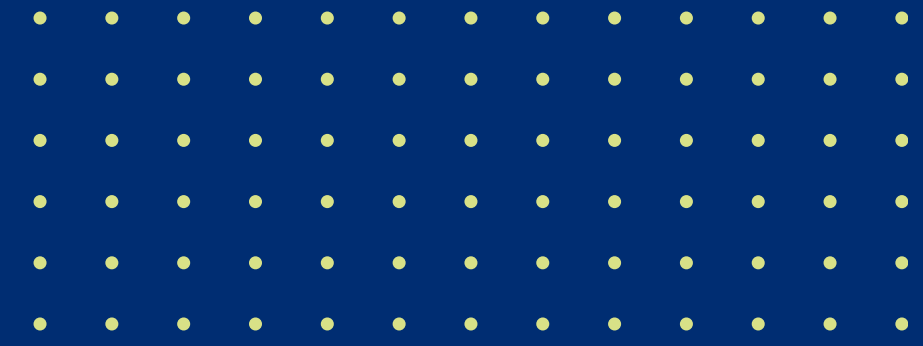




Tutor Onboarding

Meet the Team



Rachel Heiber
**Senior Manager of Statewide
Education Services**



Serra Marshall
HR Manager



Julia Lane
Family Coordinator



Sarah Vasulka
**Digital Communications
Coordinator**



Brook Myers
HR Coordinator



Larry Onokpite
Manager of Data & Evaluation



Welcome to the Team!



We're so glad you're here.

As a tutor with Learning Aid Ohio, you are part of a statewide effort to provide personalized, meaningful academic support to students with IEPs.

This guide is here to help you get started and to support you along the way.

Thank you for being part of this important work.



Mission and History of Learning Aid Ohio

Our Mission

Learning Aid Ohio connects students learning on IEPs (Individualized Educational Programs) with experienced tutors to provide in-person, supplemental support. We leverage the impact of one-on-one instruction to provide meaningful supplemental educational support for learners who need it the most. By serving as a supportive resource outside of the classroom, Learning Aid Ohio plays a critical role in helping learners overcome obstacles, reach their full potential, and achieve academic success.

History

Learning Aid Ohio was originally created in response to remote learning during the COVID-19 pandemic. Our program continues today because it has been identified as a valuable supplemental resource for Ohio learners. Learning Aid Ohio provides additional time and focused attention for targeted practice towards educational goals. This continued support not only helps learners academically, but also fosters a sense of confidence and motivation, ultimately contributing to their overall growth and success.

Tutor Expectations

➤ Professional Conduct

Be punctual, respectful, and prepared for sessions.

➤ Communication

Be responsive to communications from Account Managers and the Learning Aid Ohio Team. Complete a tutor survey at the end of every semester to help us communicate outcomes to funders and provide feedback for program improvement.

➤ Scheduling

Update your calendar each semester to reflect your current availability. Be sure to keep your calendar accurate in the ElevateDD Learner platform by entering and coding all sessions promptly.

Please note: Virtual sessions are not permitted.

➤ Documentation

Ensure that credentials remain current and information is up-to-date via the Tutor Dashboard. Add a note after each completed session that details skills or concepts addressed, activities completed, tools or resources used, and progress or challenges observed.

****Review your contractor agreement for a comprehensive list of expectations.***

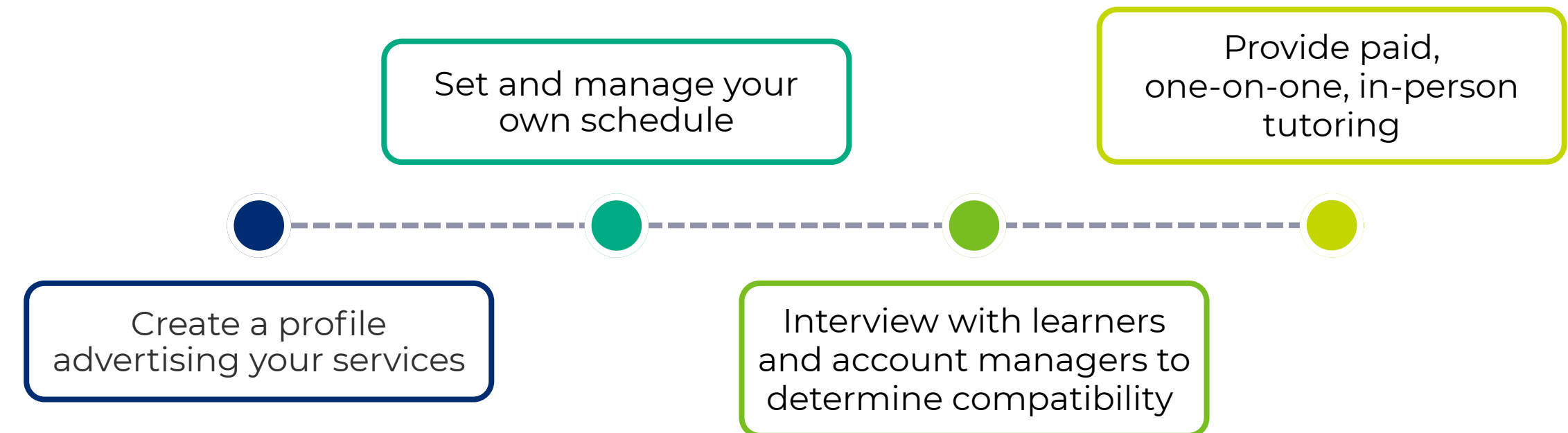


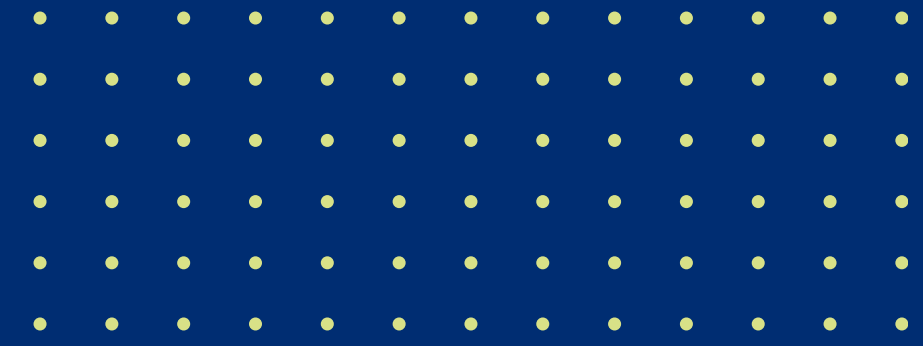


How it Works as a Tutor



As an independent contractor with Learning Aid Ohio you will:





