send Email	On/Off send Email, In/Out single credentials, 2/Email set new password email

**Required on Account Creation
**Required on Account Creation and Account Update

Use the button below to locate your import file and the click "Start Import" button:

No file chosen

Custom message to add to the email (optional)

Your Location Ids

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- Export full list of accounts
 - Passwords not included and not editable in bulk.
- Import CSV file with list of new accounts or bulk changes.
 - Columns must be in proper format & order.
 - Very picky with proper characters in email address.
- Large uploads can take a few hours. Do not close window or click on a different tab.

Use Case: Create accounts for all students in a class or program, all at once.
Download a list of all accounts, active and deactivated.

Now What?

- Define your program's goal. Who is your intended audience(s)?
- Speak to your program manager about usage progress. Too low – promote more. Too high – prepare reports for increased budgeting.
- Analyze usage: location, grades, subjects. Identify groups you are not reaching
- Review the Client Resource Center for materials that target your missed audience.
- Make an appointment with your Client Services Manager to create a plan.

Questions?

Contact your Client Services Manager
www.tutor.com/clientcarelib/contactus



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