# TutorRoom WLS Backend Manual

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# 1. Admin Guide

## 1.1 Login

1. Fill the email/username and password
2. Select the role as Admin
3. Click ‘Submit’ to login.

## 1.2 Student List

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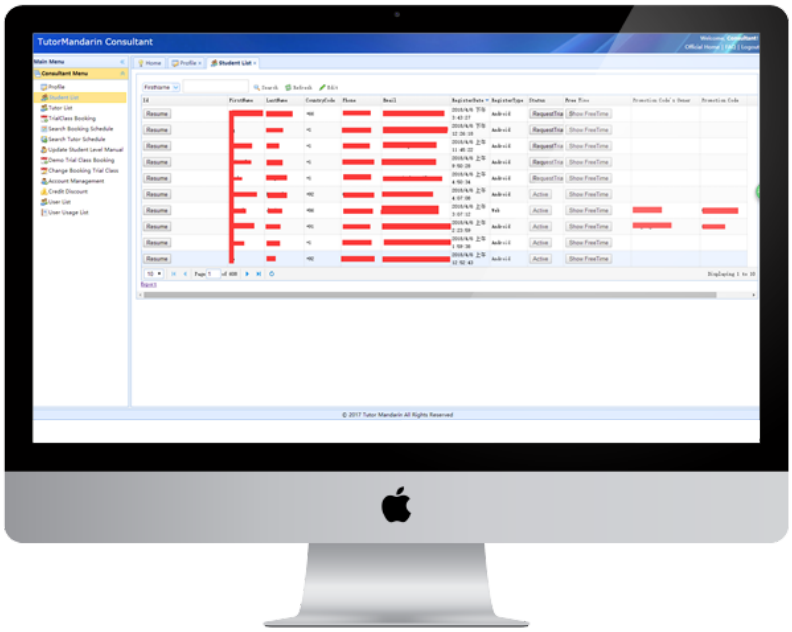


1. Click on the left menu ‘Student List’.
2. A new tab for ‘student list’ will be created.
3. In this list, consultants and admins can get all the students information for all accounts new and old
4. See name, email, phone number, day joined, and more
5. Export all student data to excel with bottom left button

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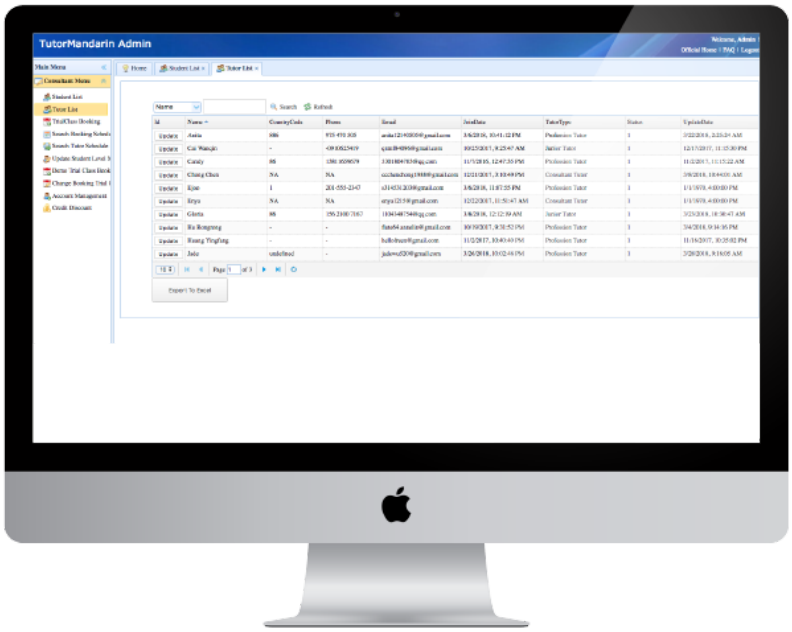
## 1.3 Tutor List




1. This page is for all tutor information.
2. Click on update to changes any tutor info
3. Export all info to excel with bottom button