Program Policies

Credentialing & Legal Requirements

Background Check	Tutors must maintain a current BCI background check with Learning Aid Ohio. If these expire, you must submit updated documentation to remain active.
Criminal Offense Notification Requirement	If you are charged with any offense listed on your attestation, you must notify Learning Aid Ohio at info@learningaidohio.org within 14 calendar days . See contractor agreement for full list of disqualifying offenses.
Credential Requirements	Tutors must keep all credentials listed on their ElevateDD profile up to date. This includes teaching licenses, certifications, or other required documentation.

Zero Tolerance / Disqualifying Actions

No Accessing or Managing a Family’s Account	Tutors cannot schedule sessions or apply for the learner on behalf of families. If suspected, both the tutor and family may be removed from the program.
No Family Members or Household Residents as Tutors	Tutors may not provide tutoring to an approved learner who is an immediate family member or who lives in the tutor’s household. Individuals living in the same household as a current grant recipient may also not join the platform as a tutor.
Tutors Must Apply as Individuals	Only individuals, not organizations or companies, may apply and provide tutoring through the ElevateDD program. Tutors must apply using their own credentials and may not apply or provide services on behalf of an agency or other organization.
No Business Promotion	Tutors may not use their ElevateDD profile or tutoring relationship to promote their personal business or any third-party organization to learners or families.

Scheduling & Platform Use

All Sessions Must Be Scheduled Through the ElevateDD Learner Platform	Tutors will only be paid for sessions scheduled through the ElevateDD platform. Sessions held outside the platform will not be paid. “Floating,” “make-up,” or other unscheduled sessions are not permitted. Sessions listed on the calendar must accurately reflect the date, time, and duration of services provided.
Tutors Must Respond to Requests and Log Sessions Promptly	Tutors must respond to all booking requests within 72 hours. Tutors must update the session status and add a session note within 48 hours of the scheduled session.
Accurate Calendar Management	Tutors must maintain an accurate calendar and ensure that each scheduled session reflects the correct date, time, duration, and status.
Tutors Cannot Apply for or Book Sessions on Behalf of Families	Families must complete their own grant applications and schedule their own tutoring sessions through their ElevateDD profile. Tutors may not complete a grant application or schedule paid sessions on behalf of a learner or family.

Service Restrictions

In-Person Services Only	All tutoring sessions must be conducted in person. Virtual tutoring sessions are not permitted.
One-on-One Services	Tutoring must be provided on a one-on-one basis. Tutors may not provide group tutoring sessions through the program.
Outside of School Hours	Tutoring services may not be provided during school hours or while the learner is in a school setting. However, when applicable, tutors may use their classroom or office to provide tutoring services after school hours.
Weekly & Session Hour Limits	No more than 2 hours per session for an individual learner. No more than 3 hours per week per learner. No more than 4 hours of paid tutoring per week for multiple learners within the same household.

Transportation

Tutors May Not Transport Learners	Tutors are not permitted to transport learners as part of their tutoring services. This includes transporting a learner in a personal vehicle or any other vehicle.
No Transportation in Personal Vehicles	Tutors may not transport a learner in their personal vehicle or any other vehicle.
No Driving Learners	Tutors may not drive a learner to or from a tutoring session, activity, appointment, or other destination.
No Transportation as a Separate Service	Tutors may not transport a learner as an informal or separate service outside of scheduled tutoring sessions.
Approved Tutoring Locations	Tutors are expected to honor the tutoring location agreed upon with the learner and Account Manager. Tutors may provide tutoring at an approved community location when permitted by the program.
Changing the Tutoring Location	Tutors may not change the agreed-upon tutoring location without the family's agreement. If a tutor needs to request a change in location and the Account Manager is unable to agree to or accommodate the new location, the session will be considered a tutor cancellation, and no funds will be deducted from the learner's grant allocation for the cancelled session.

Transportation

Family Transportation Responsibilities	Families or caregivers are responsible for arranging transportation for learners. Tutors may not transport the learner to or from an approved tutoring location, even if the learner or family agrees to the arrangement.
Transportation Policy Applies Regardless of Consent	This policy applies regardless of whether the tutor, learner, or family agrees to the transportation arrangement.
Transportation Policy Violations	Violations of the transportation policy may result in removal from the tutoring platform and/or termination of the tutor's participation in the program.

Attendance & Participation

No-Shows	Two or more tutor no-shows may result in removal from the program.
Chronic Lateness	Reports of chronic lateness may result in removal from the program.
No-Show Coding & Attendance Audits	Our team regularly audits session coding, including no-show designations. Tutors and Account Managers are responsible for ensuring that session statuses and no-show codes accurately reflect what occurred during the scheduled session.
Excessive or Inaccurate Coding	An excessive number of inappropriate or inaccurately coded sessions may result in removal from the program.

