



Using **teachworks.**
A Guide for Students



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Introduction

If you're reading this, your Education Provider has decided to use [Teachworks](#) for their business. Teachworks provides teaching companies with business management software to streamline scheduling, improve communication and make payments easier.

This short guide will provide you with all the information you need to make the most of your Teachworks user account. The guide was created specifically for **Independent Students** (in other words students that pay their own invoices).

Before diving in, it's important to understand that Teachworks offers many customizable options (such as [additional add-ons and integrations](#)). For this reason, you may not have access to everything covered in this guide.

When in doubt, check with your Education Provider to find out which features they've enabled. If you have any additional questions, please reach out directly to your Education Provider for more information.

Confirming Your Account

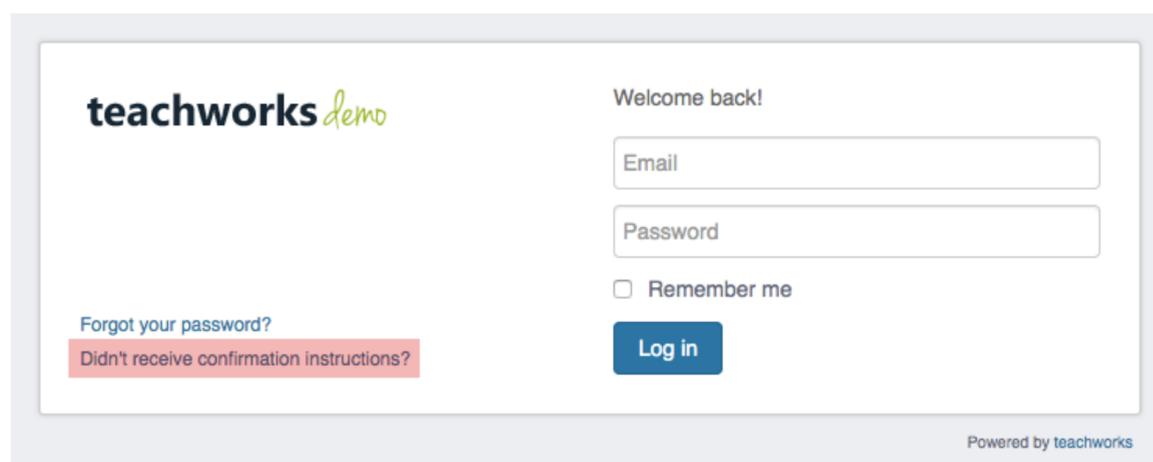
If your Education Provider has enabled a user account for you, you will receive an account confirmation email. The email will contain a link that you can click to confirm your account and set a password.

Each company has a unique login page and a link to the page is included in your email. If you plan to access the account often, you may want to bookmark it for easy access.

Not sure how to bookmark a page? Here's how: [How to Bookmark a Website](#)

Resending Confirmation Email

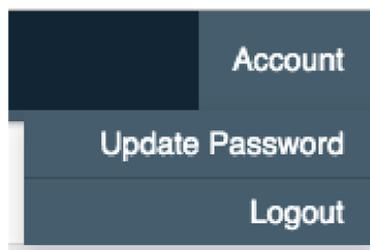
If the link has expired, you can go to your Education Provider's login page and click the "Didn't receive confirmation instructions?" link to fire off a new confirmation email.