## 1.4 Booking Schedule

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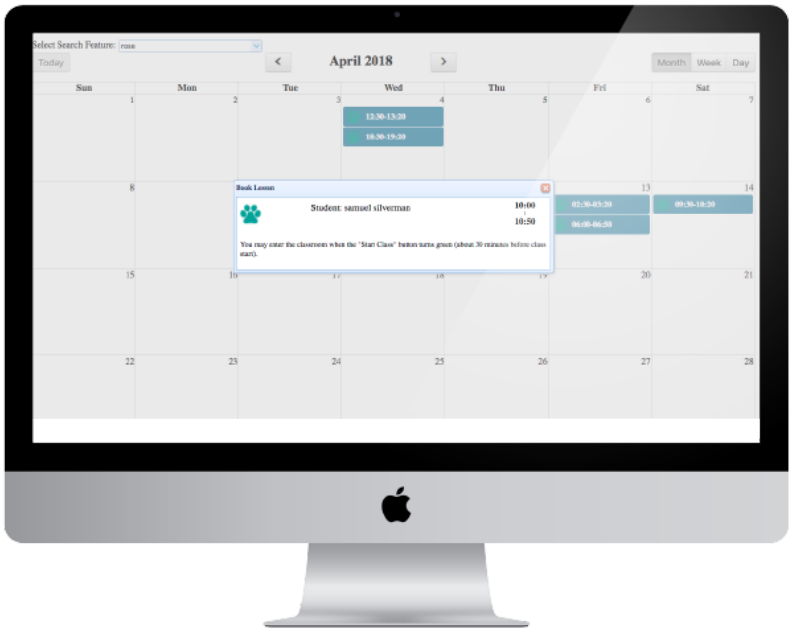


1. Select tutor to see their schedule
2. See tutor schedule in full calendar few
3. Click on any calendar event to see more specific information

## 1.5 Tutor Available Time

This is a page for checking the available time of each tutor.

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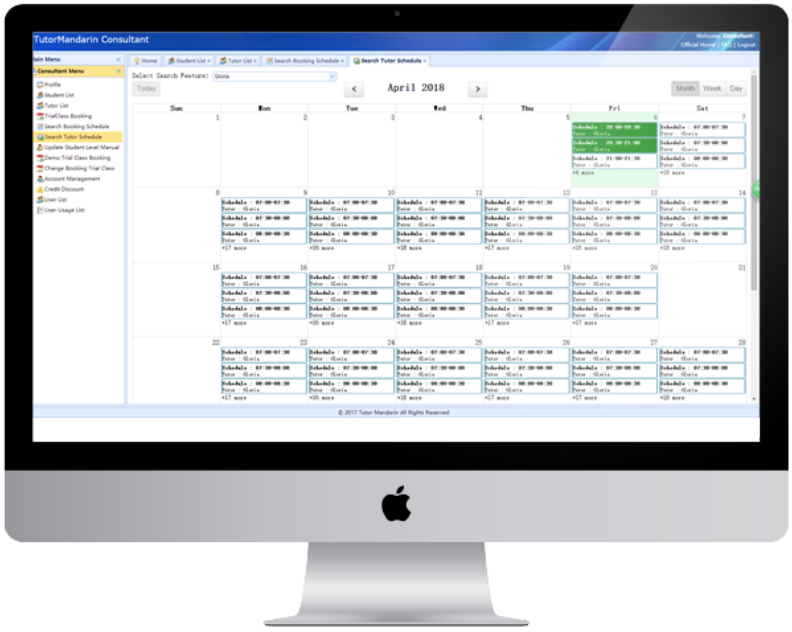


