Tips for Using Upswing

1. **Text Notifications**
   *Get notified about upcoming sessions.*
   Go to the “Account” tab on your profile. Under “Text Notifications”, click “change”, enter your number, click the red “Disabled” button to enable texts (button turns green), then click “Submit”.

2. **Calendar Scheduling**
   *Schedule on your schedule.*
   Once you’ve searched for a tutor or class, enable the calendar to pick a time that works best for you.

3. **Immediate Sessions**
   *Get tutored now.*
   Look for tutors with the “Available Now!” banner. Look for these coaches for immediate sessions or if you want to schedule within two hours.

4. **Schedule in Advance**
   *Give tutors time to respond.*
   Make sure to schedule sessions at least five hours ahead of time.

5. **Search For Your Class**
   *Get specific.*
   Ex: “MAT 132: College Algebra” or “ENG 1402: American Literature”, not “Writing” or “Physics”.

6. **Message a Tutor**
   *Make sure they got your request.*
   If a tutor doesn’t approve your session in 24 hours, message them to see if they are available. If not, you can cancel this session and look for another tutor.

7. **Let Us Know!**
   *Tell us about your experience.*
   If you schedule a session that the tutor never answers, let us know! Email us at speak@upswing.io. Then schedule a new session with a different tutor or try an immediate session with an “Available Now” tutor!

If you have any questions or are having trouble using Upswing, feel free to reach out to your learning center or email us directly at speak@upswing.io.