

Your child has been chosen by their teacher to receive additional one-to-one maths support. This guide explains how they can access their online tutoring with Skye from home.

## 1 What your child will need

To make sure your child gets the most out of their session with Skye, please ensure they have:

- ✓ A **laptop** or **desktop** computer
- ✓ **Google Chrome** browser (Skye works best here)
- ✓ A working **headset** with a **microphone** (optional)
- ✓ A **quiet space** where they can speak out loud without interruptions
- ✓ A **stable internet connection**

Skye talks with your child through their **headset** or through the **device's speaker**, just like a real tutor. They will take turns speaking, type answers when asked, and work through maths questions together.



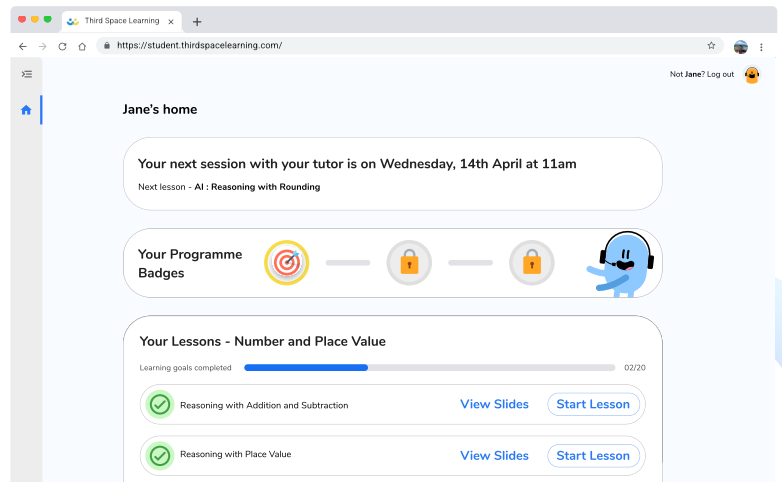
## 2 How to log in

Your child can log in at:

[student.thirdspacelearning.com](https://student.thirdspacelearning.com)

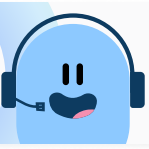
They will use the **username and password** given by school.

Once logged in, they'll see their homepage with their next lesson and progress badges.



If this is your child's first ever session with Skye, and it's self-launched, they will need to **complete their introduction with Skye** by clicking the Start Lesson button at the top of their homepage. Once they have completed this, they will be able to continue with their tutoring lessons.



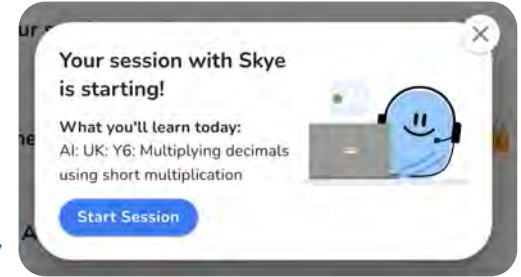


## 3 How to launch a session

Your child can start a session in two ways:

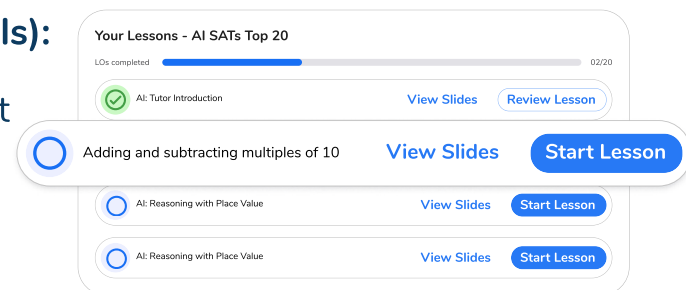
### When a booked session is due:

- ✓ If your child's teacher has scheduled a **booked session**, a **pop-up will appear** saying "Your session with Skye is starting!"
- ✓ Click **Start Session**



### Self-launching a session (most popular with schools):

- ✓ When your child logs in, they will see a lesson list
- ✓ Click **Start Session** next to the topic your child is working on

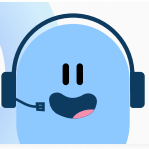


Skye will begin with a short Skill Check In question before teaching the lesson at the right level for your child



## 4 What to expect during the session

- ✓ Skye will **speak to your child through their headset or through the device's speaker**, and your child will speak back
- ✓ Their microphone will **turn on only when it's their turn**
- ✓ If your child needs to **ask Skye a question**, even while Skye is speaking, they can **raise their hand** and be unmuted to ask their question
- ✓ If they need support, they can say things like: "I don't understand this question.", "Can you repeat that please?", "I need more help"
- ✓ Skye may ask them to **write answers or explain their reasoning out loud**
- ✓ If Skye is "thinking", a small icon will appear, this is normal
- ✓ If Skye seems stuck or is repeating itself, **refreshing the page** should help you get back on track