## 1.6 Account Management

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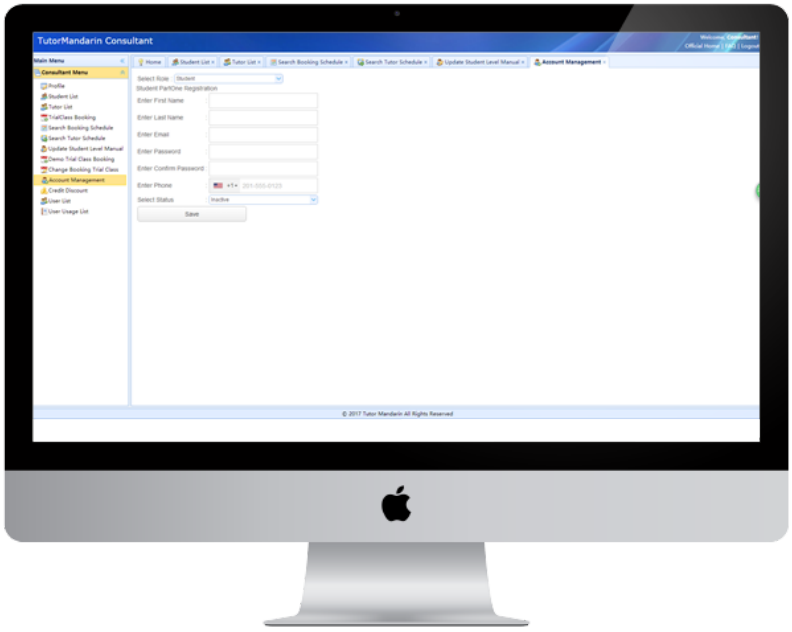


1. Creates new accounts for student, tutor, consultant, or otherwises.
2. Select Role
3. Fill in name, email, pwd to create
4. Send information for user to sign in via main page

# 2. Tutor Guide

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## 2-1. Login

1. Fill the email/user name within password of the consultant account
2. Select the role as ‘Consultant’
3. Click ‘Submit’ to login.

## 2-2. Profile

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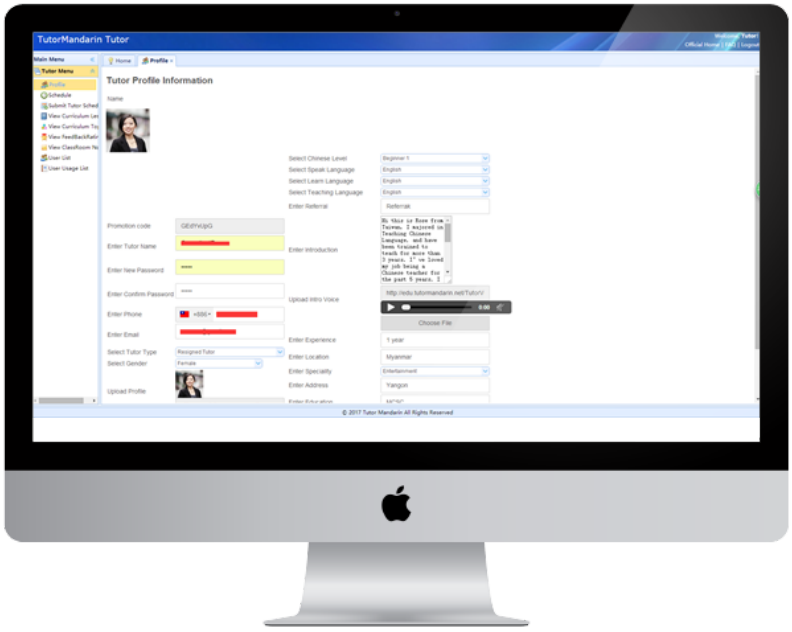


## 2-3. Schedule

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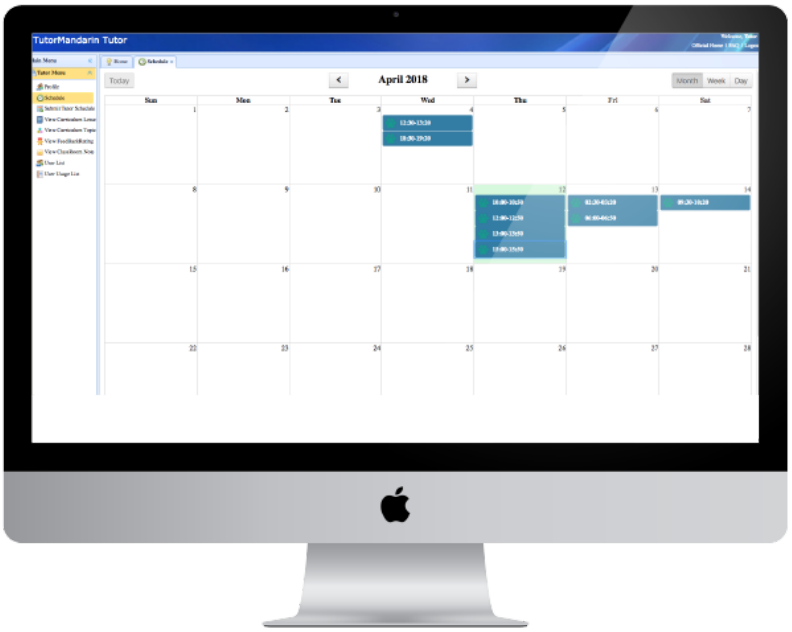


