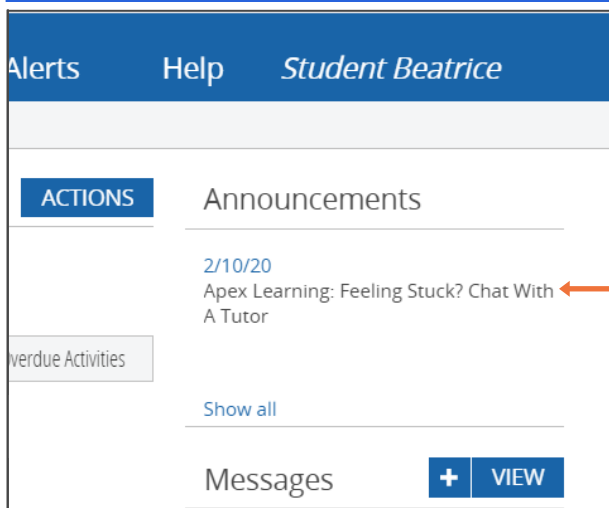


Online Tutors for BVP students are online every weekday, **8am-8pm ET**, and are just a few clicks away. Our Tutors are a great resource if you ever get stuck on an assignment or a new concept. Have a specific question in mind before starting a chat with an Online Tutor, and the Tutor will help guide you to the answer.

Follow these steps to get help from an Online Tutor:

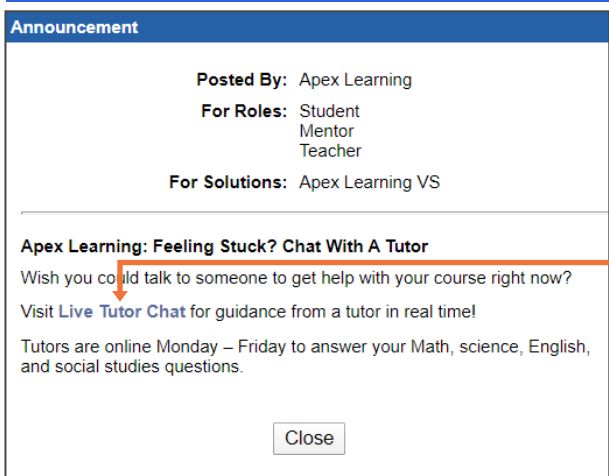


The screenshot shows a student dashboard for 'Student Beatrice'. Under the 'ACTIONS' tab, there is an 'Announcements' section. An announcement dated '2/10/20' from 'Apex Learning' is titled 'Feeling Stuck? Chat With A Tutor'. Below the announcement is a 'Show all' link. At the bottom of the dashboard, there is a 'Messages' section with a '+ VIEW' button.

1

Click the Tutor Announcement

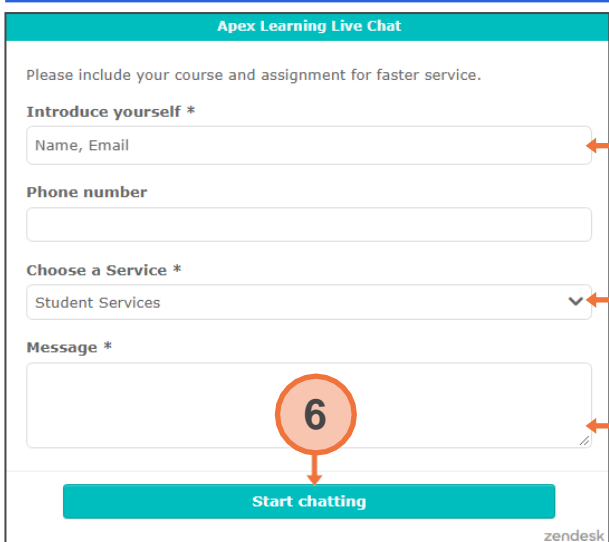
Note that tutors may be assisting other students when you start a chat. Please be patient and they will be with you as soon as possible. Try to limit each session to 15 minutes since this will allow our tutors to serve more students.



The screenshot shows the details of the announcement. It is posted by 'Apex Learning' and is for roles 'Student', 'Mentor', and 'Teacher'. The solution is 'Apex Learning VS'. The main text of the announcement reads: 'Apex Learning: Feeling Stuck? Chat With A Tutor. Wish you could talk to someone to get help with your course right now? Visit Live Tutor Chat for guidance from a tutor in real time! Tutors are online Monday – Friday to answer your Math, science, English, and social studies questions.' There is a 'Close' button at the bottom.

2

Click the [Live Tutor Chat](#) link



The screenshot shows the 'Apex Learning Live Chat' form. It includes a header with the text 'Please include your course and assignment for faster service.' The form has several fields: 'Introduce yourself *' with a sub-field for 'Name, Email'; 'Phone number'; 'Choose a Service *' with a dropdown menu currently showing 'Student Services'; and 'Message *' with a large text area. At the bottom is a 'Start chatting' button. The Zendesk logo is visible in the bottom right corner.

3

Type your name and email address

4

Choose the needed Subject:

- English, Math, Science, or Social Studies

5

Greet the Tutor and provide your:

- Course Name (e.g. Algebra I Sem 1)
- Activity Number (e.g. 1.2.4 Practice)

6