Yo!Coach

Tutor User Manual

For : Version 2.3

Table of Content

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning "note well" or "take notice" or "please note".

Asterisk (*****) next to a form control's label indicates it as "required."

1. Tutor Registration

There are a few ways to register as a tutor on the platform. Yo!Coach supports what we call 'one account, dual profile functionality', meaning a tutor can also have a learner profile with the same account and vice-versa.

1.1 Apply to Teach

The user needs to click on the "Apply to teach" button on the website's Log-In page as shown in figure 1.1.1
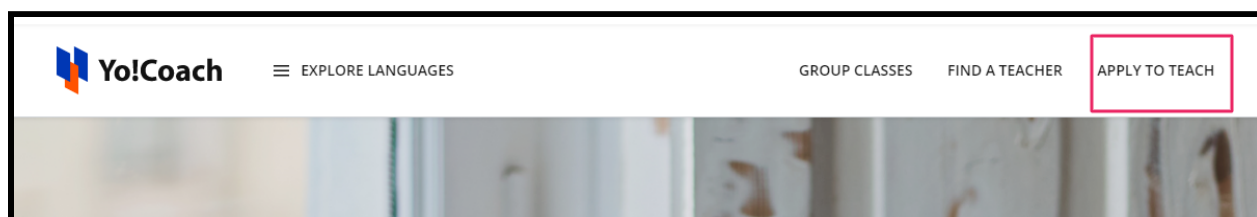

Fig. 1.1.1 Apply to Teach

The user will be redirected to a page where the registration process can be initiated as shown in figure 1.1.2
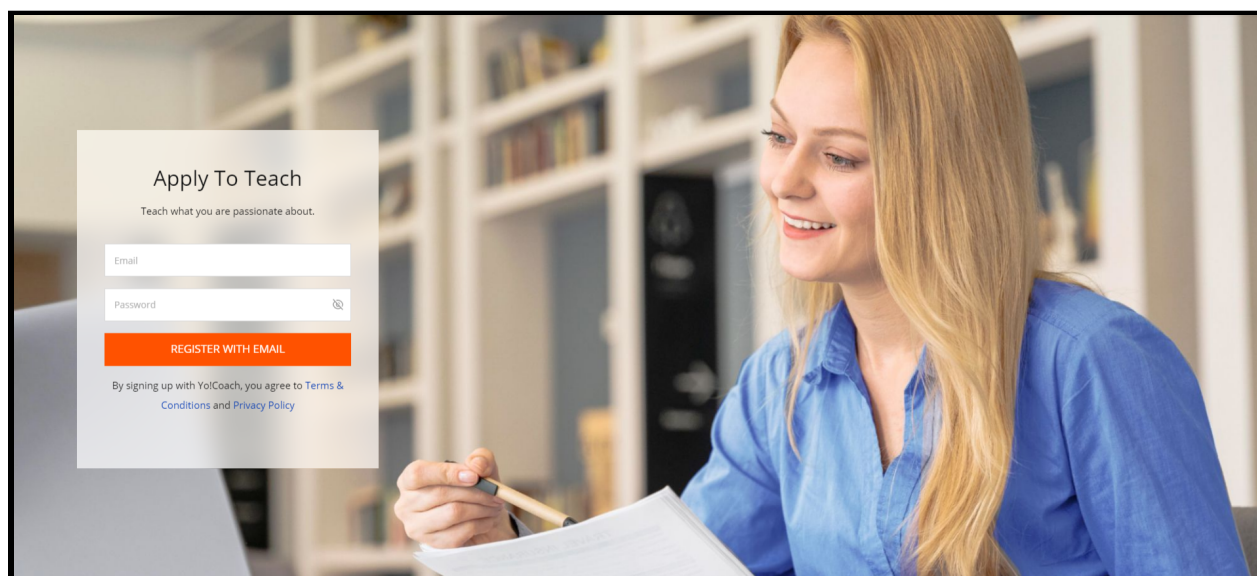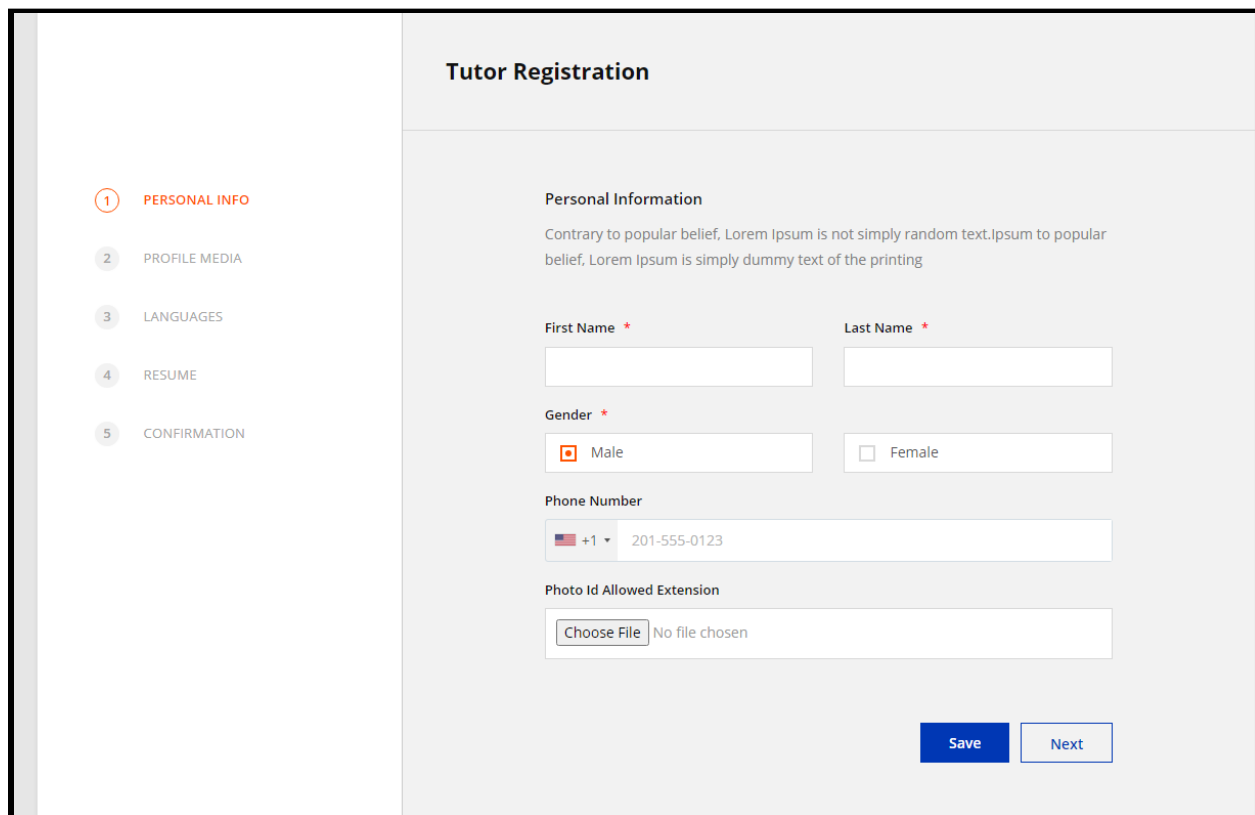

Fig. 1.1.2 Apply to Teach

After filling in the email address and password, as the user clicks on the "Register With Email" button, the user is redirected to the Tutor Registration Form as shown in figure 1.1.3

Here, the user needs to provide the following details:

1. **Personal Info**
   - **First Name** - Enter the first name
   - **Last Name** - Enter the last name
   - **Gender** - Select the gender using the toggle buttons
   - **Phone Number** - Enter the contact number(optional)
   - **Photo Id** - Upload Photo Id of an identity document/certificate(JPG or PNG)

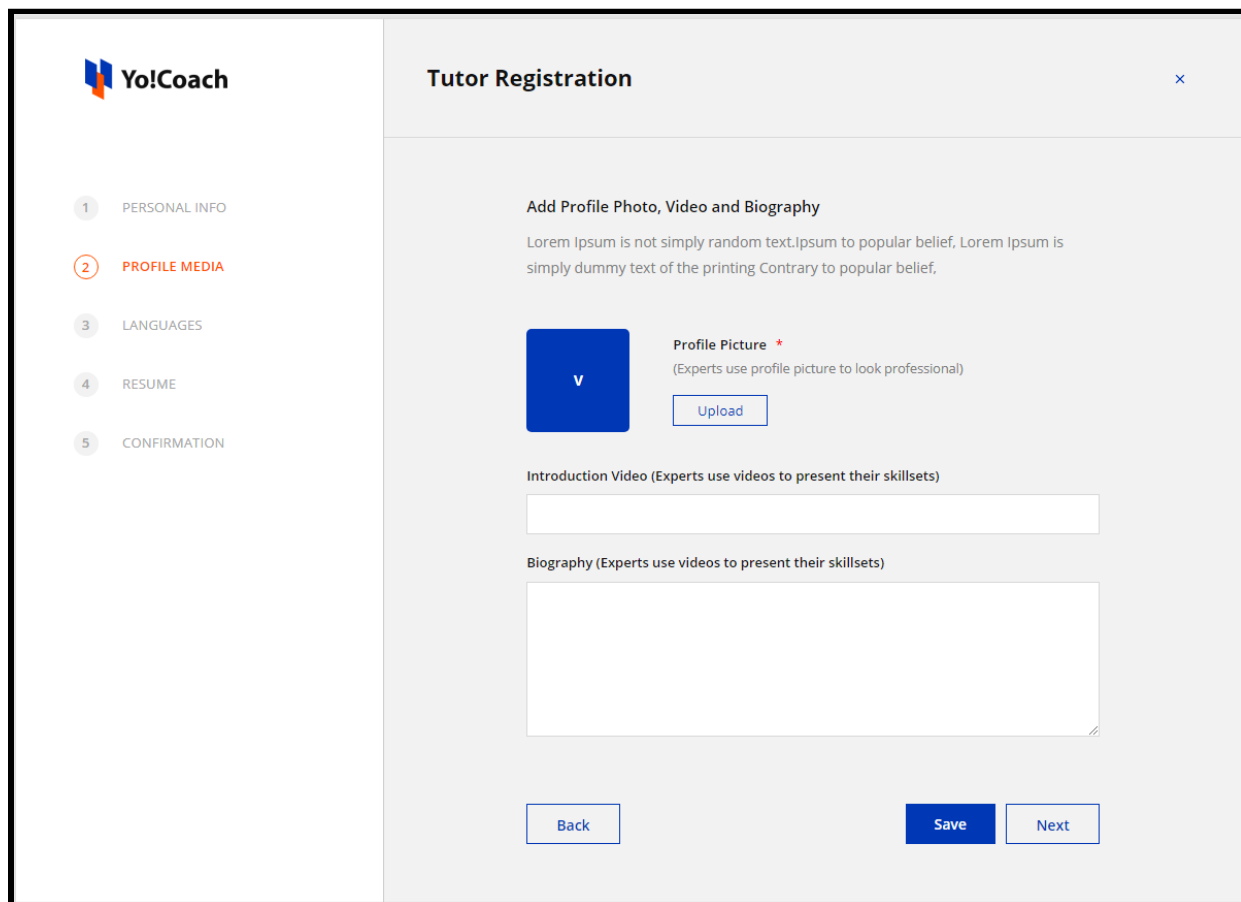

Fig. 1.1.3 Teacher Application Form

The user needs to click on the "Save" and "Next" buttons to complete the step and move onto the next tab.

Note: Fields marked with * are mandatory and can't be left blank.

2. **Profile Media**
   ○ **Profile Picture** - Upload a profile picture using the "Choose File" button(JPG or PNG)
   ○ **Introduction Video -** Here the user can provide the Youtube/Vimeo URL of a video showcasing their work.
   ○ **Biography -** Write about yourself and your qualifications. In this field, the user needs to write a general biography of their interests, qualifications, and achievements.

Fig. 1.1.4 Teacher Application Form

The user needs to click on the "Save" and "Next" buttons to complete the step and move onto the next tab.

Note: Fields marked with * are mandatory and can't be left blank.

3. **Languages**
    ○ **Language to Teach** - Users can select a language they wish to teach from the menu.
    ○ **Language I Speak -** The user can select the languages they can speak and select the level of proficiency from the drop-down menu.
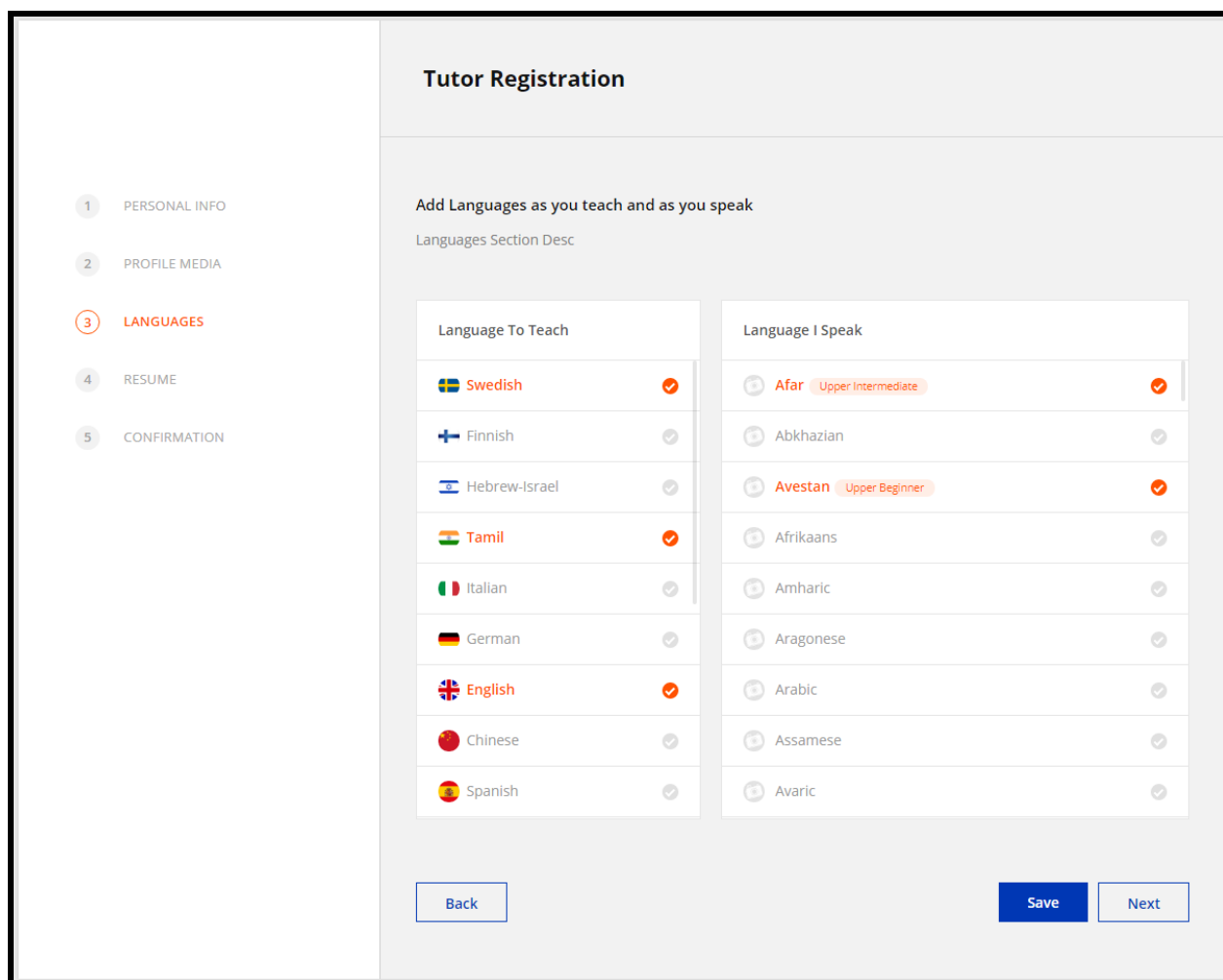

Fig. 1.1.5 Teacher Application Form

The user needs to click on the "Save" and "Next" buttons to complete the step and move onto the next tab.

