Math - Science - Business - Writing

Connect With a Tutor and interact in real time.
Submit your Writing for any class to our Online Writing Lab.
Submit a Question and receive a reply from a tutor.

Follow these steps to get started:

1. Go to www.smarthinking.com
2. Click the Red Login box in the upper righthand corner
3. Your username is your NCCU email address
4. To retrieve your password, click the “Forgot Password” link
5. Use your NCCU email address to request your password be emailed directly to you
6. Be sure to check your NCCU account for an email from Smarthinking (sometimes this email is marked as SPAM)

Log into your Smarthinking account whenever you need help!

Technology Requirements and Troubleshooting

- Enable Cookies/Javascript (install Java here http://www.java.com)
- Disable all popup blockers
- Refer to our full list of the most up to date settings here http://smarthinking.host4kb.com/category/7/0/10/Technical/

Need help using Smarthinking?

Click on the Smarthinking Student Handbook found under the Academic Resources!
You may also contact Customer Support at support@smarthinking.com
An Overview of How to use Smarthinking

Once you are logged in, you will find various tabs along the top:

- **Reserved Sessions** – contains a list of all sessions you have scheduled in advance using “Scheduled Tutoring”
- **Personal Archive** - contains transcripts of your online sessions, copies of responses to questions you have submitted, and reviews/critiques of papers and essays submitted to the Writing Center
- **Manage Account** - provides access to your Smarthinking profile where you can change your password or email address, and information about your use of Smarthinking
- **Customer Service** - provides access to information that will help you solve any problems that arise when you are using Smarthinking
- **Academic Resources** – below the red tabs you will see Academic Resources. This provides access to the Smarthinking Writer’s and ESL Writer’s Handbooks, an Accounting Glossary, a Study Guide Handbook, and links to other sites that provide support for students studying mathematics.

In the center of the screen, your options for tutoring are displayed:

- **Writing Center** is used to send an essay or paper draft to a tutor for review. Smarthinking strives to return Essays within 24 hours.
- **Drop In Tutoring** is used when you want live tutoring right away. Simply click on your subject to be connected to a tutor.
- **Scheduled Tutoring** is used when you want to make an appointment for future tutoring. *If you know that you cannot make a scheduled session, you MUST CANCEL IT WITHIN 48 HOURS OF THE APPOINTMENT TIME IN ORDER TO NOT BE CHARGED FOR IT*
- **Offline Questions** is used when you don’t have time for a live session. A tutor will respond usually within 24 hours.

There is a more detailed handbook of these steps inside your account. Simply click on the Smarthinking Student Handbook found under the Academic Resources! You may also contact Customer Support at support@smarthinking.com