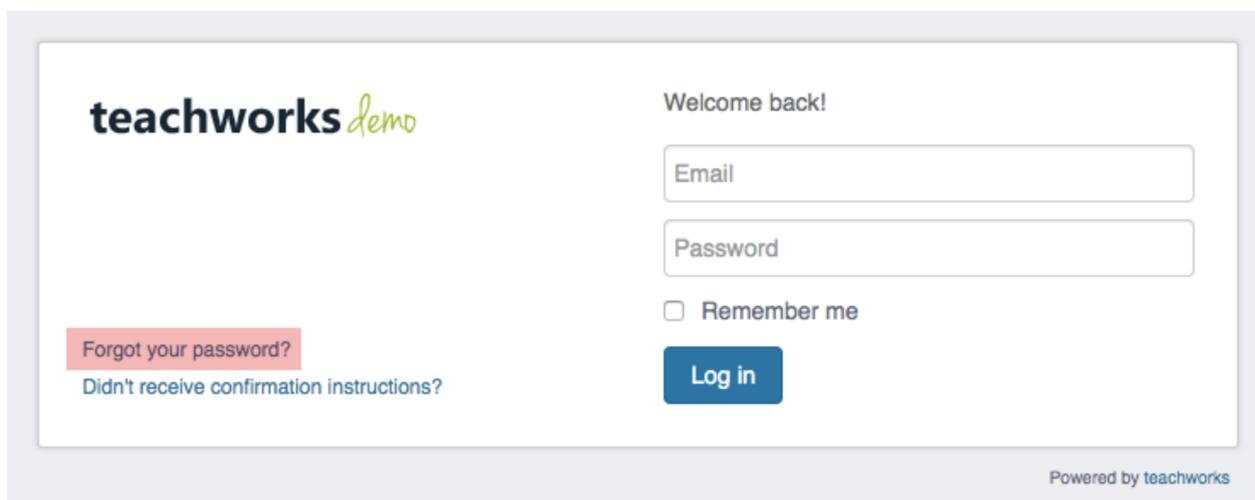
The image shows a login page for Teachworks. On the left, the logo reads "teachworks demo". Below the logo, there are two links: "Forgot your password?" and "Didn't receive confirmation instructions?". The "Didn't receive confirmation instructions?" link is highlighted with a red background. On the right side, the text "Welcome back!" is displayed above two input fields for "Email" and "Password". Below these fields is a checkbox labeled "Remember me" and a blue "Log in" button. At the bottom right of the page, it says "Powered by teachworks".

Resetting/Recovering Your Password

You can update your password from your Teachworks account by going to Account > Update Password (top right).



If you don't remember your password, you can go to your Education Provider's login page and click the "Forgot your password?" link. Clicking the link will prompt you to enter your email address, and if a matching account is found you will receive an email with further instructions.

A screenshot of the Teachworks login page. The page has a white background with a light gray border. In the top left corner is the 'teachworks demo' logo. In the top right corner, it says 'Welcome back!'. Below that are two input fields for 'Email' and 'Password'. Under the 'Password' field is a checkbox labeled 'Remember me'. A blue 'Log in' button is positioned below the checkbox. On the left side, there is a red link that says 'Forgot your password?' and a smaller blue link below it that says 'Didn't receive confirmation instructions?'. In the bottom right corner, it says 'Powered by teachworks'.



Updating Your Profile

Once you've logged into your account, you can go to the "Profile" tab and click the "Edit" link to update your details. If your Education Provider has granted you permission to update your details, you'll be able to update the following fields:

- First & Last Name
- Email Address
- Additional Email Address
- Contact Numbers
- Address
- Notification Preferences

Note: If you're not able to update your details, you will need to contact your education provider with the required changes.



Accessing Your Billing Details

Transactions

You can access your invoices, payments, credit notes, and refunds by going to Billing > Transactions.

For more detail, click the name of a record to see the full invoice, payment, credit note or refund.

Date	Record	Type
08/01/2019	INV-27918	Invoice
07/13/2019	INV-27896	Invoice

Packages

If you've purchased packages, you can go to Billing > Packages to view your package balances. This page will show you how many lessons have been purchased, scheduled or used and will also indicate any overages in red.

Packages				
Customer Name	Student Name	Service Type	Purchased	Schedi
Anderson, Ellie	Anderson, Ellie	English Tutoring	10.0	0.0

Note: The pages above can be set to "hidden", so if you can't access them you'll need to contact your Education Provider with any billing related questions you may have.