Note: Fields marked with * are mandatory and can't be left blank.

4. Resume

Clicking on the "Add Resume" button shown in figure 1.3.4 will open a resume box.

Fig. 1.1.6 Teacher Application Form

Here, the user needs to provide the following details.

- **Experience Type -** Select experience type from the drop-down menu as - Education, Certification, or Work Experience.
- **Title -** Enter the Name of Course/Qualification.

- **Institution -** Enter the name of the institute from where qualification or work experience was acquired.
- **Location -** Enter the place's name where the institute is located.
- **Description -** Enter a summary of the work experience.
- **Start Year -** Enter the starting year of work experience.
- **End Year -** Enter the starting year of work experience.
- **Upload Certificate -** Upload the certificate of work experience.
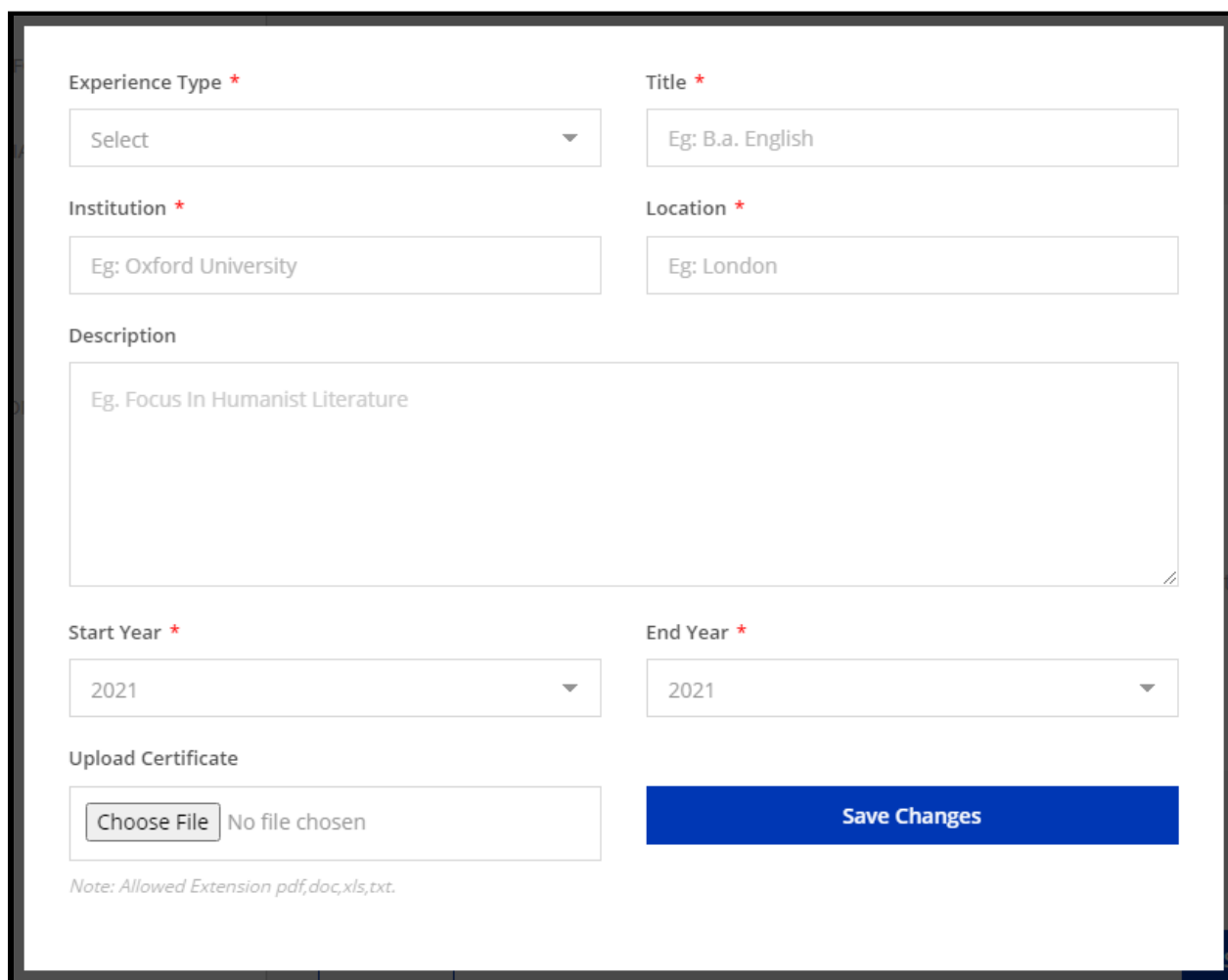

Fig. 1.1.6.1 Teacher Application Form

Finally, the user needs to click on the "Save Changes" button to complete the step.

Note: Fields marked with * are mandatory and can't be left blank.

A toast message reading Qualification Setup Successful will appear and all the entered information will appear as shown in Figure 1.1.7

Tutor Registration

1. PERSONAL INFO
2. PROFILE MEDIA
3. LANGUAGES
4. RESUME
5. CONFIRMATION

Add your resumes & eperiences

You have to add your resume, its a mandatory to create a profile as a tutor.

RESUME	STARTEEND	CERTIFICATE	ACTIONS
B.A. English London Oxford University	2018-2020	N/a	✏️ 🗑️

☐ Accept Tutor Approval Terms & Conditions

Back   Save   Next

Fig. 1.1.7 Resume Form

- **Checkbox**

The user then needs to click on the "Accept Teacher Approval Terms & Conditions" checkbox to proceed further.

Finally, the user needs to click on the "Next" button to complete the application process. If all fields are filled as required, a toast message will appear 'teacher approval request successful' and the user will be taken to a new window as shown in figure 1.1.8
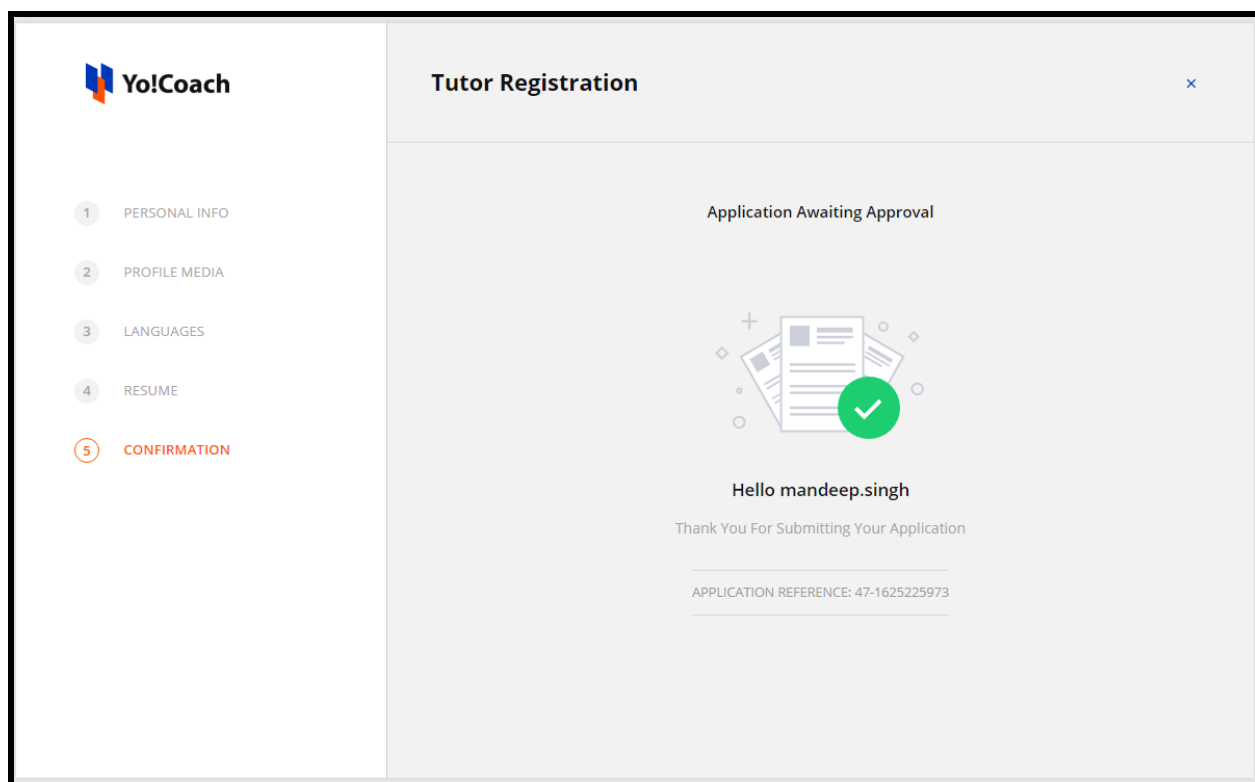
Fig. 1.1.8 Application Awaiting Approval

1.2 Application Approval

After submitting the tutor application, the user has to wait to receive approval via email. Once the platform admin has approved the request, the user receives an email like the one shown in figure 1.2.1
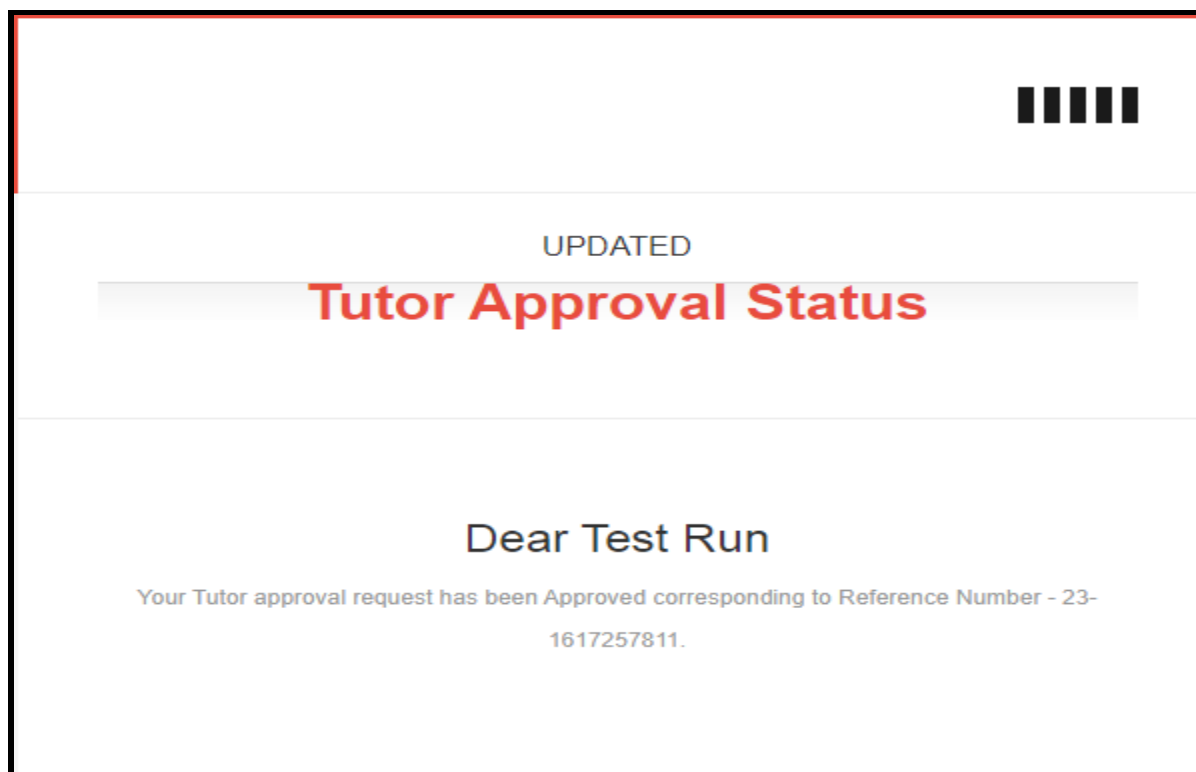
Figure. 1.2.1 Tutor Approval Email

Yo!Coach is designed to offer both the tutor and learner functionalities with a single account. A learner's profile is automatically created after the successful registration of a tutor's account. The tutor can easily switch between tutor/learner profiles from the dashboard as shown in figure 1.2.2
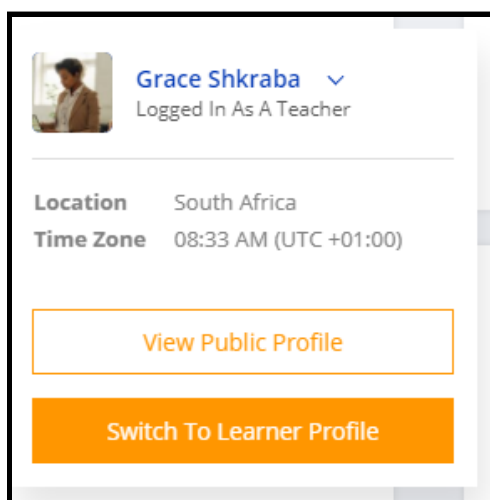