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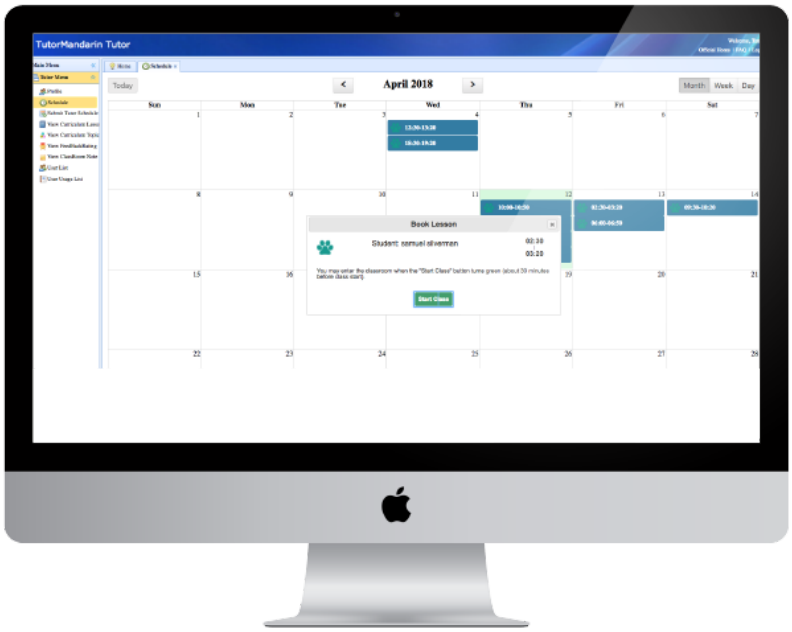


1. This page is for showing the booking class of this tutor.
2. Green icon should be the package booking
3. Yellow icon should be the single booking.
4. Click the detail item in the calendar, it will pop-up a detail information. And if it is time to have the class, the button will come to ‘green’. Tutor could get into the classroom by this button.

## 2.4 Tutor Available Time

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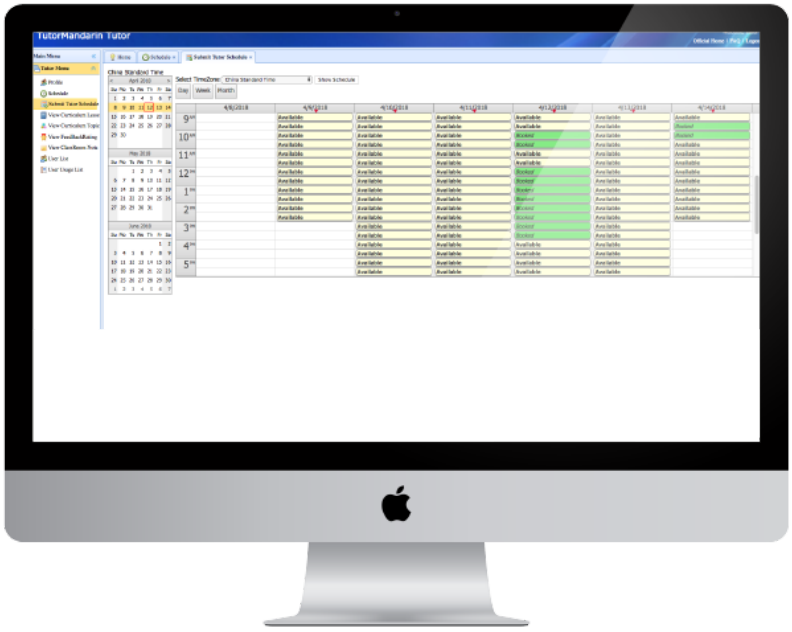