Tutor Rates & Additional Services

Approved Tutor Pay Rate	Tutors must adhere to the approved tutor rate displayed on their profile in the ElevateDD marketplace. This is the established rate for tutoring services provided through the ElevateDD platform and is the maximum amount a tutor may charge a participating family.
No Higher Rates	Tutors may not charge a family more than the rate listed on the ElevateDD marketplace or negotiate a higher rate directly with a family for tutoring services arranged through ElevateDD.
No Additional Payments	Tutors may not request or accept additional payment, tips, fees, or other compensation from a family in connection with tutoring services provided through the ElevateDD program.
No Required Purchases	A Tutor cannot require an Account Manager or family to purchase additional products or services as a condition of receiving ElevateDD tutoring.
Additional Services	Tutors may not separately charge ElevateDD families for services such as educational evaluations, assessments, consultations, subscriptions, memberships, curriculum/materials packages, or other services that are not included in the approved tutoring service.
Soliciting Additional Services	Tutors may not use a tutoring relationship established through ElevateDD to solicit or sell additional paid services to the learner or family.
Tutors Are Not Paid for Planning, Materials Used, or Driving Time	Tutors are paid only for approved tutoring time. Time spent traveling, driving, or planning lessons is not separately compensated. Tutors are encouraged to use the final few minutes of the session to complete session notes and update the session status.

Artificial Intelligence (AI) Use

AI-Edited Tutor Profile Photos	The photo must feature a realistic and accurate portrait of the tutor. Edits may not alter the tutor’s appearance in a way that makes them unrecognizable. Photos may not include heavy filters or effects, such as “cartoon” or “painting” effects, that drastically alter the appearance of the original photo. Photos may not be edited in a way that implies education, experience, credentials, or skills that the tutor does not possess. For example, a tutor may not edit a photo to show themselves wearing a college graduation gown if they do not have a college degree.
AI-Generated Tutoring Materials	Tutors may use AI to assist with creating tutoring curriculum, teaching tools, lesson materials, or other educational resources.
Review AI-Generated Materials	Tutors are responsible for reviewing AI-generated materials before using them with learners. Materials should be accurate, educationally beneficial, and appropriate for the learner’s age and skill level.
Check for AI Hallucinations	Tutors must review AI-generated materials for false, fabricated, or misleading information. An AI hallucination occurs when an AI system generates incorrect information and presents it as factual. Examples may include invented book citations, fictional historical events, or incorrect technical information.

Artificial Intelligence (AI) Use

Protecting Learner & Family Information	Tutors must never enter private, sensitive, or identifying information belonging to learners, Account Managers, or families into any AI program or software. This includes, but is not limited to: • Individualized Education Programs (IEPs) • Medical diagnoses or documentation • Personal identifying information • Family information • Other confidential or sensitive learner materials
AI & Session Documentation	AI may be used to assist with editing the clarity or grammar of session documentation.
Accurate Session Notes	Tutors may not use AI to fabricate, exaggerate, or generate session notes that do not accurately reflect the instruction provided, learner participation, or progress observed during the tutoring session.
Tutor Responsibility When Using AI	Tutors are responsible for reviewing and verifying any AI-assisted materials or content before using or submitting them through the ElevateDD platform. The use of AI does not replace the tutor’s responsibility for the accuracy, appropriateness, confidentiality, and authenticity of their work.

Artificial Intelligence (AI) Use

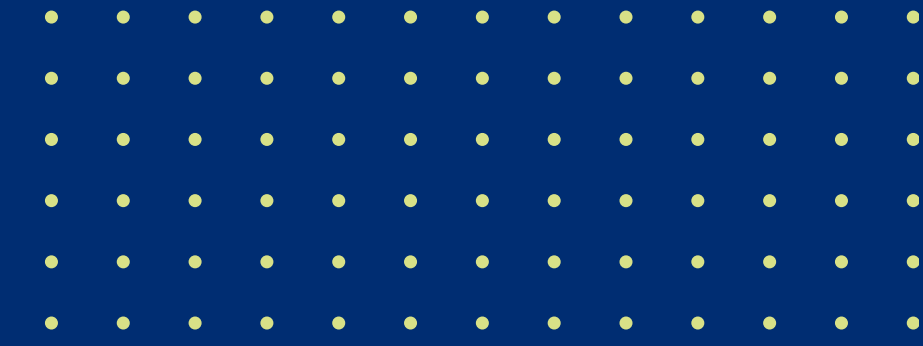
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Consequences for Serious Violations

Policy Violations	Failure to comply with program policies may result in removal from the ElevateDD tutoring platform and/or termination of the tutor’s participation in the program.
Violation of Policies May Be Reported to State Authorities	Learning Aid Ohio takes ethical conduct, professional integrity, learner safety, and confidentiality seriously. In cases of significant non-compliance, such as fraud, misconduct, or breaches of learner safety or confidentiality, incidents may be reported, as appropriate, to the Ohio Department of Education and Workforce, Attorney General, Office of Professional Conduct, State Auditor, and/or local law enforcement.
Grant Funding & Compliance	Tutors understand that learner grants may be funded through a variety of sources, including foundations, private donors, and federal or state funds. Tutors are expected to follow all program requirements to ensure appropriate use and documentation of grant-funded services.

Incident Reports

Learning Aid Ohio Incident Report Form	For concerns involving serious abuse or neglect, exploitation, threats to someone's safety, serious inappropriate conduct, or other situations requiring immediate attention. <u>Make a Report</u>
Learning Aid Ohio Policy Report Form	For concerns that a Learning Aid Ohio policy, program expectation, or funding requirement may not have been followed - for example, attempts at charging more than the approved rate, conflicts of interest, or other program policy concerns. <u>Make a Report</u>



Navigating Your Tutor Dashboard

Updating Your Profile



Step-by-step video walkthrough:

Learn how to edit your bio, update your headshot, and set your availability for every semester.



Your Headshot

Upload a recent, clear, and professional photo of yourself. This helps learners and families feel confident when selecting a tutor.



Personal Information

Ensure that your bio is written in complete sentences and highlights your relevant skills and experience.



GeoMap Tag

Set your accurate service location so families can find you by mileage distance.