Figure. 1.2.2

2. Dashboard

The dashboard gives a complete overview of the tutor profile. It shows the total earnings of the tutor, the number of lessons scheduled, and the amount in the digital wallet. The tutor can also use different filters (yearly, monthly, weekly, daily) to check the revenue and number of lessons sold on the platform. The dashboard also displays the upcoming lessons of the tutor in the calendar and list view as shown in figure 2.1
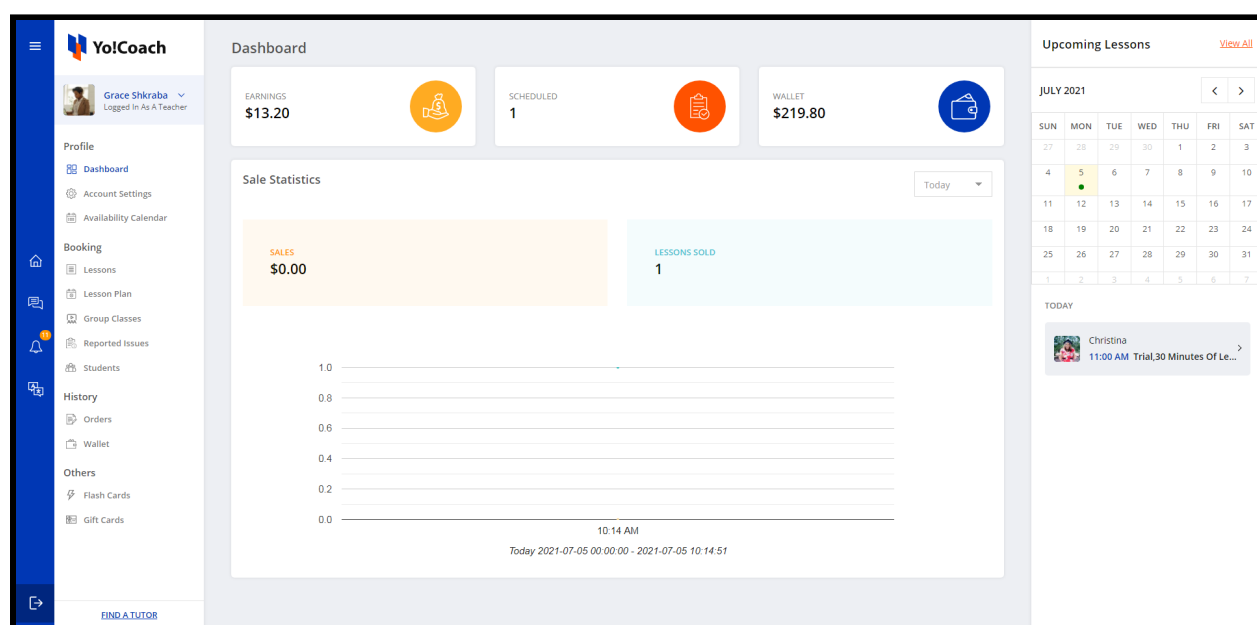

Fig. 2.1 Dashboard

2.1. Scheduled Lesson View

Clicking on the scheduled lesson on the dashboard takes the tutor to a detailed view of the Scheduled Lesson as shown in figure 2.1.1.
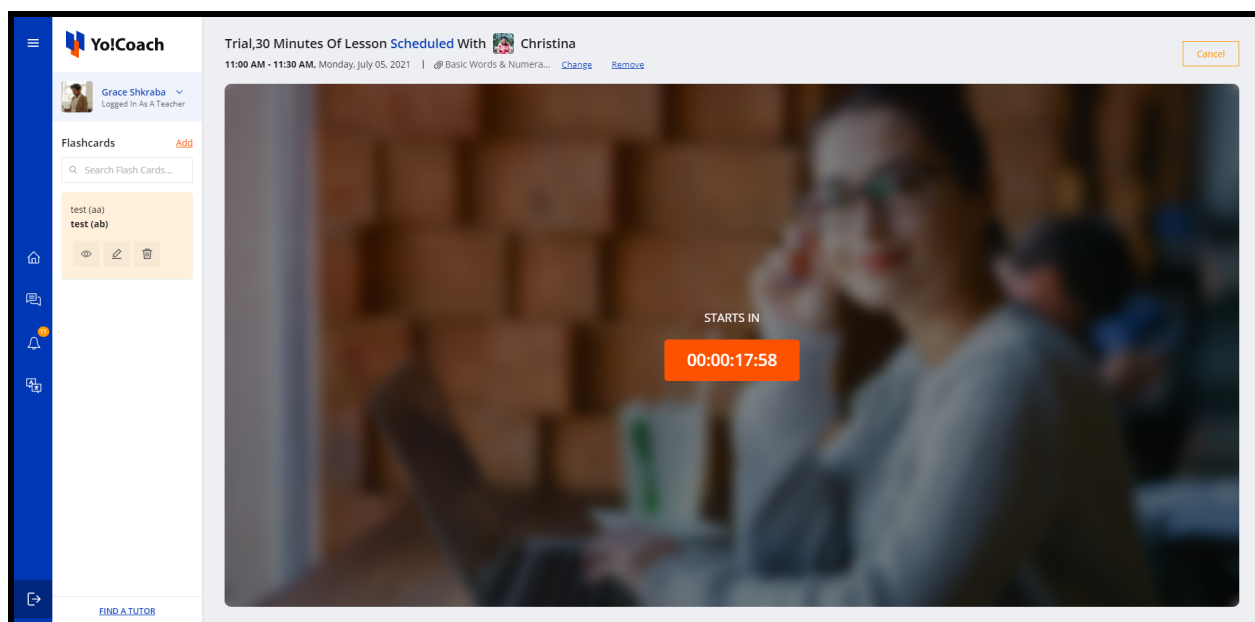
Fig. 2.1.1 Scheduled Lesson View

The main screen displays the time left before the lesson is scheduled to take place. The top of the lesson displays the type of lesson (trial/paid), time duration, student's name, scheduled date and time, and an option to attach a lesson plan.

The left side of the screen displays the list of flashcards created. The tutor can add new flashcards by clicking the "Add" button. It opens the Set Up Flashcard window to add a new flashcard as shown in figure 2.1.2

Set Up Flashcard

Title *

[   ]

Title Language *

[Select   ▾]

Defination *

[   ]

Defination Language *

[Select   ▾]

Pronunciation

[   ]

Notes

[   ]

Save

Fig. 2.1.2 Set Up Flashcard

The tutor can also search, view, edit, and delete the flashcards by clicking the options below the flashcard.

The tutor can click on the "Add Lesson Plan" button to assign a lesson plan for the session. Clicking on the button will open a Lesson Plan Window with a list of all the existing plans as shown in the figure. 2.1.3. The tutor can assign the lesson plan by clicking the "Assign" button or else create a new lesson plan by clicking the"Add New Lesson Plan" button at the top left corner.

Fig. 2.1.3 Attach Lesson Plan

The tutor can also change or remove the attached lesson plan by clicking the "Change" or "Remove" button next to the lesson plan attached.

The tutor can also cancel the scheduled lesson by clicking the "Cancel" button on the top right corner of the screen. Clicking the button will open a cancel lesson window which requires a reason for the cancellation as shown in figure 2.1.4.

The tutor can mention the reason for cancellation and click the "Send" button to cancel the lesson.

3. Account Settings

The tutors can manage their account/profile details through this module. Several tabs like personal info, languages, price, experience, skills, payments, password/email, consent to cookies, etc. can be managed in this section.
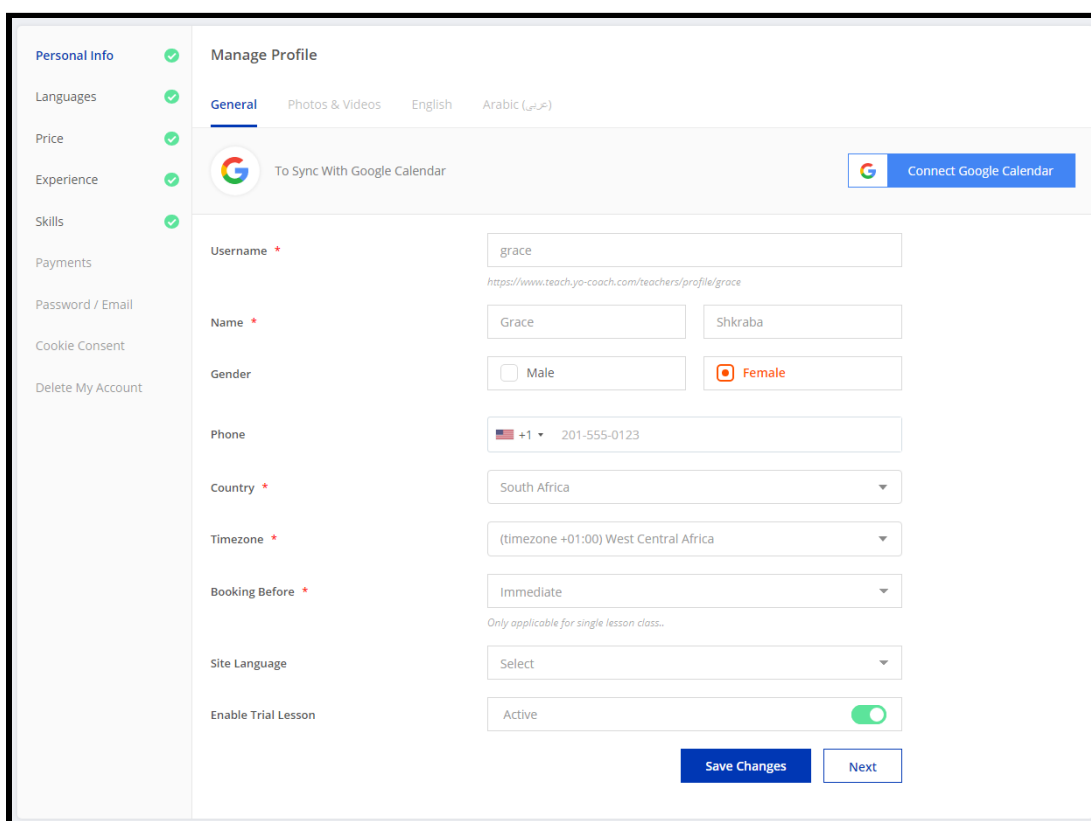
3.1 Personal Info

The personal info tab has multiple sections.

3.1.1 General

The tutor can enter/edit the following basic details in this tab as shown in figure 3.1.1.1

- **Username:** Enter/edit the username. (The tutors will get a separate URL for their profile on the platform's domain, which they can use to promote their profile).
- **Name:** Enter/edit the first and last name.
- **Gender:** Select the gender using the radio buttons.
- **Phone:** Enter/edit the phone number.
- **Country:** Select the country from the drop-down menu.
- **Timezone:** Select the timezone from the drop-down menu.
- **Booking Before:** Select the notice period on bookings from the drop-down menu.
- **Site Language:** Select the site language from the drop-down menu.
- **Enable Trial Lesson:** Checking/unchecking the **"Enable Trial Lesson"** button will activate/deactivate the trial lesson option in the tutor's profile.
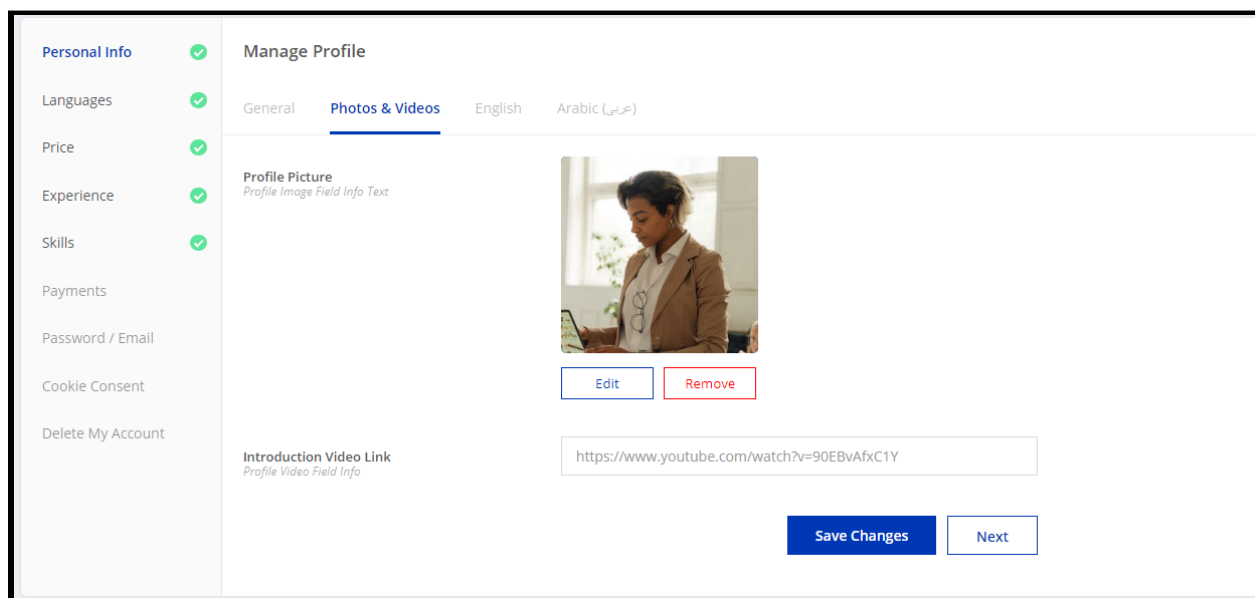

Fig. 3.1.1.1 General Settings

The user needs to click on the "Save Changes" and "Next" buttons to complete the step and move onto the next section.

Note: Fields marked with * are mandatory and can't be left blank.