Paying Invoices Online

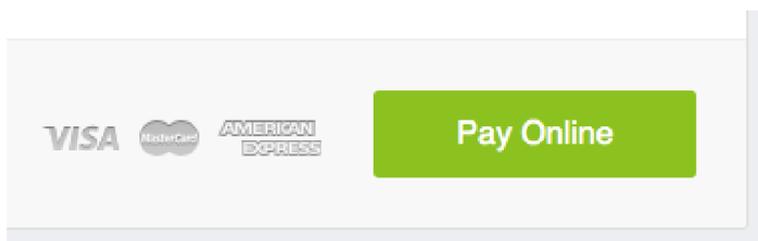
If your Education Provider uses our [Stripe Integration](#) for processing online payments, you'll be able to add credit card details to your profile to easily pay your invoices right from your Teachworks account.

Adding/Editing Credit Cards

1. Login to Teachworks
2. Go to Billing > Credit Cards
3. Click on "Add Card" or edit the card that's saved on your account

Paying Invoices

1. Go to Billing > Transactions
2. Click on the invoice you would like to pay by clicking the invoice number
3. Click the "Pay Online" button



4. Submit your card details or select a saved card
5. Click the "Pay" button

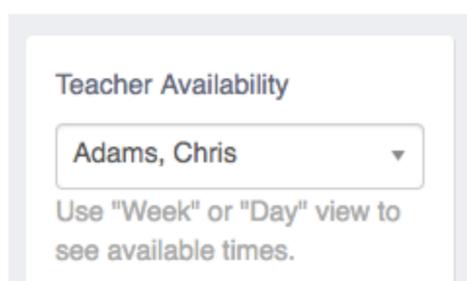
Requesting Lessons

You can request lessons directly from the calendar by clicking on a time slot, or you can go to Calendar > Request Lesson.

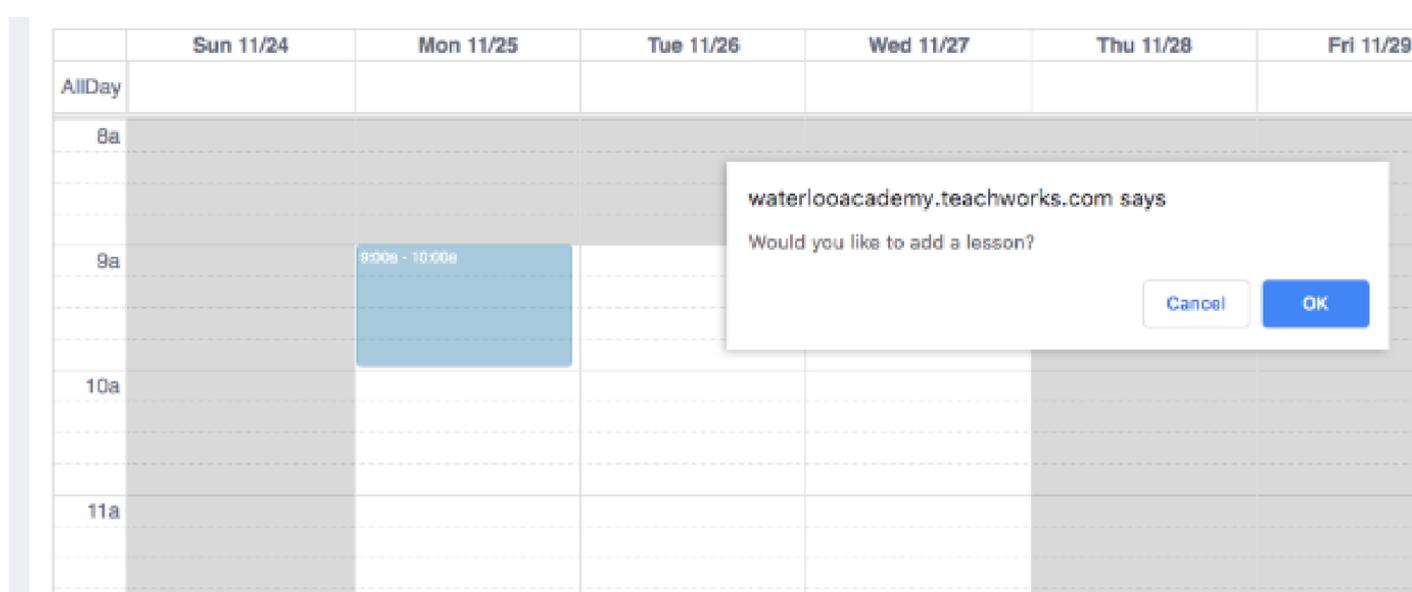
To avoid disappointment, you may want to check teacher availability before requesting a new lesson.