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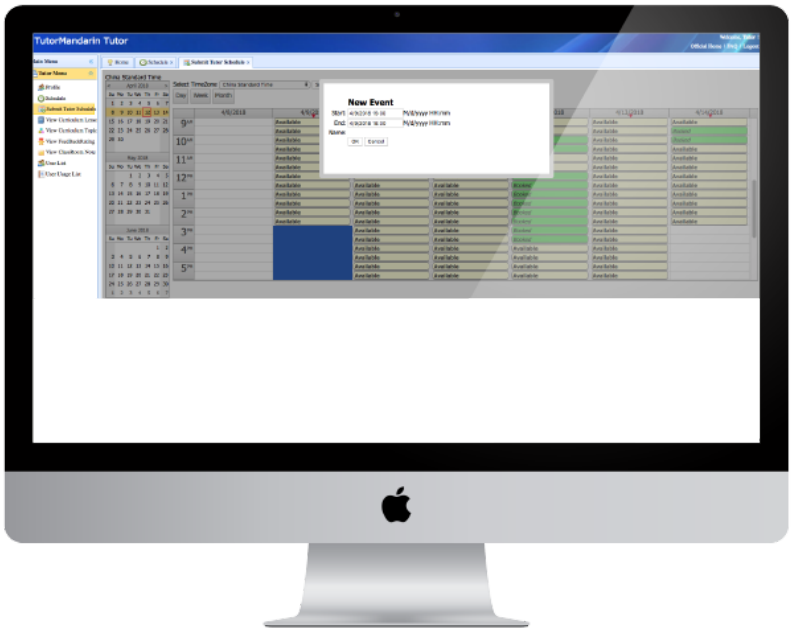


This page is for tutor submitting his own available time. The time slot is 30 mins. Tutor could select a date in the calendar on the left-hand side, and then click the detail time slot as begin timeslot. And then change the end timeslot to make it as a time range. All the timeslot between begin and end will be all marked as available time of this tutor.

## 2.5 Course Overview

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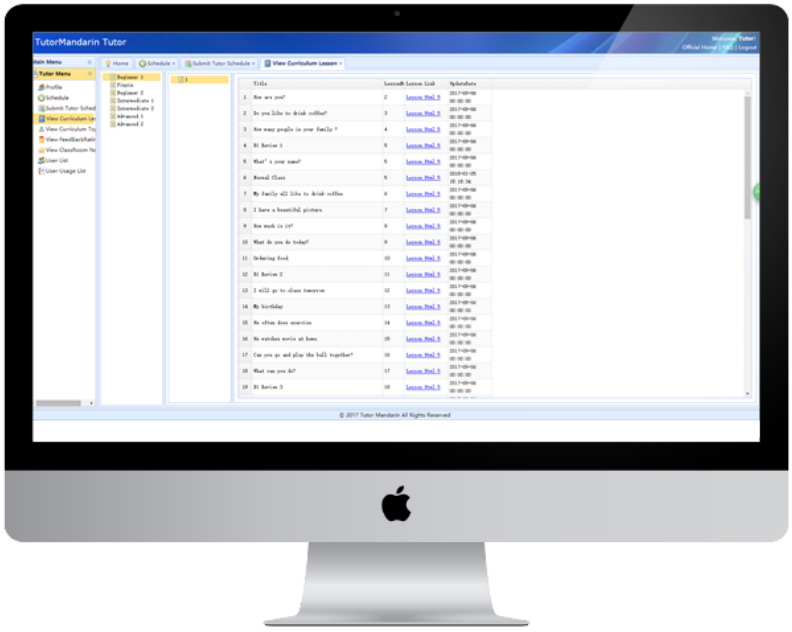