Learner Availability

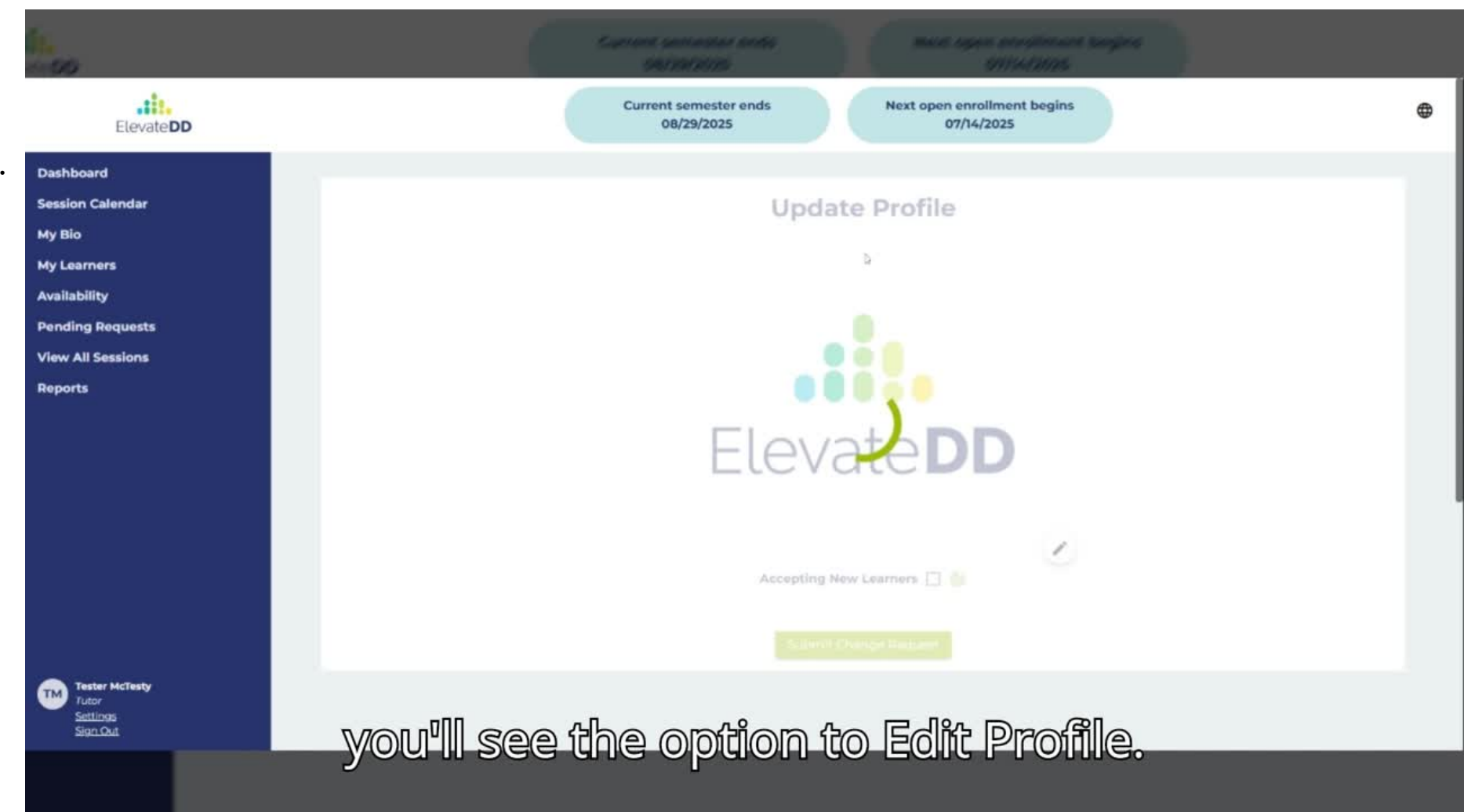
Indicate whether you are currently accepting new learners.



Pay Rate Changes

Adjustments can only be made during the period between semesters.

Click to watch tutorial:



Bio and Headshot



Bio Requirement

Your bio is an important part of your profile, allowing learners and families to understand your experience, teaching style, and interests. Please ensure your bio is written in complete sentences and highlights your relevant skills.



Incomplete Bio

I love helping students learn and have worked with kids with disabilities for many years.



Complete Bio

I believe every student has unique strengths and the ability to succeed with the right support. With over 15 years of experience in academic tutoring and special education, I specialize in creating individualized learning plans that focus on both academic growth and personal confidence.

My teaching style is patient, encouraging, and adaptable to meet the needs of each learner, whether they require support with attention, social-emotional skills, or behavior challenges. I enjoy incorporating creative activities and real-world examples to make learning engaging and relevant. Outside of tutoring, I am passionate about literacy advocacy and enjoy volunteering at local libraries to promote reading programs for children and adults. I look forward to partnering with families to help learners reach their full potential!

Bio and Headshot



Headshot Requirement

Please upload a recent photograph of yourself to your tutor profile. The image should be clear, professional, and feature only you. This helps learners and their families feel more confident in selecting a tutor.

Headshots SHOULD NOT:

- Include other people
- Have other objects blocking yourself
- Be blurry or a photo of another photo



How to Set your Availability



You can manage your calendar and availability by selecting Availability from the menu.

You can add your availability for each semester and choose from different options, such as:

- Add Time that Does Not Repeat
- Add Time to repeat Every day
- Add Time to repeat Every weekday (M-F)
- Add Time to repeat Every week

Once your Bio is updated and your Availability is set, you are ready to be booked!

Note: You will need to update your availability every semester.

