

Live Homework Help!

What are you waiting for?



Lets' face it, nobody is really a big fan of homework – but it can be easier! You could be studying for an upcoming test or exam, maybe you're **struggling** in class (c'mon, no one is perfect) or you might just have a few questions about a particular subject.

Your school has just connected to Live Homework Help - an Internet service that **really** can help you with your schoolwork. Thousands of students are already using it in Australia and overseas and if you've ever used **MSN Messenger** to chat to your friends, you'll be at home with Live Homework Help.

When you log on to Live Homework Help, a **real, live** tutor who is an expert in the subject you want help with – will come online to give you **instant help**. You can get help from **Sunday to Friday from 4pm - 10pm**. Here's how:

1. Go to <http://www.livehomeworkhelp.com.au/glennie>
2. Log in with your username and password
3. Follow the onscreen instructions to download the free software and connect to a tutor in the Online Classroom.

10 Tips For a Great Online Tutoring Session

1. Let the tutor know what your **question** is. Don't be shy; ask about whatever is puzzling you.
2. Try to stick to **proper English** on line so that the tutor will understand you.
3. If you are confused at any time, don't just sit there, tell the tutor that you **don't understand** and he/she will explain more.
4. When the tutor says something to you online, make sure you **respond** – just like you would when you're using MSN Messenger.
5. Be **patient** – the tutor may take a little while to work out the answer to your problem. Hang in there.
6. Be **polite** – yes, the tutors are REAL people and they deserve respect from the students they are trying to help.
7. Don't expect the tutors to **do your work** for you because they won't. But they WILL give you all the help you need to complete your work. You just wait and see how helpful they can be.
8. If you have to leave the session, **don't forget** to tell the tutor – otherwise they won't realise you're not there anymore!
9. Give your **opinion** – click the "End Session" button in the top right hand corner and a few questions will pop up asking you how you liked the session. Feel free to say what you want.
10. If you **really like** your tutor – give them a high rating and the system will try to connect you to the same tutor next time.

Questions?

E-mail help@livehomeworkhelp.com.au.



Live Homework Help Installation Notes



Set-up Instructions

- 1. Browser Requirement:** Be sure you are using **Microsoft Internet Explorer 5.0 or higher**.
- 2. Run the CD:** Put the CD into your CD drive. It should automatically run the Live Homework Help Installer. If it doesn't, then click on the Live Homework Help "setup.exe" file. You can also download the Live Homework Help classroom software from www.livehomeworkhelp.com.au/install. Make sure when registering Shockwave that you click 'no' to automatic updates.
- 3. Check your set up:** Go to www.livehomeworkhelp.com.au/setup. Follow the step-by-step instructions on the page to verify your computer is properly configured to connect to our tutors. If you have a problem, check the troubleshooting notes.
- 4. Load the Online Classroom:** Go to www.livehomeworkhelp.com.au/practice and click on "Go to Practice Area" or the picture of the Online Classroom. Your computer should load the "Practice Classroom" where you can see how the classroom works. You won't be connected to a tutor at this point, but you can use most of the features of the Online Classroom.
- 5. Connect to a tutor:** Follow the instructions on the other side of this sheet.

Troubleshooting

- 1. Popup Blockers:** Popup blockers have started to appear in XP Service Pack 2 and the Yahoo, Google and various other toolbar programs. If software is set to block pop-ups the classroom will not work. Make sure that the toolbars are set to allow pop-ups when using the Online Classroom.
- 2. Norton Anti-Virus:** The Norton's suite of programs can be set to block the classroom. In Anti-virus, right-click the Norton's System Tray icon to launch the Antivirus centre, select "Options" at the top of the window and then make sure that "Script Blocking" is not selected.
- 3. Norton's Internet Security:** In Norton's Internet Security, launch the Internet Security Control Panel and select "Privacy Control". Click the "Configure Option", then "Custom Level" and de-select "Enable Browser Privacy". If there is other personal firewall software installed on the machine, please contact the Live Homework Help office.
- 4. Shockwave Version:** If there are problems printing or using the voice facility, Shockwave may have been set to automatically update to Shockwave 10. Uninstall "Shockwave" and "Live Homework Help" using the Add/Remove Control Panel and then reinstall the software from the CD or download it from the Internet (see Step 2 below.)

If you need additional support, please e-mail
help@livehomeworkhelp.com.au