1. See all uploaded courses here
2. Download files for teachers and admins alike
3. Courses uploaded via Admin or through Education Manager

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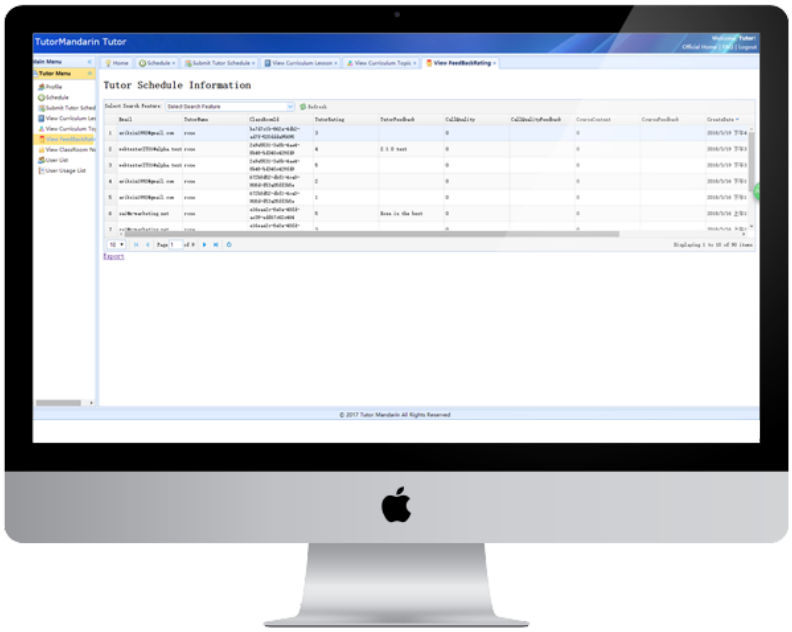
## 2.7 Feedback Rating




We have a survey page after each classroom for the student. Student could give the rating of this class including the material and tutor. All the information will be collected in our database. And then we will show this report of feedback to our tutor to help to improve in the future.

## 2.8 Classroom

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1. When the class is coming. The tutor could get into the classroom from the schedule page.
2. When tutor opens this page, it is just for prepare. Once the tutor clicks the ‘Join’ button, all things will go to start. So, at the beginning, the tutor could prepare the pdfs, uploading materials, etc.
3. Click ‘Join’ to start the class. After the ‘Join’ is clicked, the student could join into the classroom.
4. Left side has two areas for video. One is for tutor, the other is for student.
5. And below is a chat box, tutor and student could chat directly in the chat window.

# 3. Education Manager guide

## 3.1 Login

1. Fill the email/user name within password of the consultant account
2. Select the role as ‘Consultant’
3. Click ‘Submit’ to login.

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## 3.2 Course

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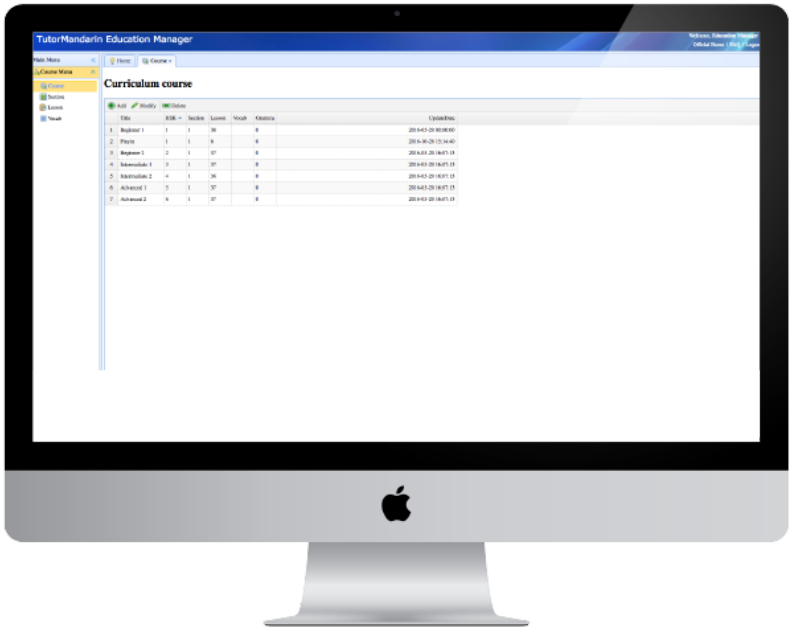


