Blue Ridge Community & Technical College
Help when you need it: 24 hours a day! That’s

Online Tutoring: Anywhere, Anytime

Math • Bilingual Math • Introductory Anatomy & Physiology • Biology • Chemistry • Organic Chemistry
Physics • Economics • Finance • Accounting • Statistics • Spanish • Writing

With SMARTHINKING, you can

- Connect With an e-structor and interact with a live tutor.
- Schedule a Personal Session and pre-schedule a live session with an e-structor of your choice.
- Submit your Writing for any class to our Online Writing Lab.
- Submit a Question and receive a reply from a tutor.
- Select My Account at the top of your homepage.

Creating Your SMARTHINKING Account

- Go to http://www.smarthinking.com
- Log in with username and password of brctcspring2012 and clover, respectively.
- Complete the self-registration form.
- Refer to the Student Handbook in the Customer Support and FAQ area of your homepage for information on the use of our service.

Renewing Your SMARTHINKING Account

- Logon to SMARTHINKING using your current username and password.
- Select My Account at the top of your homepage.
- Click on the picture of the schoolhouse.

  - Enter the username and password of brctcspring2012 and clover, respectively under the heading Extend Your Account.
  - Click Add to renew your original account.

TECHNICAL REQUIREMENTS
(complete information at http://services.smarthinking.com/static/customerSupport/technicalRequirementsFAQ/)

Operating System
- Windows: 2000 or higher
- Apple Mac: OSX 10.4 or higher

Connection Speed
- Minimum 56K

Browsers
Windows PC users need:
- Firefox 3.0 or higher
- Internet Explorer 7.0 or higher

Apple Mac OS users need:
- Firefox 3.0 or higher
- Safari 5.0 or higher

Settings and Plug-Ins
- Pop-ups must be disabled.
- JavaScript must be enabled.
- Session cookies must be enabled for your logged in session of our site to work properly.
- Java runtime must be enabled if you will be using the whiteboard screen capture tool in the SMARTHINKING.
- ActiveX must be enabled for the whiteboard screen capture tool in the SMARTHINKIN and using Internet Explorer.
- Flash™ Player must be installed.

Need help using SMARTHINKING? E-mail Customer Support at support@smarthinking.com or call (888) 430-7429 ext. 1