×

Available Hours

Tue 09/30/2025

+ Add Time

New Availability:

From *

—

To *

Repeat:

☒ Does not repeat

☐ Every day

☐ Every weekday (M - F)

☐ Every week

Add

Cancel

How to Set your Availability



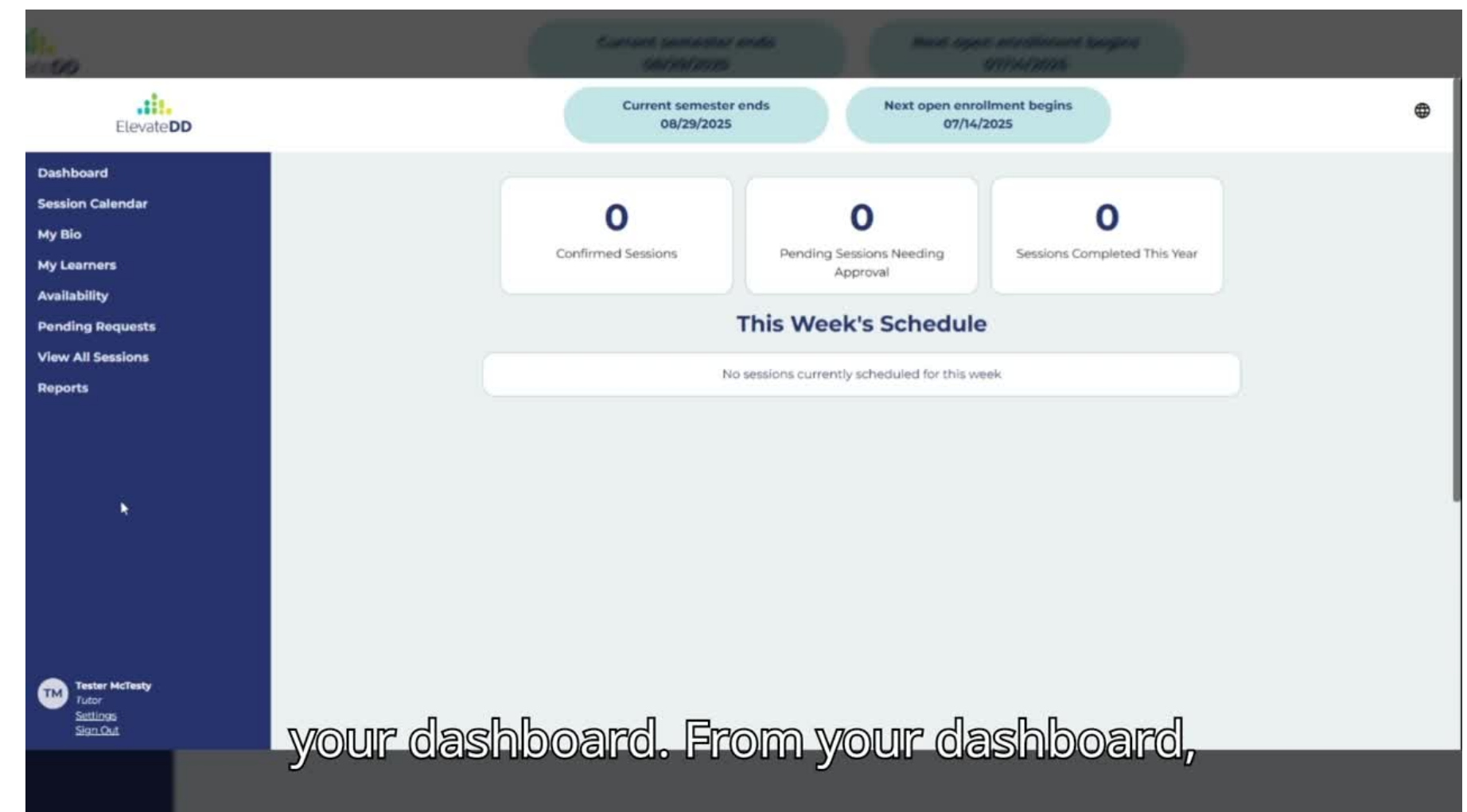
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Click to watch tutorial:



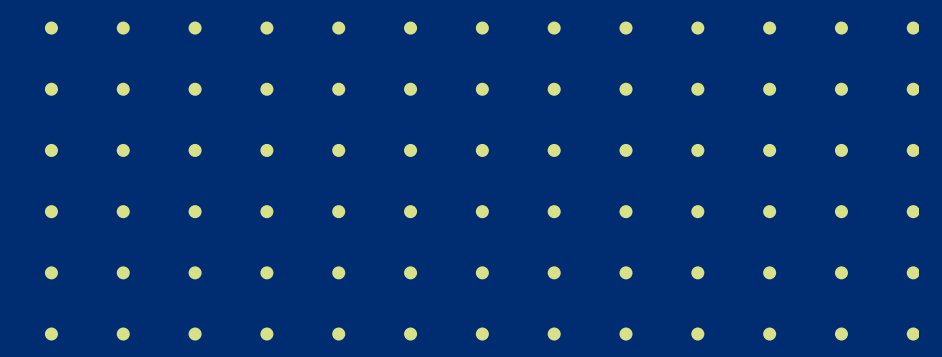
your dashboard. From your dashboard,

Note: You will need to update your availability every semester.

Introductory Interview Q&A



How do families schedule an introductory session?	When scheduling through ElevateDD Learner, families should check the box labeled “Schedule Intro” so the session is recognized as an introductory interview and not a regular paid tutoring session.
Why can a family not locate me in the system?	There are a few possible reasons a family may not be able to find your profile: • Your availability may not be updated • Your profile may still be incomplete • Filters or distance settings may be limiting search results We recommend regularly updating your calendar availability and ensuring your profile information is current.
Do I contact the Account Manager to set up how they would like to meet for the Introductory Session?	Yes. Introductory sessions can take place over the phone, through a video call, or in person. After accepting the introductory session request, please contact the Account Manager to coordinate how/ where you would like to meet.
Where can I find the Account Manager’s contact information?	To locate the Account Manager’s contact information: • Go to your pending session requests and click “View” on the session request • Scroll to the bottom of the page to find the Account Manager’s contact information If the session has already been accepted: • Go to your session calendar • Click on the appointment time • The Account Manager’s contact information will appear within the session details



Introductory Sessions

What is an Introductory Session?



An Introductory Session is a free, 30-minute interview with an account manager before you begin paid tutoring sessions. These sessions are required if you don't already know the learner, can be conducted over the phone or in person, and the learner does not need to be present. They do not count toward the family's Learning Aid Ohio grant.

This session is important because it gives you a chance to:

- Show your skills and build rapport.
- Discuss expectations, scheduling, and logistics before starting paid sessions.

By having this conversation first, you can ensure a strong match and maximize progress from the very first paid session.