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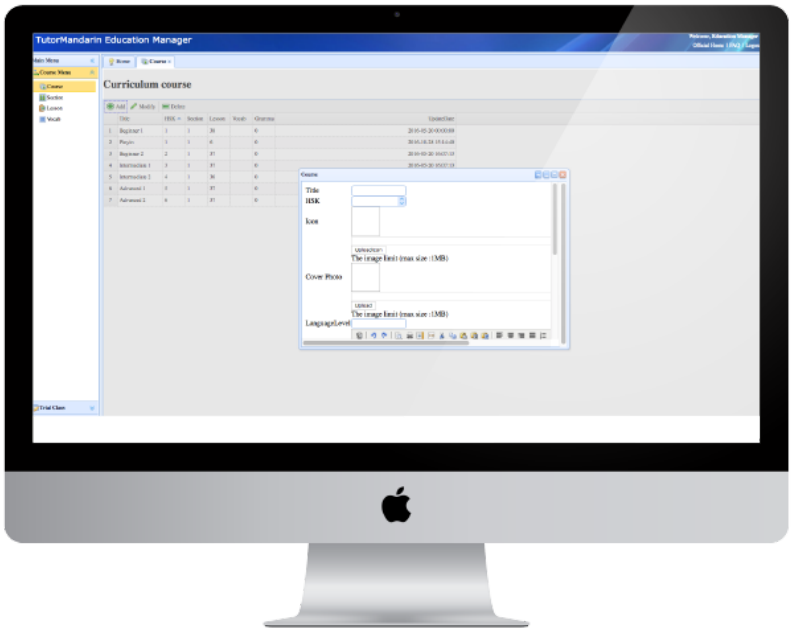


1. See all course
2. Add new course

## 3.3 Lessons

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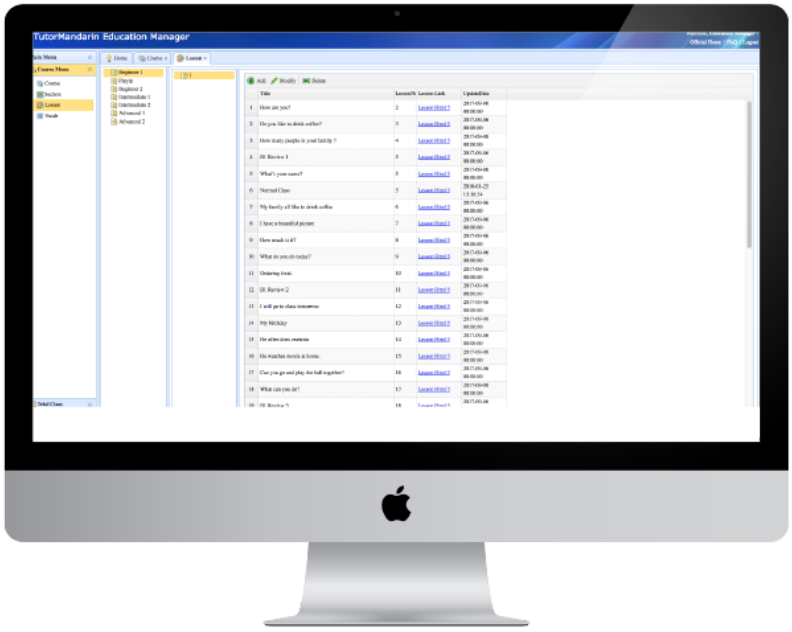