Checking Availability From the Calendar

- In the sidebar, choose the relevant teacher under “Teacher Availability”

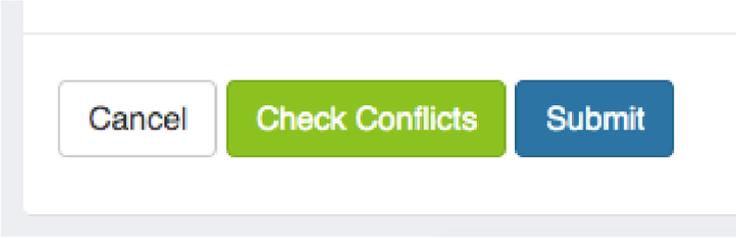


- Toggle to the “Week” or “Day” view.
- Unavailability will be greyed out and you can click on any available time slot to request a lesson.



Checking Availability From the “Request Lesson” Form

- Select the relevant teacher in the “Teacher” field
- Select your desired time slot
- Click the green “Check Conflicts” button

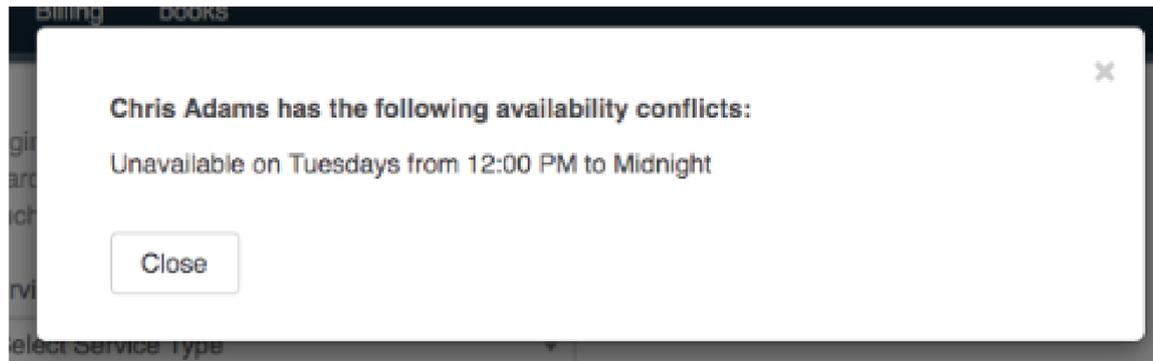



Cancel

Check Conflicts

Submit

- Scheduling conflicts (if there are any) will pop-up on your screen.



After you've submitted your request, you will receive an email from your Education Provider that will indicate whether the request was approved, modified or declined.

Note: This is an optional add-on, so it may not be available in your account.

