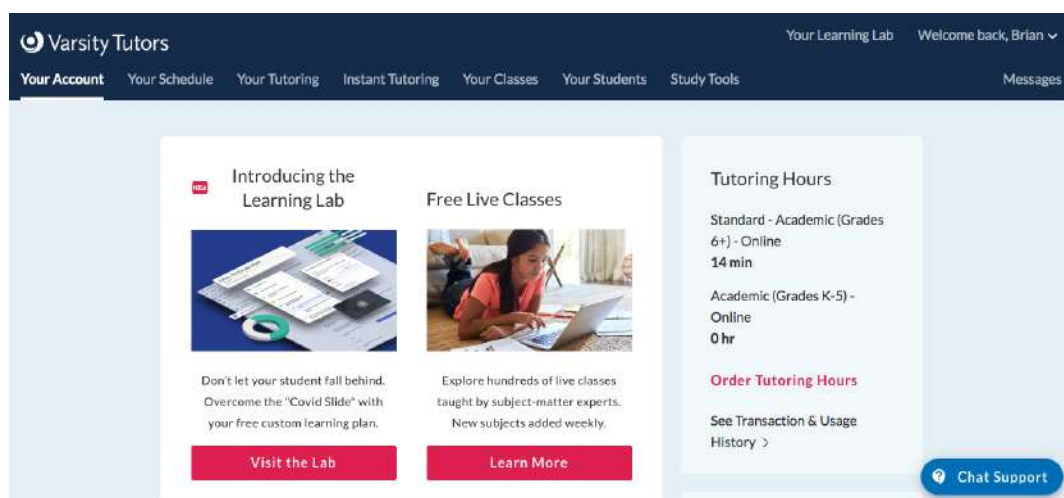# Next Steps & Tips for Success

1. **Be on the lookout for a phone call and email from Varsity Tutors**
   ○ Within 48 hours of receiving your request, Varsity Tutors will reach out via phone and email for a brief consultation. The purpose is to get you your account information, ask about scheduling and tutor preferences, and answer any questions you may have. This is a short call taking less than 10 minutes.
   ○ You will be matched with a tutor within 48 hours following your initial consultation. You will receive an email with your tutor's contact information, and your tutor will send a request for a first session based on your scheduling preferences.
   ○ If you have not received a phone or email message from Varsity Tutors within 48 hours, please reach out via email (schools@varsitytutors.com) or call us at (855) 482-2928.

2. **Login to activate your account and explore before your first session.**
   ○ After your initial consultation, go to varsitytutors.com/login and enter your designated username and password. Your username is your email address. You will receive your password in an email from Varsity Tutors.
   ○ Be sure to use Google Chrome as your web browser. We also recommend headphones for your session so you and the tutor can easily hear and speak to each other.
   ○ Use the menu (hamburger button) on the top-left hand corner to access Your Account. There you can complete diagnostic assessments, see Your Schedule, request sessions with your tutor, and access Instant Tutoring.
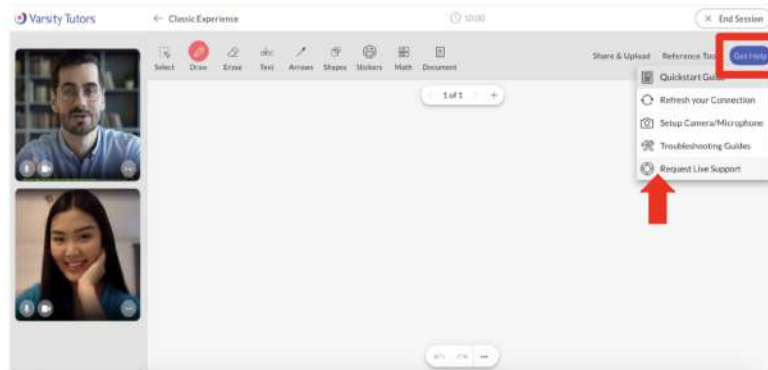
3. **Ask for help**
   - If you encounter technical difficulties while in the Varsity Tutors Live Learning Platform, you can request technical support from right within the platform on the student's computer! Here is a helpful tech troubleshooting document as well for issues related to joining the session.

   - If you need any support regarding your account, please contact our Customer Success team at schools@varsitytutors.com or call us at (855) 482-2928