How Account Managers Book Introductory Sessions



Account managers will schedule with you through ElevateDD Learner.

Make sure they check the box labeled “Schedule Intro” so the session is recognized as an introductory interview.

- If a regular 30-minute session is accidentally booked instead of an intro session, the family will need to cancel and reschedule to avoid being charged.

Tip for Tutors: Respond promptly to introductory session requests. Families should hear from you within 72 hours. If you cannot reach them, the Learning Aid Ohio team can assist.

Request Tutor Session

If this is your first time working with this tutor, please first schedule an introductory meeting. Introductory sessions are limited to 30 minutes.

Schedule Intro ☒

Session Duration
30 minutes

Subject
Subject

Focus
Please enter a brief description of what you want this session to be focused on.

Save

Communicating Before an Introductory Session



Once an Introductory Session is scheduled, it is your responsibility as the tutor to reach out to the account manager before the session takes place.

Account managers can see only the session location type (Home, School, Library), but they cannot see the specific address or any notes about the session. Because of this, it is essential that you reach out to the family directly before the Introductory Session to confirm the preferred method of communication (in-person, phone, or video call). **Introductory sessions can be virtual, but paid sessions MUST be conducted in person.**

Response Time

Please contact the family within 72 hours of receiving the session request. If you cannot reach them, notify the account manager or contact info@learningaidohio.org for assistance.

Please Note: If, at any point, a session becomes unprofessional or makes you feel uncomfortable, please know that you are not obligated to continue working with that learner. The program functions as a marketplace, and you are free to discontinue providing services at any time. Please notify the Learning Aid Ohio team so we can address the issue appropriately.

We rely on your feedback to help ensure a safe and respectful tutoring experience for everyone.

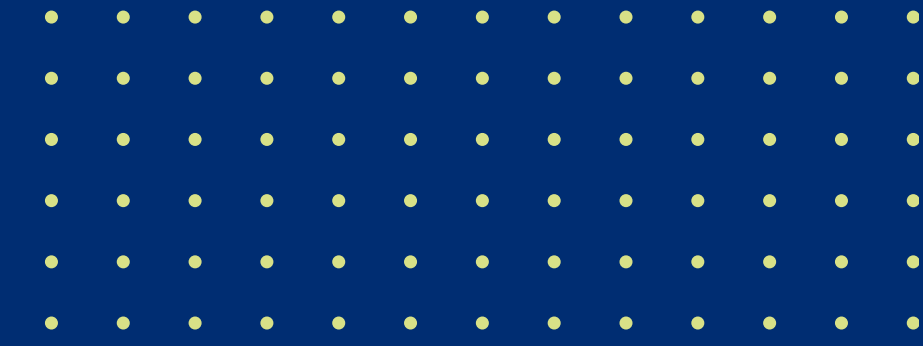
Introductory Session vs. Tutoring Session



Tutoring Sessions

- All regular tutoring sessions **MUST** be **in-person, one-on-one, and outside of school hours.**
- Tutoring sessions can range from 30 minutes to 2 hours, depending on what the account manager books.
- As the Tutor it is your responsibility to reach out to the family for details on how you will contact them for the session.
- Families must schedule sessions independently through their ElevateDD profile. Sessions held outside the platform or outside the originally scheduled time will not be paid. “Floating” or “make-up” sessions are not permitted. All sessions on the calendar must accurately reflect the actual date and time services are provided.

Please note: If a learner or family member behaves in a way that makes anyone in the session uncomfortable, please contact the Learning Aid Ohio team immediately. You are not required to continue services.