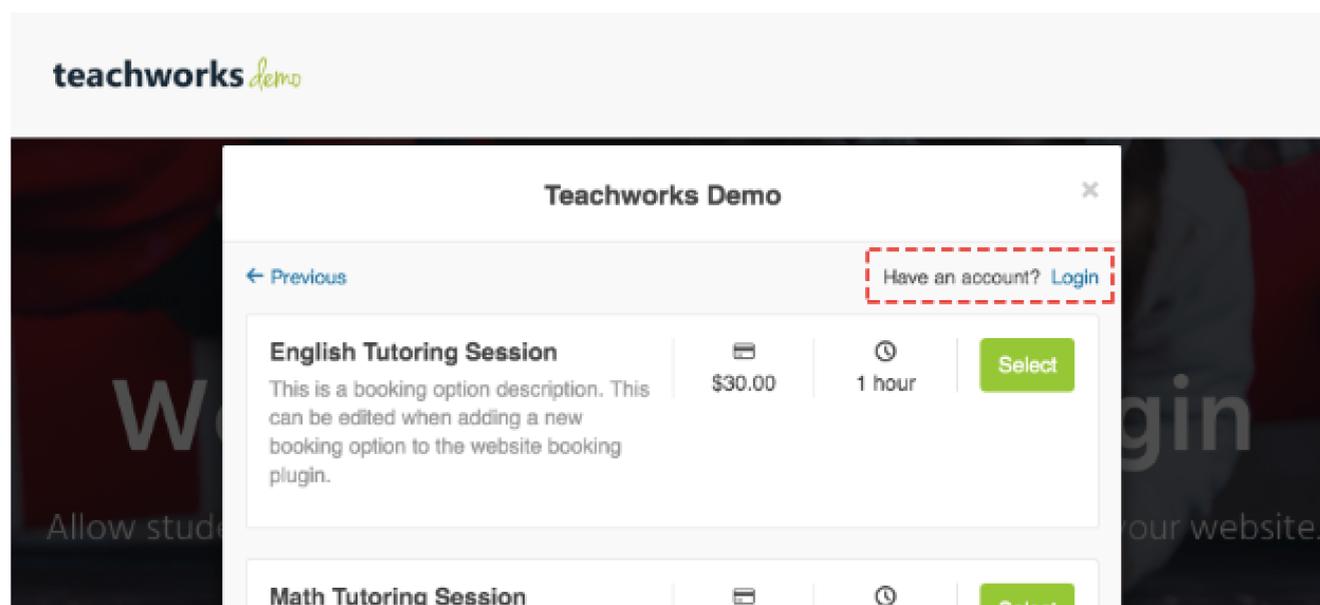
Using the Website Booking Plugin

If your Education Provider is using the [Website Booking Plugin](#), you'll be able to book lessons, join open classes and enroll in courses directly from their website (available booking options will depend on your Education Provider's settings).

Book a Lesson

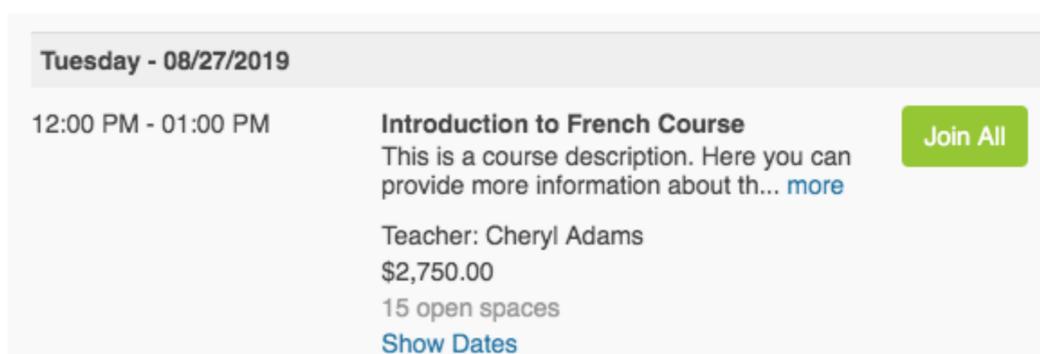
This option allows you to choose a booking option, teacher, and time slot (available time slots will vary based on teacher availability).

To speed up the booking process, you can click the "Login" link to login to your Teachworks account. Your information will be prefilled automatically.



Join a Class/Course

This option will display a list of open lessons/courses your Education Provider has scheduled. You can click the "Join" or "Join All" button to enroll.





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