3.1.2 Photos & Videos

The tutor can enter/edit the following basic details in this tab as shown in figure 3.1.2.1

- **Profile Picture:** Add/Change/Remove your profile picture.
- **Introduction Video Link:** Enter/edit the link of the introduction video.

<p style="text-align:center; color:red;">Fig. 3.1.2.1 Photos and Videos Settings</p>

The user needs to click on the "Save Changes" and "Next" buttons to complete the step and move onto the next section.

3.1.3 Biography

The tutor can enter/edit his biography written in different languages as shown in figure 3.1.3.1

The user needs to click on the "Save Changes" and "Next" buttons to complete the step and move onto the next section.

3.2 Languages

The tutor can manage the languages they speak and want to teach by selecting the checkboxes. The proficiency level of the languages they speak can also be selected from the drop-down menu as shown in figure 3.2.1

Fig. 3.2.1 Languages

3.3 Price

This tab allows the tutors to set the prices of their classes. Tutors can select the duration of the lessons they want to offer and set their prices as shown in figure 3.3.1

Fig. 3.3.1 Price

3.4 Experience

The experience of the tutor added at the time of registration is displayed in this tab as shown in figure 3.4.1
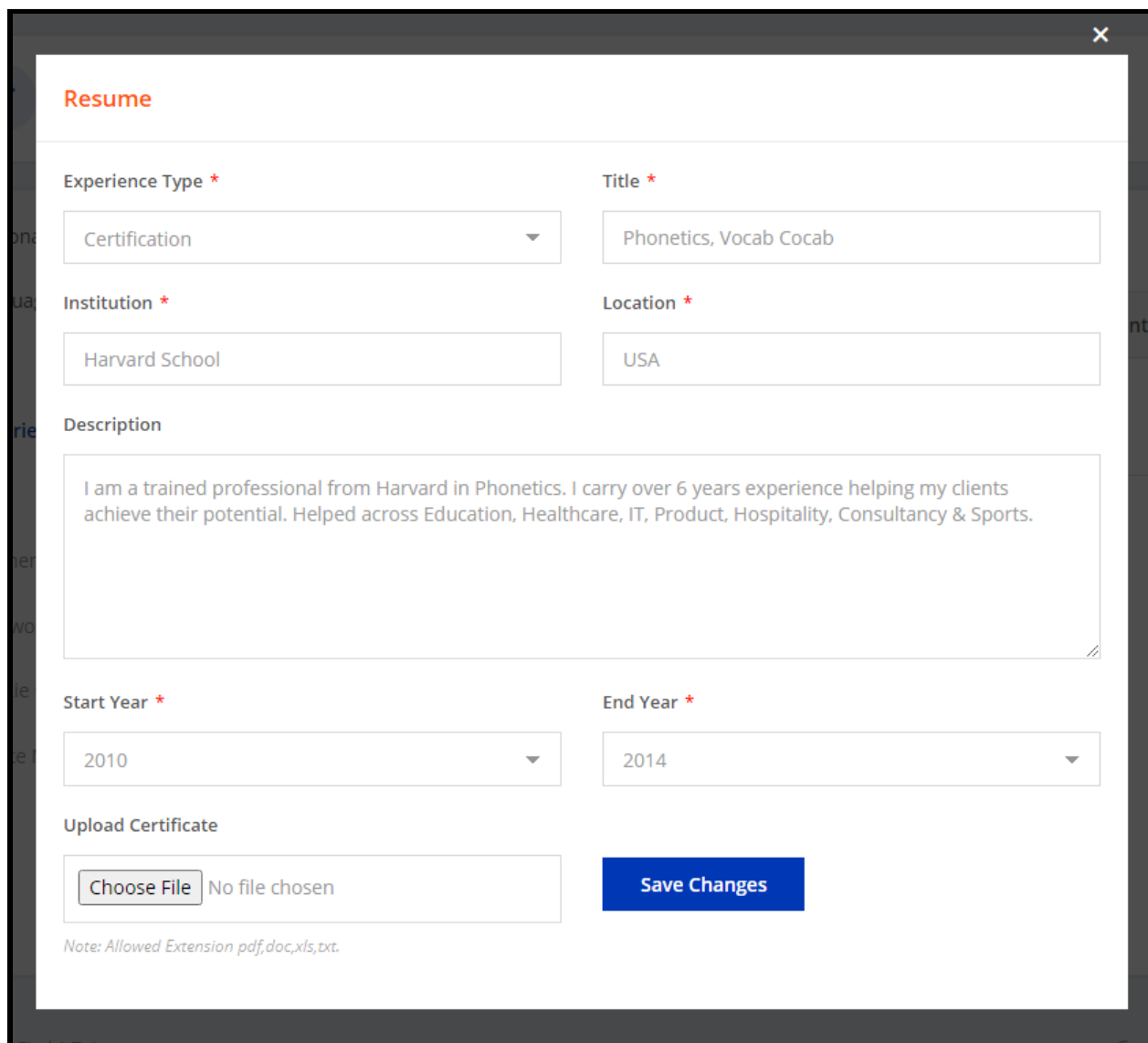
Fig. 3.4.1 Experience

The tutor can edit/delete the already added experience and can also add new experience.

- To edit an already added experience, the tutor needs to click on the **"Edit"** button on the right side of the experience.
- A pop-up form with all the previously added information will appear as shown in figure 3.4.1. The tutor can change the information and click the **"Save Changes"** button to save the new information.

Fig. 3.4.1 Edit Experience

- To add a new experience, the tutor needs to click on the **"Add New"** button which is at the top right corner.

- A similar pop-up form will appear as shown in figure 3.4.2. The tutor now needs to fill in the required information and click the **"Save Changes"** button at the bottom.

Fig. 3.4.2 Add New Experience

3.5 Skills

The skills tab is categorized in multiple sections as shown in figure 3.5.1

- **Language That I Am Teaching:** This shows the languages that the tutor wishes to teach. These languages are added by the tutor at the time of creating his/her profile.

- **Teacher's Accent:** The tutor can select the accents known to him/her.

- **Teaches Level:** The tutor can select the level he/she wants to teach.

- **Learner's Age Group:** The tutor can also select the age group of the learners he/she wishes to teach.

- **Lesson Includes:** The tutor can add different elements to the lesson plan to be offered. The tutor can select the elements that he/she wishes to add to the lesson plan.

- **Subjects:** The subjects to be taught by the tutor can be selected in this section.

- **Test Preparations:** If the tutor wishes to help learners with different tests, he can select the tests he wishes to prepare the learners for.

Skills

Language That I\'m Teaching

English,French,Spanish

Teacher's accent

- [ ] Acadian French
- [ ] Levantine Arabic
- [ ] Algerian Arabic
- [ ] Libyan Arabic
- [x] American English
- [ ] Maghrebi French
- [ ] Andalusian Spanish
- [ ] Mexican Spanish
- [ ] Austrian German
- [ ] Modern Standard Arabic (al-fusha)
- [ ] Bahrani Arabic
- [ ] Moroccan Arabic
- [ ] Belgian French
- [ ] Najdi Arabic
- [ ] Bokmal Nynorsk
- [ ] Brazilian Portuguese
- [ ] Omani Arabic
- [ ] British English
- [ ] Quebec French
- [ ] Caribbean Spanish
- [ ] Rioplatense Spanish
- [ ] Castilian Spanish
- [ ] Saharan Arabic
- [ ] Central American
- [ ] Spanish Scottish English
- [x] Chadian Arabic
- [ ] South African English
- [x] Chilean Spanish
- [x] Standard German
- [ ] Egyptian Arabic
- [ ] Sudanese Arabic
- [ ] European Portuguese
- [ ] Swiss French
- [ ] Gulf Arabic
- [ ] Swiss German
- [ ] Indian English
- [ ] Tunisian Arabic
- [ ] Iraqi Arabic
- [ ] Yemeni and Somali Arabic
- [x] Latin American Spanish

Teaches level

- [ ] (A1) Beginner
- [ ] (A2) Upper Beginner
- [ ] (B1) Intermediate
- [x] (B2) Upper Intermediate
- [x] (C1) Advanced
- [ ] (C2) Upper Advanced

Learner's age group

- [ ] 4 yrs -11 yrs
- [x] 12 yrs - 18 yrs
- [ ] 18+ yrs

Lesson includes

- [ ] Curriculum
- [x] Proficiency Assessment
- [x] Homework
- [x] Quizzes /Tests
- [ ] Learning Materials
- [x] Reading Exercises
- [x] Lesson Plans
- [x] Writing Exercises

Subjects

- [ ] Accent Reduction
- [ ] Business Norwegian
- [ ] Business Cantonese
- [ ] Business Dutch
- [x] Business English
- [ ] Business French
- [ ] Business German
- [ ] Business Indonesian
- [ ] Business Italian
- [ ] Business Japanese
- [x] Business Mandarin
- [ ] Business Norwegian
- [ ] Business Russian
- [ ] Business Spanish
- [ ] Colloquial English
- [ ] Grammar Development
- [ ] Listening Comprehension
- [x] Phonetics
- [ ] Reading Comprehension
- [x] Vocabulary Development
- [ ] Writing Correction
- [ ] Education
- [ ] Work Experience
- [ ] Certifications

Test preparations

- [ ] ACT
- [ ] AP
- [ ] APTIS
- [ ] BEC
- [ ] CAE
- [ ] CPE
- [ ] DELE
- [ ] EOI
- [x] ESOL
- [x] FCE
- [ ] GCSE
- [ ] GMAT
- [ ] GRE
- [ ] ICAS
- [x] IELTS
- [ ] IGCSE
- [ ] ISE
- [ ] IBDP
- [ ] KET
- [ ] OET
- [ ] OPI
- [ ] PET
- [x] SAT
- [x] SIELE
- [x] SSAT
- [x] TOEFL
- [ ] TOEIC

Back | Save Changes | Next

Fig. 3.5.1 Skills

NB: All these fields are optional and can be left blank if they do not apply to any tutor.

Tutors can then click the **"Save Changes"** button at the bottom to save the entered information.

3.6 Payments
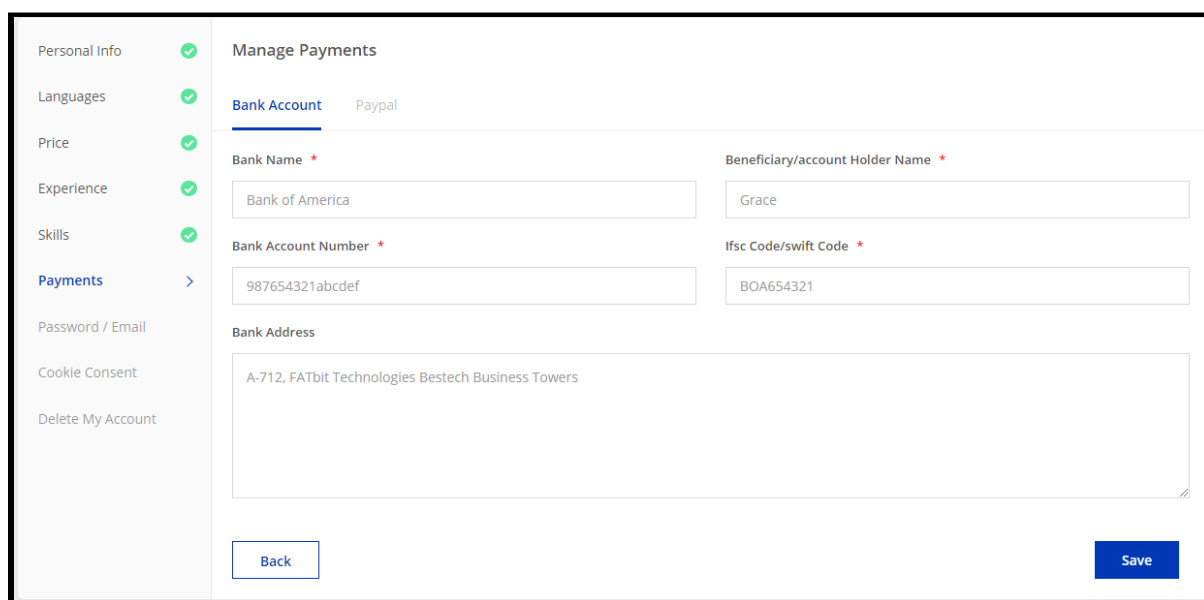
The payments tab is to enter and save the information of the Bank Account and PayPal Account of the tutor.

To enter the Bank Account information, the tutor needs to:

Click on the **"Bank Account"** sub-tab under the **"Payments"** tab as shown in figure 3.6.1

Enter the name of the bank, account holder name, account number, IFSC/Swift Code, and bank address.

Click the **"Save Changes"** button at the bottom to save the entered information.

Fig. 3.6.1 Bank Account

To enter the PayPal Account information:

Click on the **"PayPal"** sub-tab under the **"Payments"** tab as shown in figure 3.6.2

Enter the PayPal Email Address and click the **"Save Changes"** button to save the entered information.

3.7 Password/Email

The tutor can change the email and password of their account on the portal from this tab.

To change the password of the account, the tutor needs to:

Click on the **"Password"** sub-tab under the **"Password/Email"** tab.

Fill in the **"Current Password"**, **"New Password"**, **"Confirm New Password"** fields and finally click on the **"Save Changes"** button to save the entered information. Fig. 3.7.1

Fig. 3.7.1 Password

To change the email address of the account, the tutor needs to:

- Click on the **"Email"** sub-tab under the **"Password/Email"** tab.
- Fill in the **"Current Email"**, **"New Email"**, **"Password"** fields, and finally click on the **"Save Changes"** button to save the entered information. (Fig. 3.7.2.)

Fig. 3.7.2 Email

3.8 Cookie Consent

Upon clicking the **"Cookie Consent"** tab, a pop-up box will appear as shown in figure 3.8.1. It asks for the permission of the tutors to save their cookies. Tutors can select which all cookies to allow and switch them on. After selecting, tutors can then click on the **"Save"** button to save the entered information.