Managing Your Sessions

Updating Pending Session Requests

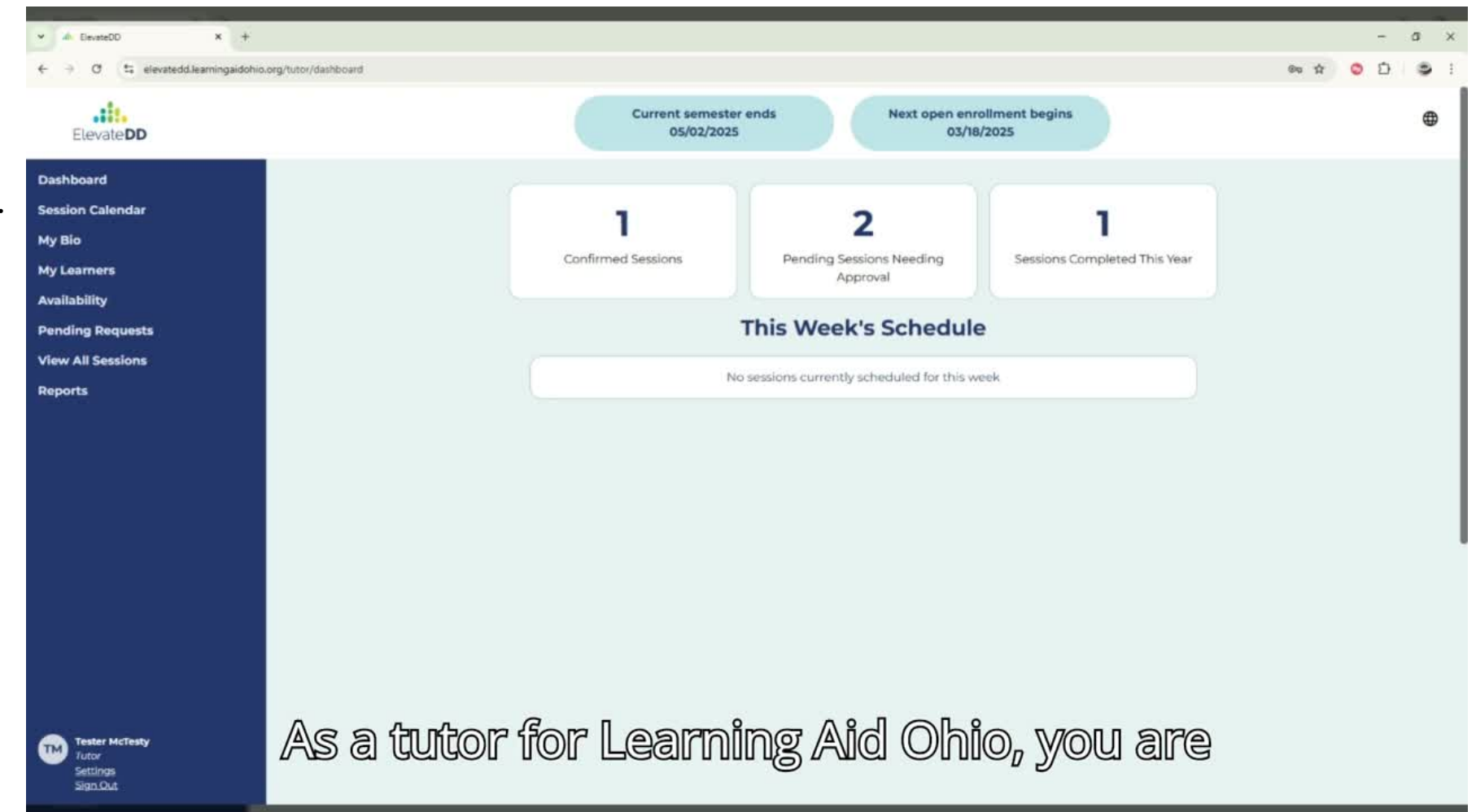


Step-by-step video walkthrough:

Learn how to access your ElevateDD Learner account and update your pending tutoring sessions.

- 1 Click “Pending Requests” in the menu to view new session requests.
- 2 Select “View Session” to review details or make edits.
- 3 Respond to the request: Click Accept to approve or Deny to reject.
- 4 Scroll down within any session view to see additional learner and account manager details.
- 5 If needed, make updates to session details and click “Save.”
- 6 To see all requested sessions, click 'View All Sessions,' then use the search filters to sort by learner or date range, and click any session for more details.
- 7 To view sessions in a calendar format, click “Session Calendar” in the left-hand menu.

Click to watch tutorial:



Updating Completed Sessions



Step-by-step video walkthrough:

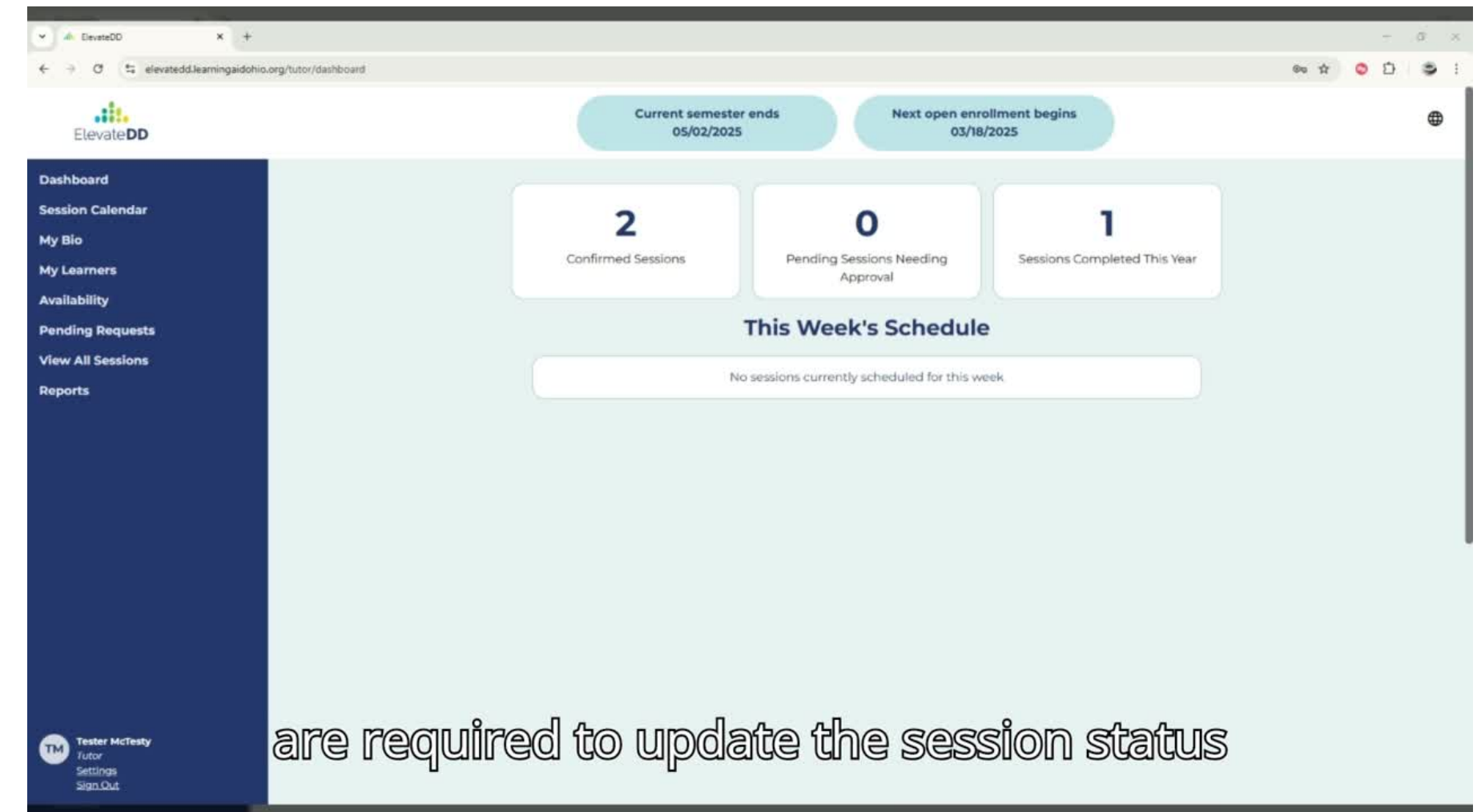
Learn how to access your ElevateDD Learner account and update your completed tutoring sessions.