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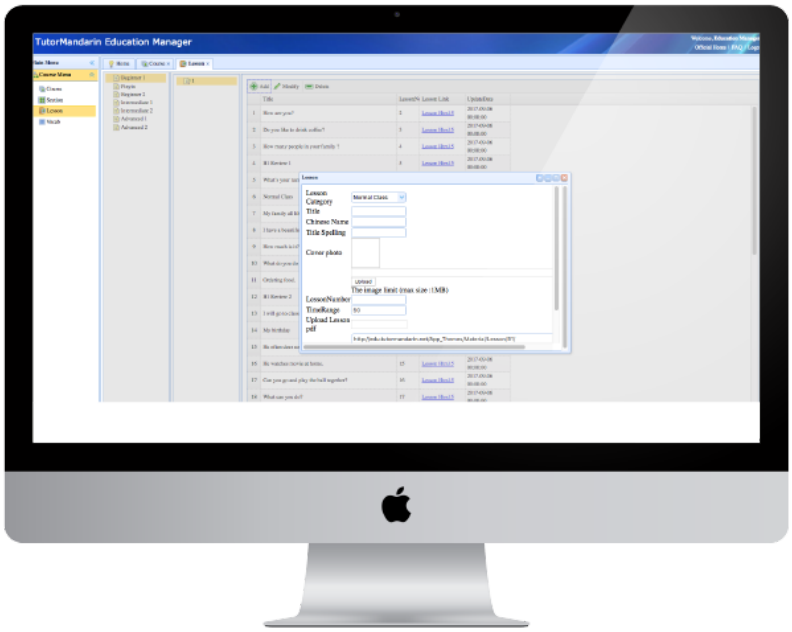


1. See all lessons
2. Upload new PDF lesson

# 4. Call Center Guide

## 4.1 Login

1. Fill the email/user name within password of the callcenter manager account
2. Select the role as ‘Callcenter Manager’
3. Click ‘Submit’ to login.

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## 4.2 Online Support

1. Click the ‘Online Support’ menu on the left side
2. A new tab will be created on the right main workspace.
3. At the left top of the ‘onlinesupport’ tab, it is a tool box with ‘Search’ and ‘disconnect’
4. At the left bottom of the ‘onlinesupport tab, there is two list of contact. One is for ‘today’s contact, the other is for all.
5. On the right hand of the ‘onlinesupport tab, it is a chat windows including the message history panel, title bar and the message box.
6. When Student sends a message to our callcenter, we will receive a notify number on the contact list. When callcenter selects this student, it will show the history and unread message on the right panel.
7. When student calls the callcenter, a pop-up window will be shown with ‘Accept’ button. And after the call, call center could make some comments based on the phone history.

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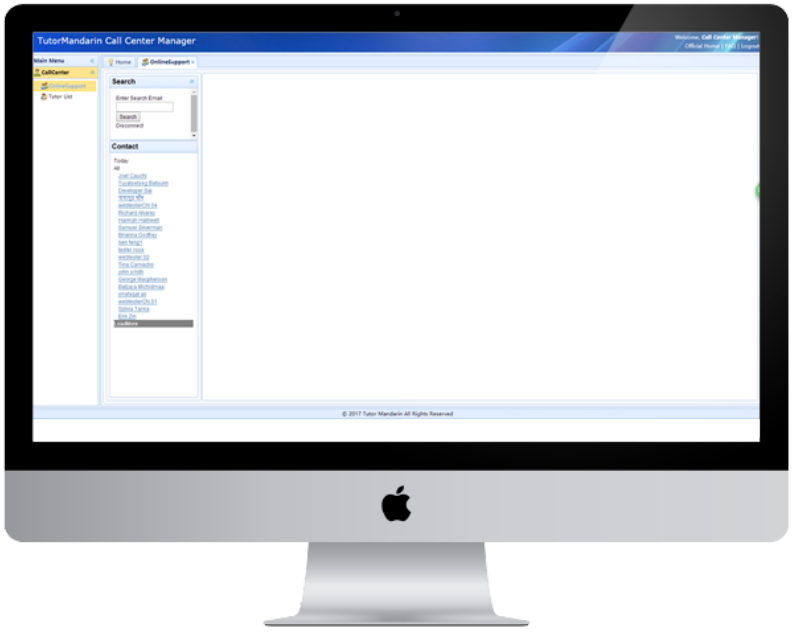


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