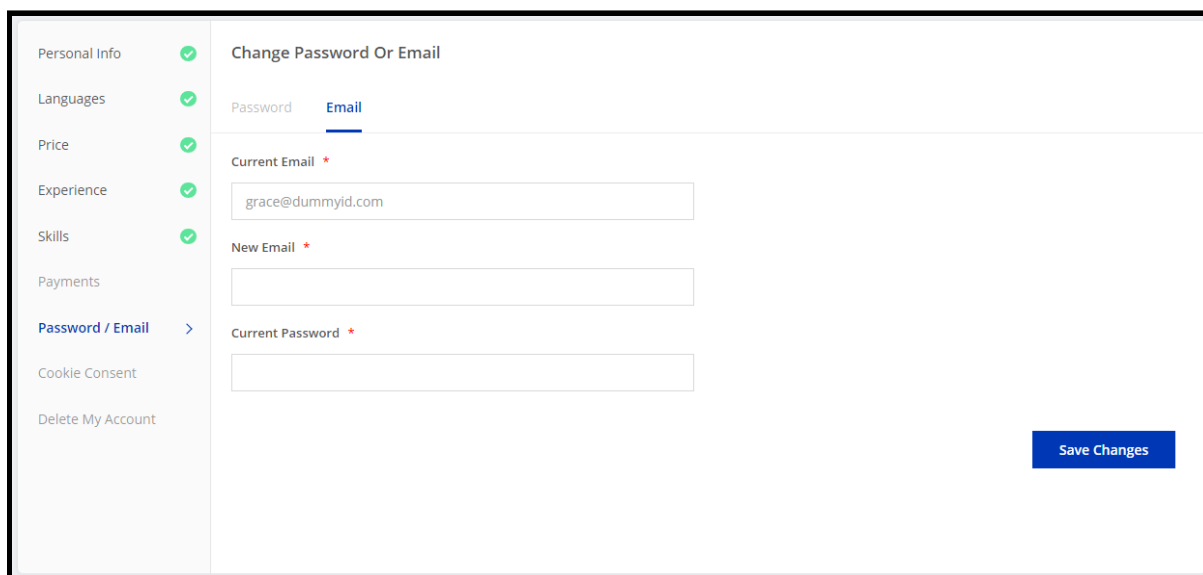| Personal Info	✓	**Cookie Consent**
Languages	✓	Necessary Preferences **Statistics**
Price	✓	**Statistics** ☑ Statistics
Experience	✓	These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.
Skills	✓	
Payments		**Save**
Password / Email		
Cookie Consent	›	
Delete My Account		

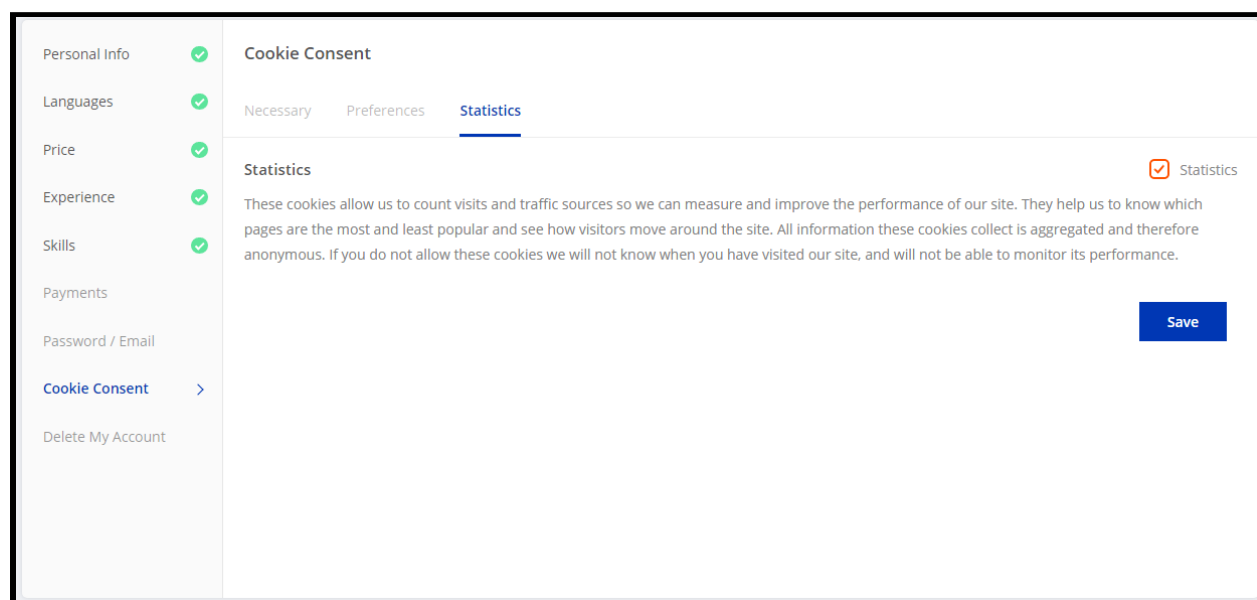<div align="center" style="color:red">Fig. 3.8.1 Cookie Consent</div>

3.9 Delete My Account

The tutor can request the admin to delete his/her account from the platform. To raise the request, the tutor needs to click on the **"Delete My Account"** button as shown in figure 3.9.1
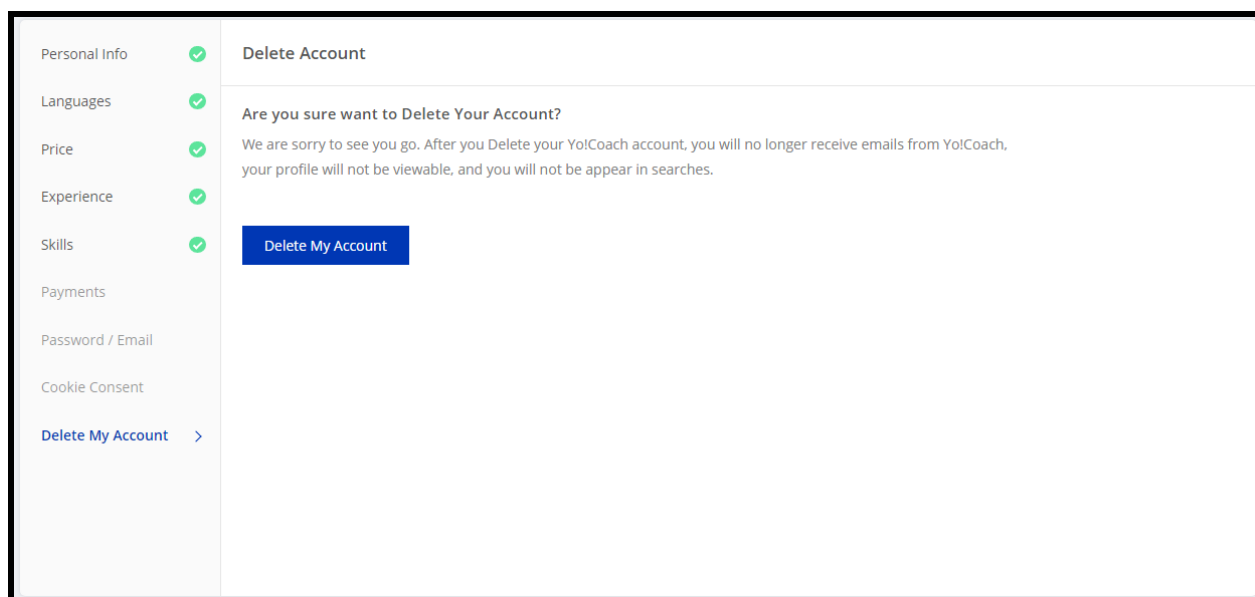
Fig. 3.9.1 Delete Account

4. Availability Calendar

4.1 General Availability

The tutors can mark their general availability for the learners to schedule their lessons. To mark their availability:

- Tutors need to click on the cell that corresponds to the day and time they want to mark available as shown in figure 4.1.1.

- The color of the cell changes indicating that the time slot is marked available.

- The tutor can also cancel their availability by clicking the **X** icon.

- Finally, tutors need to click on the **"Save"** button to save the changes made.
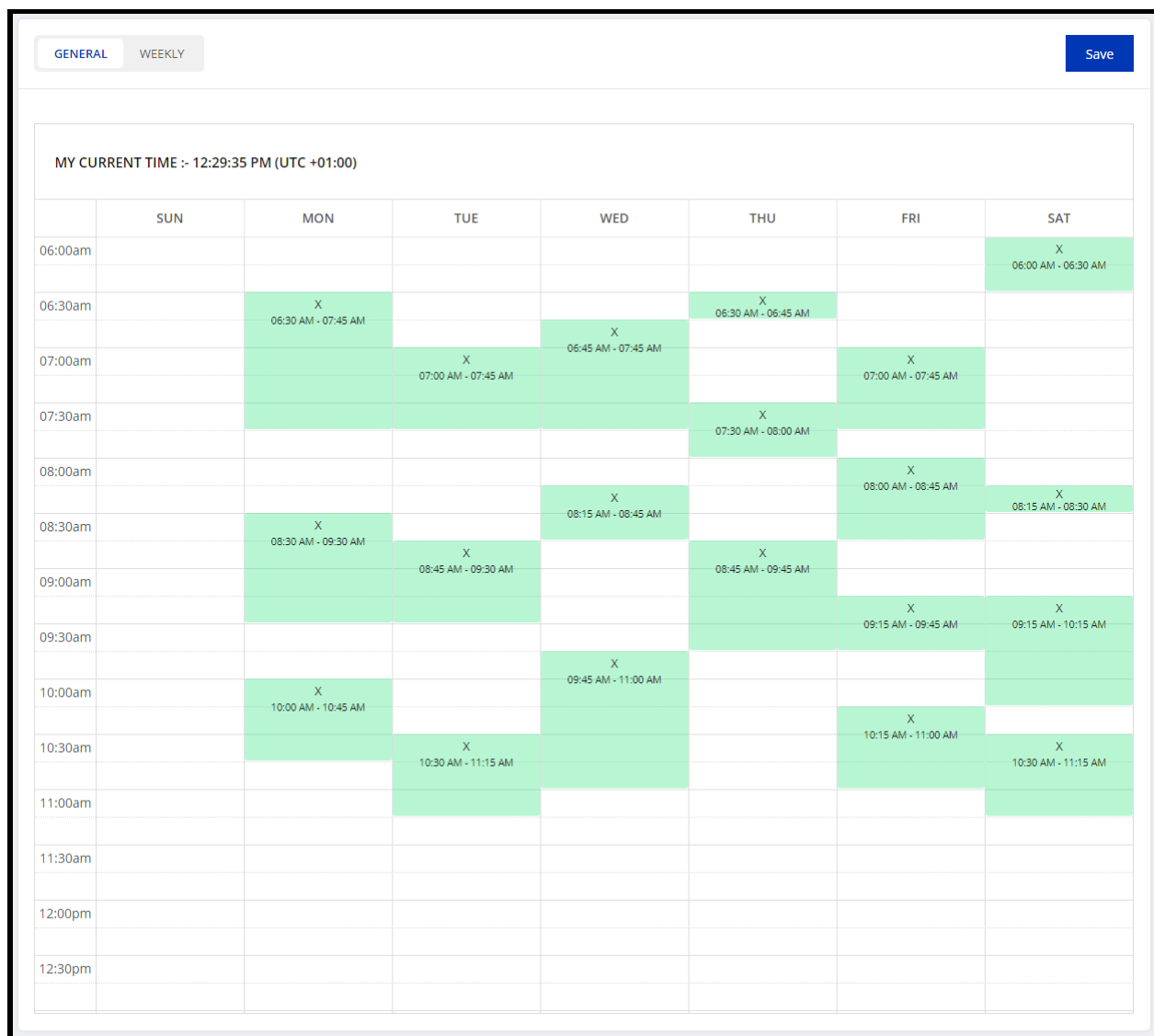
Fig. 4.1.1 General Availability Calendar

4.2 Weekly Availability

The weekly availability set in the previous general availability tab automatically replicates to all the upcoming weeks as shown in figure 4.1.2. The tutor can mark any available slot as disabled if he/she is unavailable for that time. To disable a slot:

- Click the **X** icon on the available slot you wish to disable.

- A pop-up message will appear asking for confirmation. Click **"OK"** to disable the available slot.

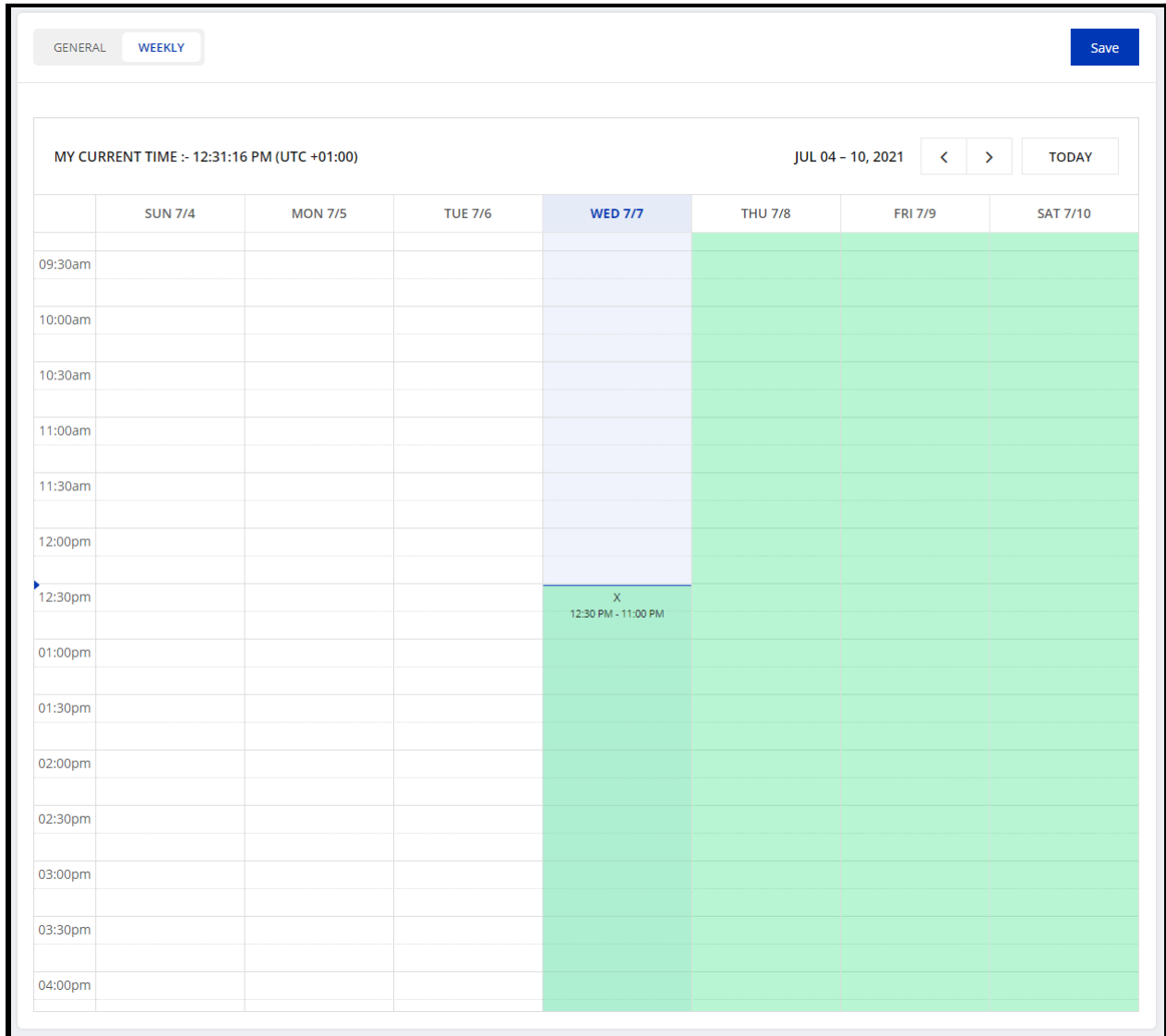- Click **"Save"** to save the changes you made.

