

Get ready to connect with



Wings Online Tuition

Getting ready for
online tuition is easy

Ready...

1. If you don't already have a Skype account, [click here](#) and create an account through Microsoft.
2. Once you have an account, you can download the Skype App for your computer by [clicking here](#)



Set...

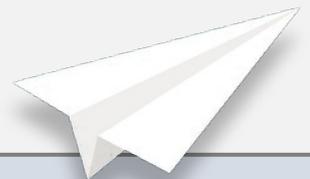
3. Once you have the app, log in and update your profile. We prefer the account to be under the student's name so it's easy to find them online. Add a photo or profile image and you're ready to connect.
4. Click [here](#) to connect with our [Wings Help Desk](#) and we will connect you to your child's tutor ready for the first call. The Wings Help Desk is an important Skype contact to keep handy in case you run into any problems.



Go!

Did you bump into a little trouble?
Contact our [Wings Online Help Desk](#) and we will help you get started.

<https://join.skype.com/invite/eai0lpoppbKb>



Structure of an

Online Tuition Session



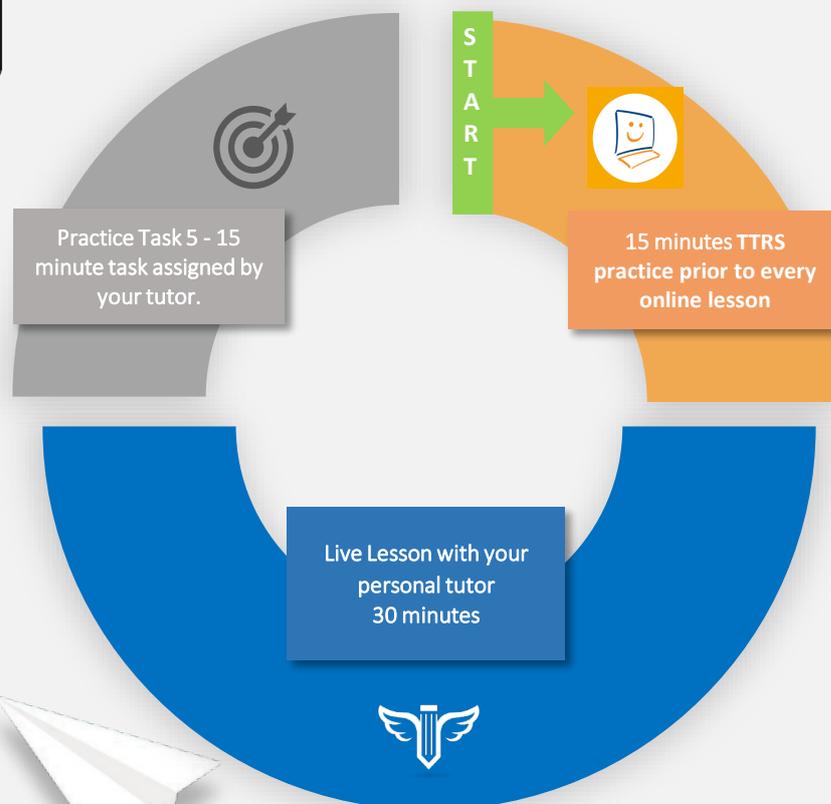
While your live tuition call with a Wings tutor may be 30 minutes long, students and families should allow 1 hour for tuition sessions.

We recommend all online students subscribe to the Touch, Type Read and Spell (TTRS) program for the duration of their tuition with Wings. Use the discount code WTLS88 when subscribing to receive a small discount.

This program teaches exactly what the name suggests and is perfect for literacy and numeracy students. It is an evidence based and highly effective learning program that we wholeheartedly endorse.

Ideally, students will sit down at their computers 15 mins prior to the lesson start time, complete 2 or more modules of TTRS with Skype is open in the background while they are waiting for their tutor to call them. After their 30 minute lesson students will be assigned a short task to consolidate what was learned in the lesson. This will be a task they can complete independently, or they may be asked to "teach" their parents what they have just learned.

Your lesson starts
15mins before we call



Use the time before and after your lessons powerfully and get more out of every tuition session.