To ensure you are paid on time, please mark each tutoring session as Complete and include detailed session notes by the last day of the payroll period. Any session marked complete after this deadline will be included on the following payroll.

Tutors will be paid for the following session statuses:

- Complete
- Cancelled less than 6 hours
- No Show

Click to watch tutorial:



For more information, please refer to the Payroll Overview.

Session Notes



Session notes are a required part of program documentation and must accurately reflect the instruction provided during each tutoring session. These notes are used for grant reporting, program evaluation, and tracking learner progress.

As you complete your notes, we encourage you to use the TAME framework as a guide:

Teaching: What concepts or skills were taught or reviewed?

Activites: What tasks, games, or exercises did you use to reinforce learning?

Materials: What tools or resources (e.g. worksheets, visuals, manipulatives) were used?

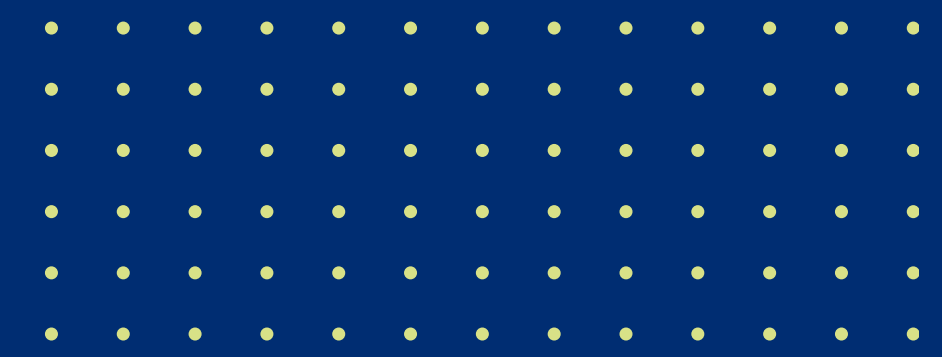
Evaluation: How did the student respond? What progress or challenges were observed?

Session Note Requirement

Tutor session notes must be a minimum of 250 characters. Please note that 250 characters does not mean 250 words.

Using the TAME framework will help us better understand each learner's learning journey and ensure that session notes provide a clear picture of the instruction and progress.

As a reminder, session notes may be viewed by Account Managers at any time and are subject to audit by our funding partners. Thank you for helping us document the impact of our program and advocate for continued resources and support!



Payroll Overview

Payroll Overview



Tutor Payment Process

Sessions are eligible for payment once both of the following steps are completed:

1. The Account Manager schedules tutoring session using the ElevateDD Learner account.
2. The Tutor marks the session as complete within the system, including detailed session notes.

These two steps ensure that sessions are properly documented, verified, and eligible for payment.

Please note:

- Do not accept sessions outside of the ElevateDD system. All sessions must appear on the official calendar to be paid.
- We cannot back-pay for any sessions that are not recorded in the system, regardless of when they occurred.
- If a family requests an unscheduled session, direct them to their ElevateDD Learner account to have it properly added before tutoring takes place.

Direct Deposit & Taxes

All tutors should set up direct deposit through Paychex before receiving their first paycheck. This ensures payments are securely and promptly deposited into your account.

Additional details:

- Tutors are independent contractors, not employees of Learning Aid Ohio.
- As a contractor, you are responsible for filing and paying your own federal, state, and local taxes.
- Paychex will issue a digital 1099 tax form at the end of each year for your tax records.
- It's your responsibility to keep your Paychex account and banking details accurate and up to date to avoid any payment delays.

Pay Rate Guidelines



Rate	Qualifications
Up to \$30	High School Diploma / GED AND at least 2 years of tutoring experience
Up to \$40	Associate degree AND at least 2 years of teaching or tutoring experience
Up to \$50	Bachelor's Degree AND at least 2 years of teaching or tutoring experience *Candidates with an associate degree AND 11+ years of teaching or tutoring experience
Up to \$75	Master's degree or higher AND at least 2 years of teaching or tutoring experience *Candidates with a bachelor's degree AND 21+ years of teaching or tutoring experience

Tutors have the flexibility to set their own hourly rate based on their:

- Experience and tenure in tutoring or education
- Certifications and training (such as Orton-Gillingham or Intervention Specialist licenses)
- Education

Important notes:

- The maximum hourly rate is \$75/hour.
- Tutors may choose a lower rate but may not exceed the hourly rate band.
- Any rate change requests can only be submitted between semesters, not during an active session period.
- Learning Aid Ohio reserves the right to request documentation (such as transcripts or certifications) to verify your selected rate.

Payroll Timing



Learning Aid Ohio processes payroll on a regular schedule.

Here's how timing works:

- Payroll is based on the transaction date, meaning the date you mark a session complete or canceled, not the date the session occurred.
- To ensure timely payment, mark all sessions as complete before the end of the payroll period.
- sessions not marked within the pay period will automatically roll over to the next pay period.

Example:

If the session date was on **8/5**, but it was marked as Complete in ElevateDD Learner during the next pay period on **8/20**. Pay for the session will be included in the **9/4** paycheck, because it was marked completed within the **8/8-8/21** payroll period.

Payroll Calendar

A payroll calendar will be shared at the start of each semester. It includes payroll period start and end dates, submission deadlines, and expected pay dates.

Please refer to this calendar regularly to ensure your sessions are completed and submitted on time.

August						
S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

	Payroll Period
	Session Date & Marked Complete
	Pay Date

Questions?

If you have any questions or need clarification regarding anything discussed in this guide, please don't hesitate to reach out to our team. We are here to support you.



www.learningaidohio.org



info@learningaidohio.org



facebook.com/learningaidohio



instagram.com/learningaidohio

Resources

Here are links to our resource page and video tutorials to help you navigate your ElevateDD Learner Account.



[Resource Page](#)



[Updating Your Profile](#)



[How to Update Pending Sessions](#)



[Youtube Playlist](#)



[Setting your Availability](#)



[How to Update Completed Sessions](#)