Fig. 4.1.2 Weekly Availability Calendar

5. Lessons

The lessons module displays a consolidated list of all the lessons for the tutor. At the top, there is a bar that displays the countdown time of the upcoming class as shown in figure 5.1.1
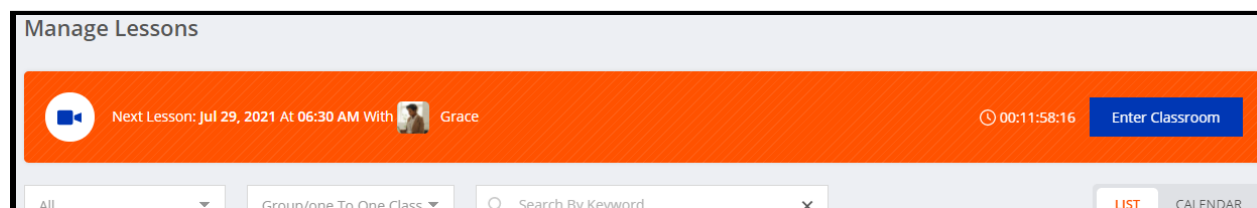

Fig. 5.1.1 Upcoming Lesson Timer

The tutor can choose to view the scheduled classes in a list or calendar view as shown in Figures 5.1.2 and 5.1.3 respectively. The tutor can also search for the classes by entering a keyword in the search bar.
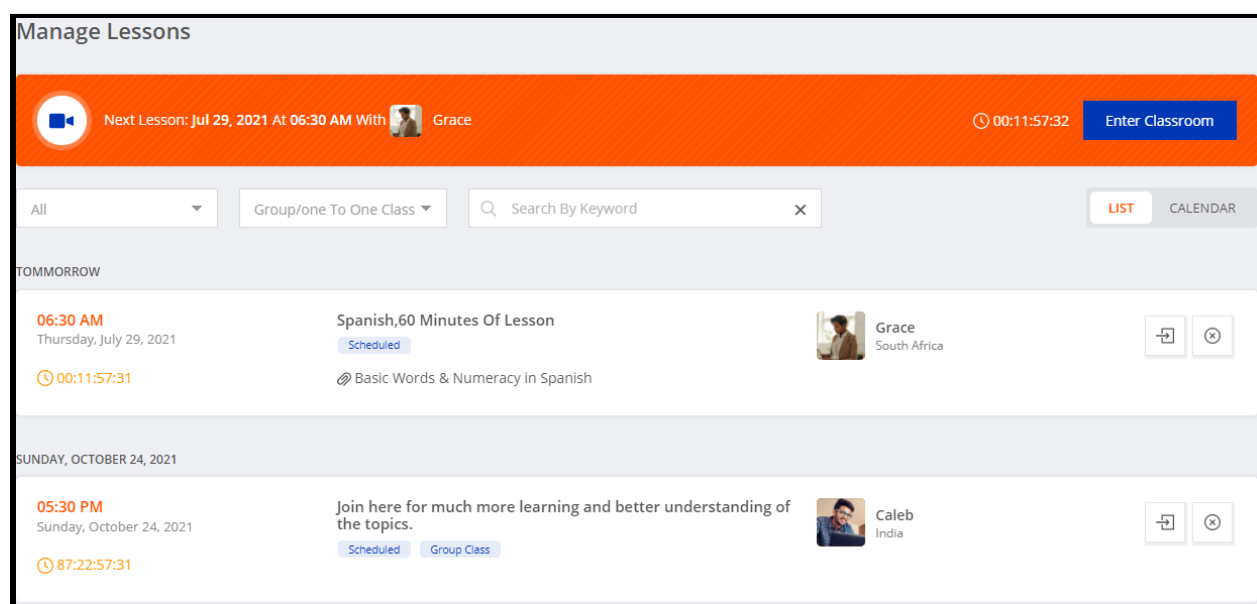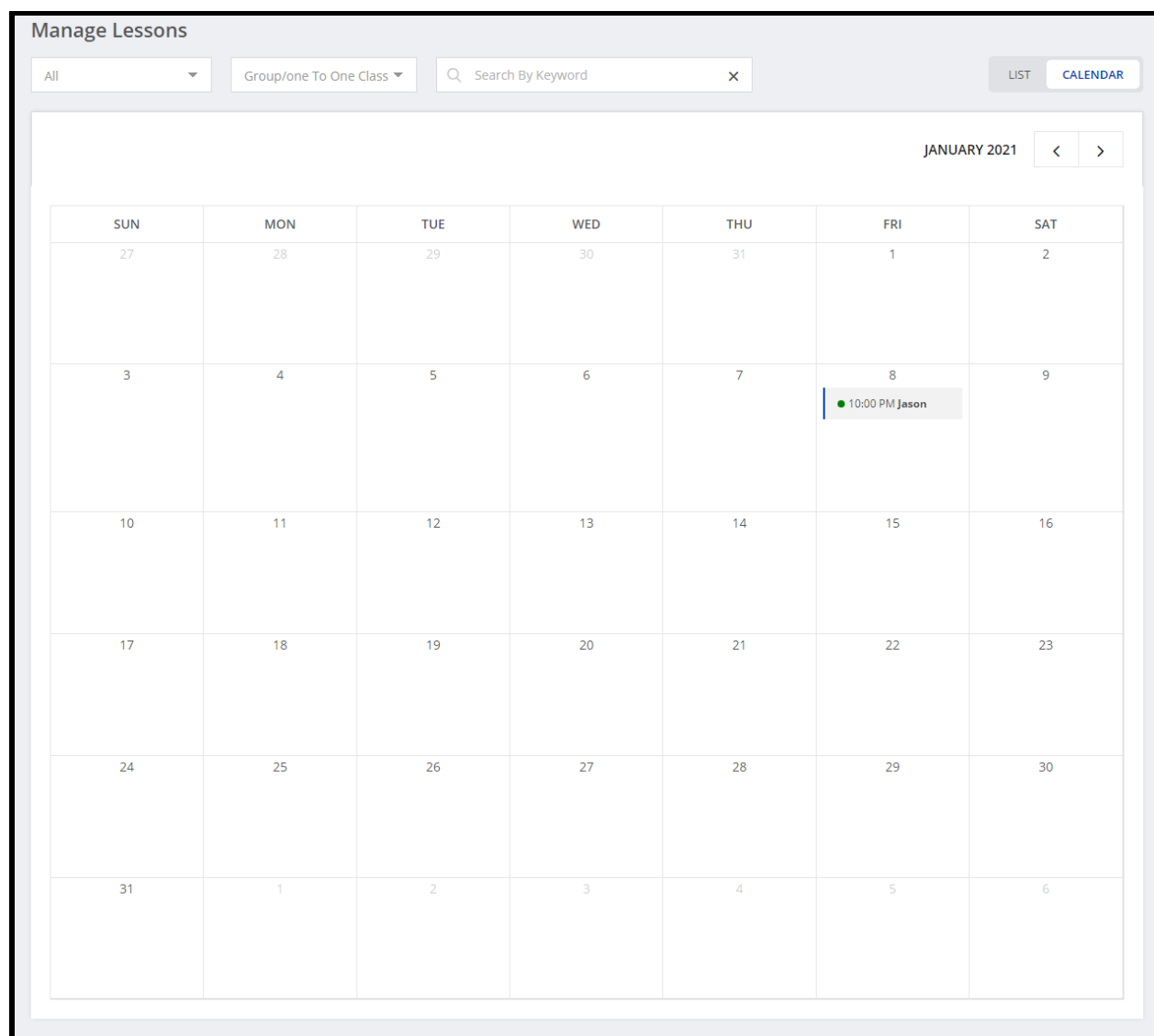

Fig. 5.1.2 Lessons List View

Fig. 5.1.3 Lessons Calendar View

6. Lesson Plan

This module lists all the lesson plans created by the tutor. Lesson plans can be searched using keywords and status filters as shown in Figure 6.1
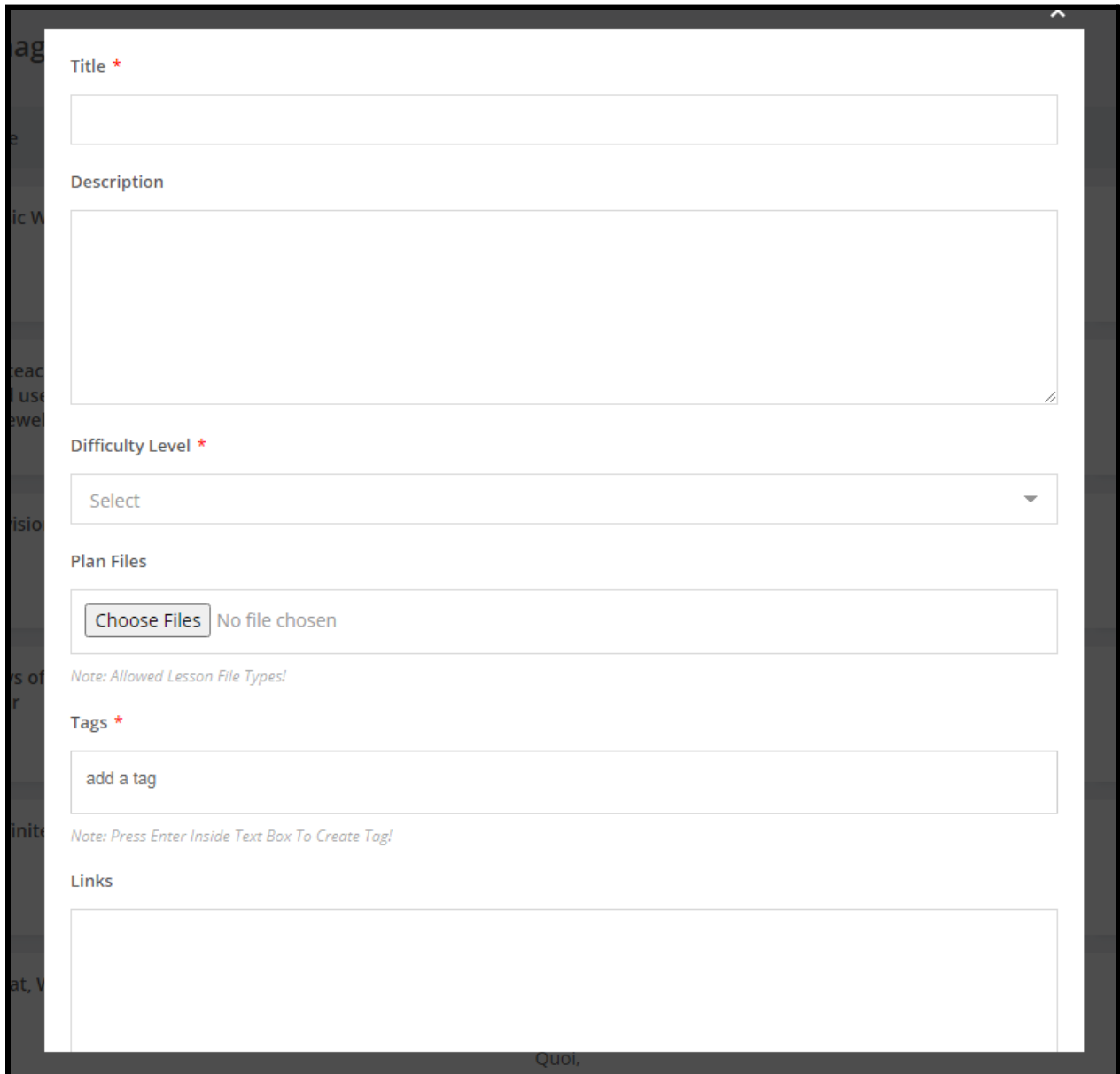
Manage Lessons Plans

Title	Image	Description	Tags	Level	Actions
Basic Words & Numeracy in Spanish	-NA-	Lesson goal: To teach the students the Spanish alphabet and the correct pronunciation of each letter, both by itself and in a word Lesson plan:	Spanish	Beginner	✏️ 🗑️
To teach students how to pronounce and use Spanish greetings and farewells correctly	-NA-	To teach students how to pronounce and use Spanish greetings and farewells correctly Lesson plan: Note: You can either divide this lesson into t	Spanish	Upper Beginner	✏️ 🗑️
Revision, Alphabets & Test	-NA-	Revision of numbers, Basic words, Greetings, Farewells, along with addition knowledge of Alphabets & a combined test to map your progress.	Spanish	Intermediate	✏️ 🗑️
Days of the Week and Months of the Year	-NA-	Lesson goal: To teach students the days and months, as well as the questions related to this new vocabulary, such as ¿Qué día	Spanish	Upper Intermediate	✏️ 🗑️
Definite and Indefinite Articles	-NA-	Lesson goal: To introduce definite and indefinite articles to students for the first time Lesson plan: Note: While this is a beginner's	Spanish	Advanced	✏️ 🗑️
What, Why,When in French	-NA-	The Lesson This can be a little tricky at first, as there are multiple choices for "what" (or "which") in French (Que, Quoi,	French	Upper Intermediate	✏️ 🗑️
To describe people physically and personally	-NA-	Ways of describing people: Verbs needed, colors needed. Key Vocabulary and practice works. je suis, j'ai, marron, blanc, yeux, cheveux, fris�s, bouc	French	Intermediate	✏️ 🗑️
Introduction to the French language � Map of France, Pronunciation rules, Similarities with English; Intro to the IPA; what do you know about the French language and culture, Where is it spoken?	-NA-	Capital of France, Countries bordering France; elision; French accent names Goals: 1. To familiarize with the map of France, to know where else is	French	Beginner	✏️ 🗑️
French Dining	-NA-	Vocabulary will include foods, items used at the table, and phrases used when ordering from a menu. Goals: Students will be able to order from a me	French	Upper Intermediate	✏️ 🗑️
Beginning French Vocabulary: Basic Structural Items	-NA-	Vocabulary in the French language that is necessary to master in order to begin learning the language. Basic items like bathroom, chair, and window wi	French	Upper Beginner	✏️ 🗑️

Fig.6.1 Lesson Plan

This module also allows the tutors to create, add, edit, and delete the lesson plans which are to be shared with the learners. To create a new lesson plan:

- Click on the **"Add New Lesson"** button at the top right corner.