Visit <https://www.readandspell.com> and use the coupon code WTLS88 to subscribe.





Use your tuition time wisely.

Wings Online Tuition



Dos

Things you need for every tuition session:

- ✓ Whiteboard mounted on wall or on stand (50cm wide is big enough)
- ✓ Whiteboard markers and eraser
- ✓ Math notebook (if requested)
- ✓ Any school assignment task sheets should be sent to the tutor via email or via the chat window prior to lessons.
- ✓ Pencil, eraser, ruler

- ✓ Do set your computer up at a desk or table with a light source that is in front of the student. We can't see you if you are back lit.
- ✓ Do set your computer up in a quiet room with a door that can be closed to the noise and movement of the rest of the house if necessary.
- ✓ Do sit in a chair during sessions – even though you may be asked to stand up from time to time to do a task, you need to have a “real” chair to sit in for lessons.
- ✓ Do arrive 15 mins before you lesson and make sure your computer is updated and ready to receive calls.
- ✓ Do make sure you have notebooks, pens, whiteboard eraser and markers...everything you need for tuition BEFORE your tutor calls.
- ✓ Do go to the bathroom before every session.
- ✓ Do eat before tuition – NOT DURING! A sip of water is ok but eating during tuition is a disruptive and time-consuming distraction.
- ✓ Do complete 10 minutes of TTRS (Touch Type Read and Spell) prior to your tuition session.
- ✓ Do check your chat window for messages or links that have been sent by your tutor prior to your lesson. Open any links that you will need.
- ✓ Do wait patiently for your tutor to call you.
- ✓ Do complete any set tasks assigned by your tutor immediately after every lesson...if you leave it till later, you will forget!

Do nots

- × Do not call us, we'll call you. Calling us, interrupts the student before your lesson.
- × Do not send your teacher multiple gifs or emojis before or after each session. One friendly gif, sticker or emoji is welcomed at the end of lessons.
- × Do not call tutors unless asked to (we wont answer if we weren't expecting a call.
- × Do not eat during tuition sessions
Do not sit in a bean bag or lay on your bed for tuition. We encourage a positive, active and engaged learning posture throughout all lessons



Get ready to connect with this



Troubleshooting Guide

We all bump into trouble from time to time. Here are some of the most common problems and some tips that might help you resolve them by yourself.

What's the trouble?	Try this...
Hot Tip #1	<ul style="list-style-type: none">✓ Whether you are using Windows or IOS it's important to ensure that your computer has the latest version of your operating system running.✓ Check your computer every two weeks for updates and also make sure that the Skype App you are running is updated regularly.
You can't hear us	<ul style="list-style-type: none">✓ Is your volume up?✓ Do you have headphones plugged in?✓ Have you tested the speakers?
You can't see us	<ul style="list-style-type: none">✓ Is your Skype window on top (in front) of all other applications?✓ Check that the tutor has their video switched on?✓ Close all other applications that are open on your computer and maximise your Skype window.
We can't see you	<ul style="list-style-type: none">✓ Have you selected the front camera on your computer (or webcam that faces the front)?✓ Have you allowed Skype permission to use your camera in the settings of your computer?✓ Is there another program running in the background that is using the camera?✓ Close all other applications that are open on your computer and maximise your Skype window.
We can't hear you	<ul style="list-style-type: none">✓ Have you selected the correct microphone input for Skype?✓ Are you using the computer microphone or your headphones microphone?✓ Is the volume of your microphone turned up over half way?
You can't connect with us	<ul style="list-style-type: none">✓ Run a speed test on your home wifi or internet before each session if you have inconsistent internet speeds. Speed Test https://www.speedtest.net/ 300kbps is recommended for Skype Video calling. (1mbps=1000kbps).✓ Shut down your computer and restart it.✓ Check for updates on your computer's operating system.✓ Ensure the version of Skype you are using is the most recent.✓ Try switching to Skype online
We can't connect with you	<ul style="list-style-type: none">✓ Have you accepted our invitation to connect (first time with a tutor only)✓ Check your Skype contacts for new invitations.✓ Contact the Wings Online Help Desk (https://join.skype.com/invite/eai0lpoppbKb)