- Clicking on the button will open a pop-up box that requires information regarding the lesson plan to be filled in. Fig. 6.2.

- After filling in the required information, click on the **"Save"** button at the bottom of the box to save the entered information.

- Clicking the **"Save"** button will add the new lesson plan.
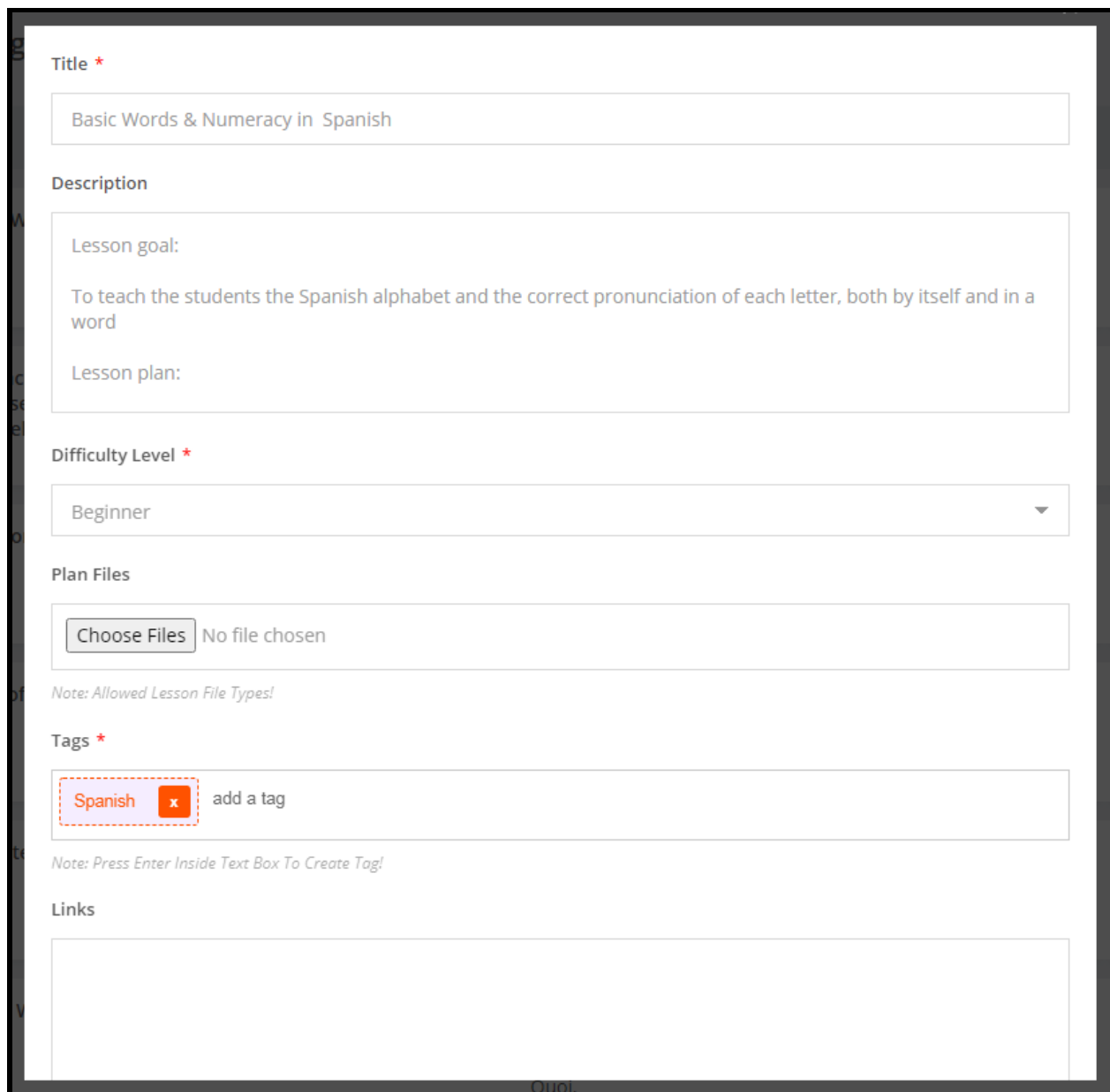
Fig.6.2 Add New Lesson Plan

To edit an already existing lesson plan:

- Click the **"Edit"** button next to the lesson plan which needs to be edited.

- A pop-up box will open as shown in figure 6.3.

- Edit the information you want to change and click the **"Save"** button to save the entered information.

- The lesson plan will be edited.

Fig.6.3 Edit New Lesson Plan

To delete an already existing plan:

● Click on the **"Delete"** button of the lesson plan which is to be deleted.

● A confirmation message will appear on the screen as shown in figure 6.4. Click **"Proceed"** to delete the lesson plan.

Fig.6.4 Edit New Lesson Plan

7. Group Classes

This module lists all the group classes (active and canceled) of the tutor. The group classes are sorted as per the dates and the tutor can take several actions like start, edit, and cancel by clicking on the buttons next to the classes as shown in figure 7.1.

Group Classes

Details	Start At	End At	Status	Actions
Days of the Week and Months of the Year in French Booked Seats - 0 Entry Fee - $20.00	2021-05-08 16:00	2021-05-08 17:00	Active	✎ ⊗
Definite and Indefinite Articles in French Booked Seats - 0 Entry Fee - $15.00	2021-01-31 18:00	2021-01-31 19:00	Active	✎ ⊗
Days of the Week and Months of the Year in French Booked Seats - 0 Entry Fee - $15.00	2021-01-16 19:00	2021-01-16 20:00	Active	✎ ⊗
Revision, Alphabets & Test in French Booked Seats - 0 Entry Fee - $15.00	2021-01-09 18:00	2021-01-09 19:00	Active	✎ ⊗
Greetings and Farewells in French Booked Seats - 0 Entry Fee - $15.00	2020-12-27 18:00	2020-12-27 19:00	Active	✎ ⊗
Basic Words & Numeracy in French Booked Seats - 0 Entry Fee - $15.00	2020-12-21 17:00	2020-12-21 18:00	Active	✎ ⊗
Definite and Indefinite Articles- English Booked Seats - 0 Entry Fee - $20.00	2021-01-15 17:00	2021-01-15 18:00	Active	✎ ⊗
Days of the Week and Months of the Year in English Booked Seats - 0 Entry Fee - $20.00	2021-01-08 16:00	2021-01-08 17:00	Active	✎ ⊗
Revision, Alphabets & Test in English Booked Seats - 0 Entry Fee - $20.00	2020-12-30 18:00	2020-12-30 19:00	Active	✎ ⊗
Greetings and Farewells in English Booked Seats - 0 Entry Fee - $20.00	2020-12-22 18:00	2020-12-22 19:00	Active	✎ ⊗

Fig. 7.1 Group Classes

The tutor can also add new group classes from this module. To add a new group class:

- Click the **"Add"** button on the top right corner.

- Clicking the button will open a form to fill in information related to the group class. Fig. 7.2

- The tutor can fill in the required information like title, description, language, fees, date, and time, and then click the **"Save"** button to save the entered information.

- The group class will then be added to the list.

Add Group Class

General   English   Arabic (عربی)

Title *

Description *

Max No. Of Learners

Language *   Entry Fee *

Select ▾

Start Time *   End Time *

Save

Fig. 7.2 Add Group Class

8. Reported Issues

This module allows the tutor to view the issues reported by the learners. Issues can also be searched by entering keywords in the search bar. The tutors can view the complete details of a reported issue by clicking on the view button as shown in the Figure. 8.1.

Fig. 8.1 Listing View of Reported Issue

A new window opens which displays the complete details of the issue reported by the learners. Figure 8.2.

Issue Detail

Teacher was absent

Detail	cfedf
Reported By	Carl Mark
Reported Time	2021-07-14 10:32:00
Current Status	Closed

Issue Logs

Action By	Action	Comment	Action On
Carl Mark (Learner)	Teacher was absent	cfedf	2021-07-14 05:02:00
Amy Smith (Teacher)	Complete And 50% Refund	sdfef	2021-07-14 05:02:15
Carl Mark (Learner)	Escalate To Support Team	njrtumg	2021-07-14 05:07:39
Yo!Coach (Support)	Complete And 50% Refund	fsfderf	2021-07-14 05:16:04

Lesson Details

Language: French	Free Trial: No	Order Id: O1626066603
Lesson Id: 901	Total Lesson: 6	Lesson Price: $10.00
Order Net Amount: $60.00	Order Discount Total: $0.00	Teacher Name: Amy Smith
Teacher Join Time:	Teacher End Time:	Learner Name: Carl Mark
Learner Join Time:	Learner End Time:	

Fig. 8.2 Detailed view of Reported Issues

The tutor can resolve the reported issue by clicking on the drop-down icon next to the view button. This brings up the Resolve Issue option. After the tutor clicks on this option, a new **Resolve Issue** window opens as shown in figure 8.3.

Issue Detail

Student left early

Detail	ghjty
Reported By	Carl Mark
Reported Time	2021-07-13 16:22:49
Current Status	Progress

Resolution Form

Take Action *

Select

Your Comment *

Submit

Fig. 8.3 Resolve Issue Tab

- **Select Users to Resolve Issue:** The teacher needs to select the learner, or multiple learners, in the case of Group classes, for whom the reported issue will be resolved. Tutors can click on the **"Details"** button to view the reported issue.
- **Select One or More Issues That Occurred:** Here, the teacher can tick the checkbox for the issues that occurred during the lesson.
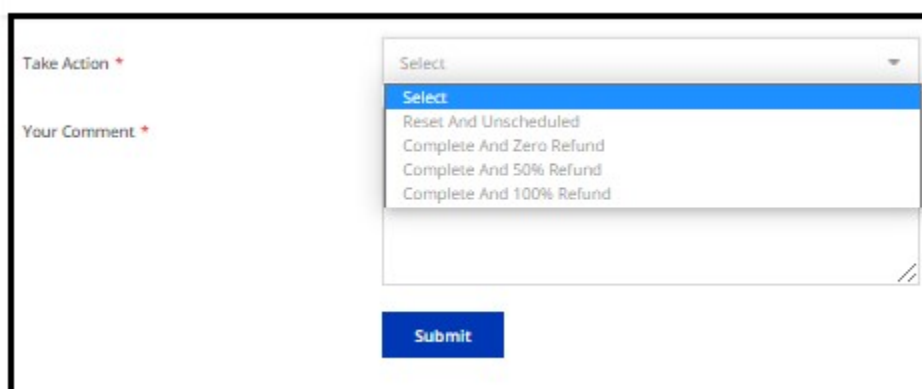- **Take actions:** The teacher needs to select one of the options from the drop-down list as shown in figure 8.4.

Fig. 8.4 Take actions

- **Comment:** Leave a comment for the learner. Finally, the teacher needs to click on the **"Next"** button to finish resolving the reported issue.

9. Students

This module allows the tutors to view the list of all the learners who have purchased their lessons. The number of scheduled, unscheduled, and past lessons are displayed for each learner. Learners can also be searched by entering the keywords in the search bar. Tutors can message the learners by clicking the **"Message"** button under the Actions column.

Fig. 9.1 Students

Under the Lock(Single/Bulk Price), the prices set by the tutor for different learners are listed. If no price is set by the tutor, an unlocked icon 🔓 is displayed. Clicking on this icon opens the Offer Price window. Here the tutor can enter the single and bulk lesson prices. The tutor needs to click on the Save button to set the prices.

To reset the prices, the tutor needs to click on the locked 🔒 icon. This opens a similar Offer Price Window but with the Unlock Prices option next to the Save button. Clicking on this button resets the prices to zero.

Clicking on the message button under the Actions column opens the Start Conversation window as shown in fig 9.2. Here, the tutor can write and send the message to the learner.

Fig. 9.2 Start Conversation

10. Orders

This module lists all the canceled, pending, and paid orders received by the tutor. The tutor can filter these orders by keywords, status, and date range as shown in figure 10.1. Tutors can also message the learner for their respective order by clicking on the message button under the Actions column.

Order ID	Free Trial	Learner	Order Amount	Order Status	Order Date	Actions
O1624514330	No	Nicole Green	$20.00	Paid	2021-06-24 11:28:50	💬
O1624514257	No	Nicole Green	$10.00	Paid	2021-06-24 11:27:37	💬
O1624514227	No	Nicole Green	$10.00	Paid	2021-06-24 11:27:07	💬
O1624514025	No	Nicole Green	$10.00	Paid	2021-06-24 11:23:45	💬

Fig. 10.1 Orders

11. Wallet

This module primarily displays the balance in the digital wallet of the tutor. The tutor can request a withdrawal from the admin through this module. For a withdrawal request:

- Click on the **"Request Withdrawal"** button at the top right corner.

- A pop-up box will appear having two options for the payout. (Fig. 11.1.)

- To request PayPal Payout:

  - Click on the radio button of PayPal Payouts.

  - Mention the amount you wish to withdraw.

  - Enter the PayPal email address.

  - If the tutor wishes to add some instructions for the admin, he/she can do so by entering them in the **"Other Info Instructions"**.

  - Clicking the **"Send Request"** button will send the withdrawal request to the admin.

Fig. 11.1 Paypal Payouts

● To request bank payout. (Fig. 11.2.)

  ○ Click on the radio button of Bank Payouts.

  ○ Mention the amount you wish to withdraw.

  ○ Enter the name of your bank.

  ○ Enter the account holder's name.

  ○ Enter the account number.

  ○ Enter the IFSC code.

- Enter the bank address.

- If the tutor wishes to add some instructions for the admin, he/she can do so by entering them in the **"Other Info Instructions"**.

- Clicking the **"Send Request"** button will send the withdrawal request to the admin.

Fig. 11.1 Bank Payouts

The wallet module also has a **"Gift Card"** button on the top right corner. The tutors can redeem the gift cards and transfer the amount to their digital wallets. To redeem a gift card:

- Click on the **"Gift Card"** button.

- A pop-up box will appear asking for the gift card code. Enter the code and click the **"Redeem"** button. (Fig. 11.3.)

- The money from the gift card will be transferred to the digital wallet.
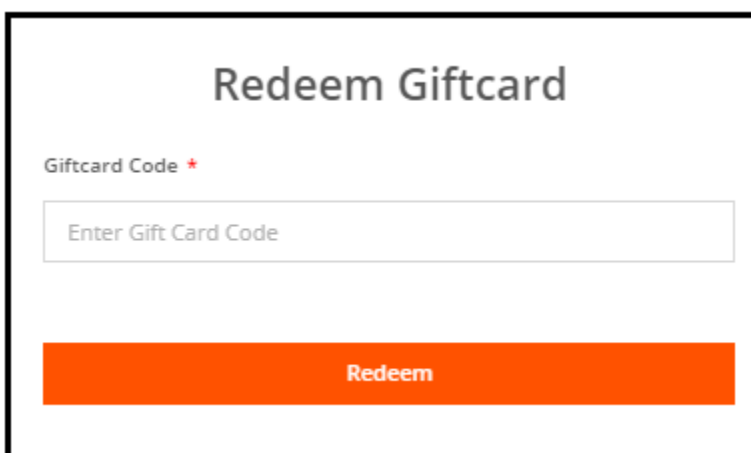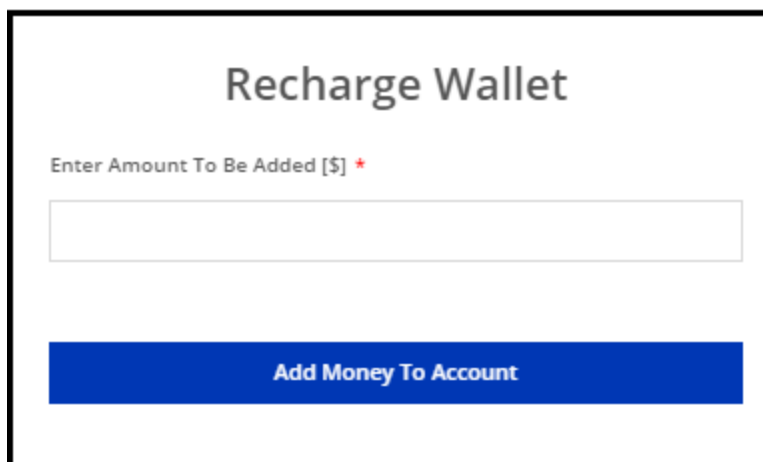
Redeem Giftcard

Giftcard Code *

Enter Gift Card Code

Redeem

Fig. 11.3. Redeem Gift Card
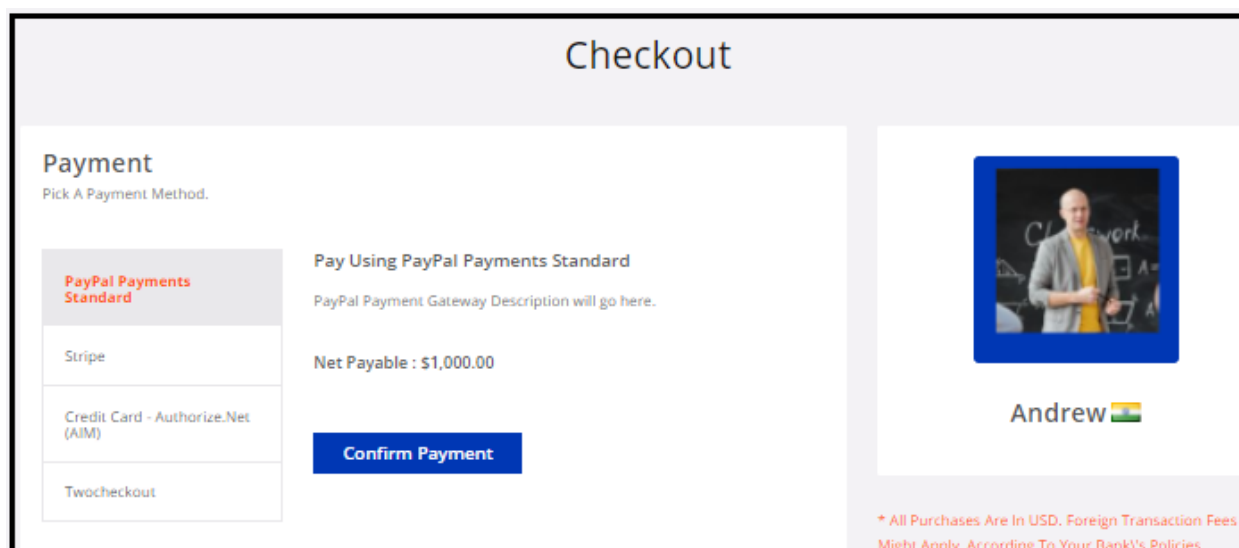
Tutors can also add money to their wallets through this module. To add money to their wallets:

- Enter the amount to be added to the wallet. (Fig. 11.4.)

- Click the **"Add Money to Account"** button which will redirect to the payment page.

- The tutors can select the mode of payment and click the **"Confirm Payment"** button.

- The amount will be added to the wallet.

Fig. 11.4.1 Add Money to Account

Fig. 11.4.2 Add Money to Account

The wallet also displays the previous transactions done by the tutor as shown in figure 11.5. The previous transactions can also be filtered by keywords, transaction type, and dates to find any particular transaction.

Fig. 11.5. Wallet Transactions

12. Flashcards

The flashcard module shows a list of all the flashcards added by the tutors for the learners as shown in figure 12.1. Tutors can search for a flashcard from the search bar using keywords and language filters.

Fig. 12.1 My Flashcards

To add new flashcards:

- Click on the **"Add Flashcard"** button at the top right corner.

- The Set-Up Flashcard window opens as shown in figure 12.2.

- After entering all the details, click the **"Save"** button at the bottom of the form to finish adding the flashcard.
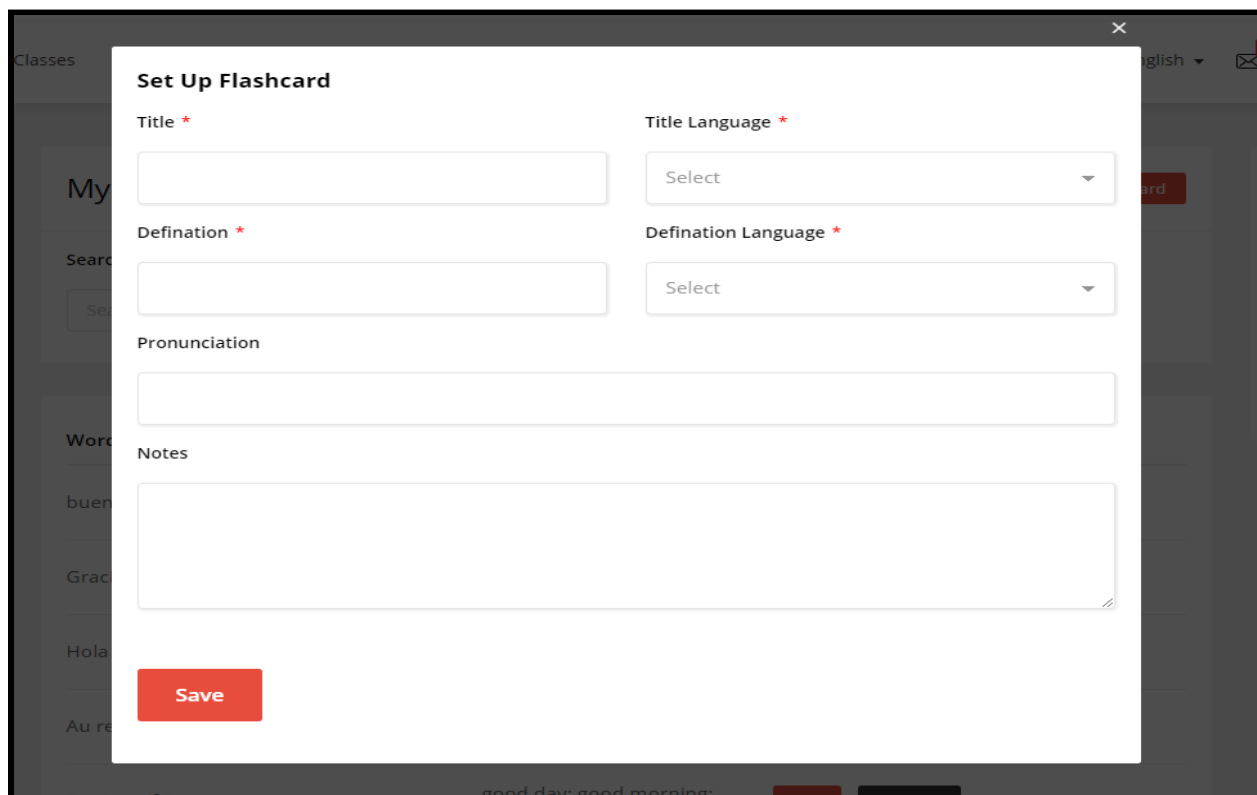
Fig. 12.2 Setup Flashcard

Tutors can also edit existing flashcards by clicking on the edit button. After making the changes, the tutor needs to click on the Save button to finish editing the flashcard.

- **Review**

Tutors can also review the created flashcards by clicking on the review button located on the right side as shown in figure 12.3.
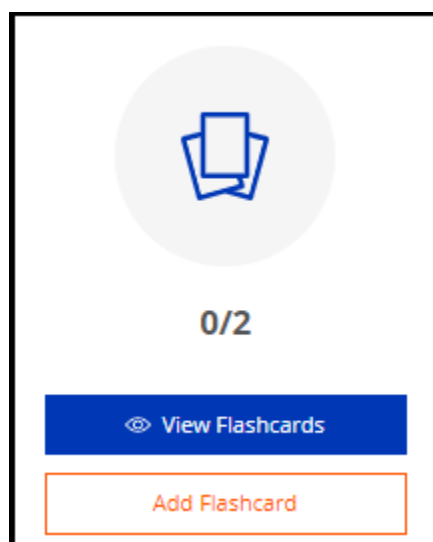
Fig. 12.3 Flashcard Review

Clicking on the review button opens the unreviewed flashcard as shown in figure 12.4

Fig. 12.4 Flashcard Review

The teacher needs to select the option in the next window as shown in figure 12.5. After this, a toast message appears confirming the flashcard has been reviewed.
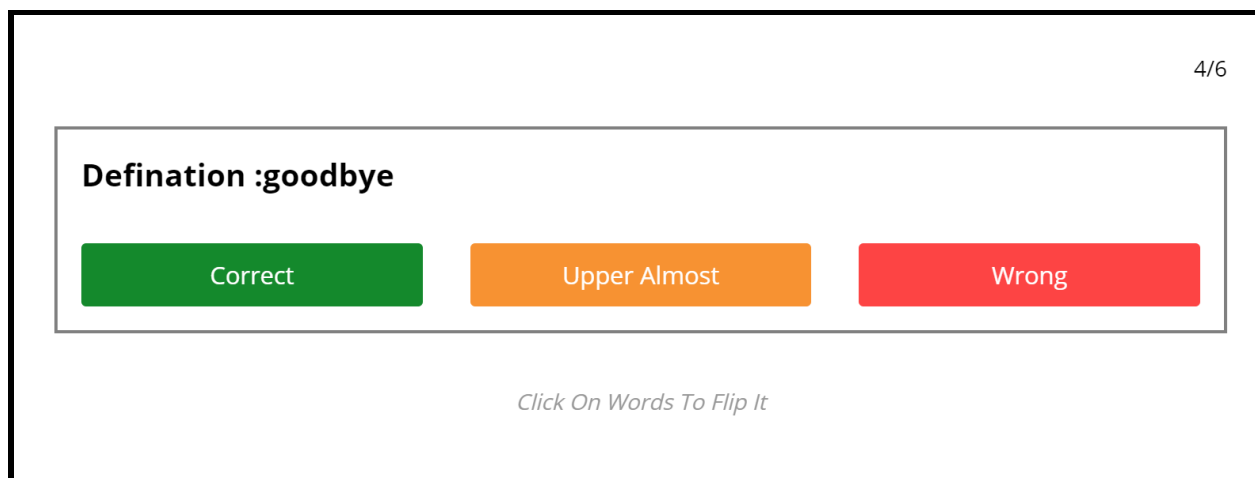
Defination :goodbye

| Correct | Upper Almost | Wrong |

Click On Words To Flip It

Fig. 12.5 Flashcard Review

13. Gift Cards

The module lists all the gift cards purchased previously. Tutors can search for the gift cards in the search bar by using the keywords or status of the gift card as shown in figure 13.1

Gift Card
Q Search   Giftcards Purchased

Order ID	Gift Card Code	Amount	Recepient Details	Status
O1606458461	8N86PT	$130.00	Name - Jason Email - jason@dummyid.com	Unused

Fig. 13.1 Gift Cards Purchased

Tutors can also purchase and send new gift cards to anyone. To purchase a new gift card:

- Click on the **"Send Gift Card"** button on the top right corner.

- Enter the details like your phone number, gift card amount, recipient's name, recipient's email address, and click the **"Send Gift Card"** button below it. (Figure 13.2.)

- The page will be redirected to the payment options. After making the payment, the gift card will be sent to the recipient.

Fig. 13.2 Send Gift Card