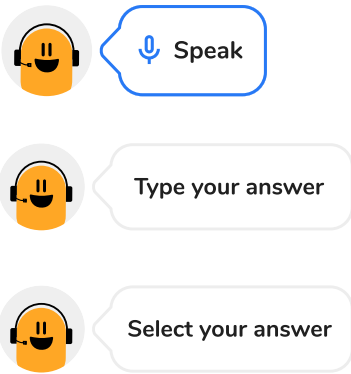


## 5 How does my child interact with Skye?

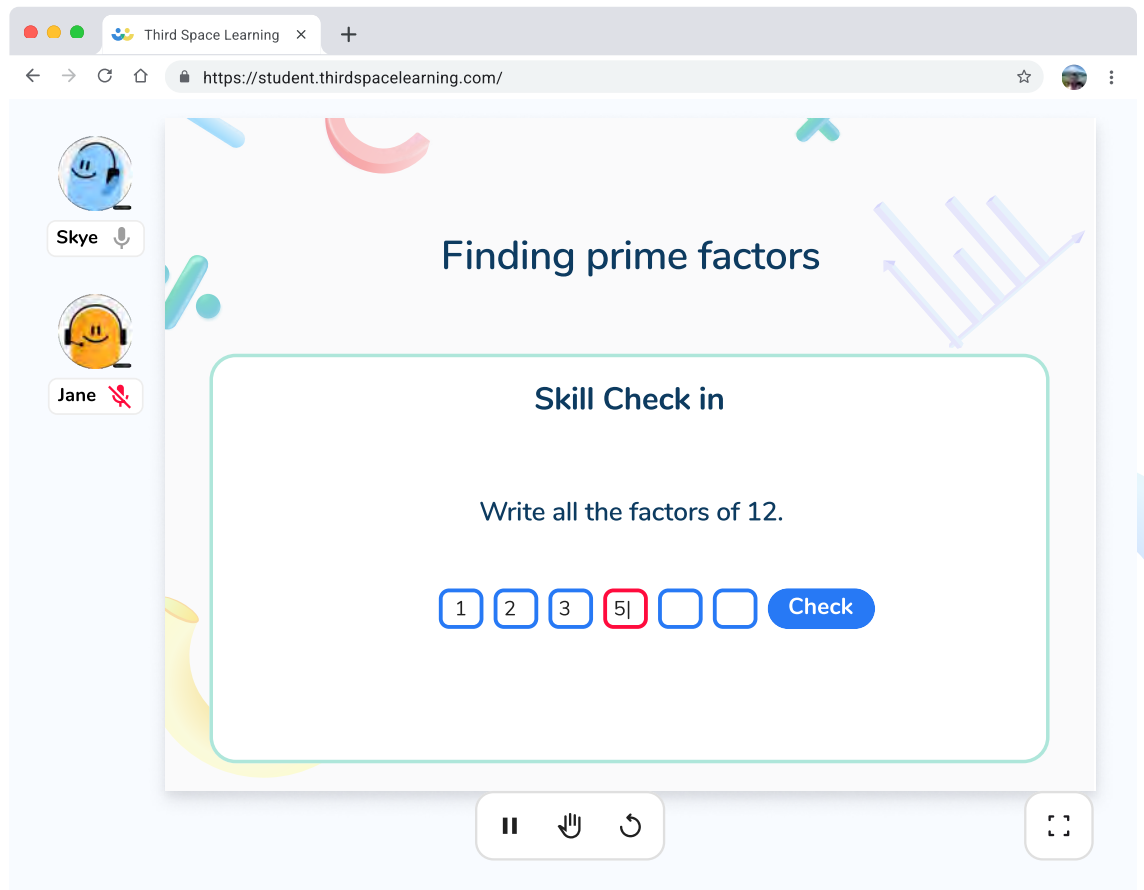
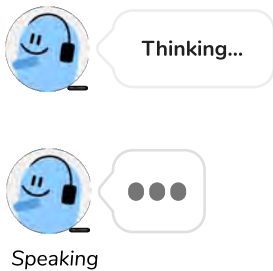
During sessions, your child will **switch between typing answers and giving verbal explanations** or reasoning aloud:

- ✓ When Skye asks your child to type, their **microphone will automatically mute** and a message saying **“Type your answer”** will appear next to Skye’s avatar. Children type their answer into the boxes and click Check so Skye can confirm if it’s correct.
- ✓ If your child needs to **speak to Skye while typing mode is on**, they can click the **Raise Hand button** at the bottom of the screen.
- ✓ When Skye wants pupils to **respond verbally**, they’ll see **“Speak”** next to their avatar and the **microphone will automatically unmute**.
- ✓ If your child answers incorrectly, Skye will give a helpful hint and ask them to try again. Your child can **attempt each question up to three times** before Skye explains the solution and moves on.

Pupils will be prompted to:



It is clear when Skye is:



Click on “Pause session”

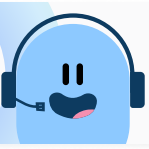


Click on “Raise Hand”



Click on “Repeat question”





## 6 If you experience any issues

If your child has trouble logging in, starting a session, or if something doesn't look right:

➔ **Please contact your child's school directly.** They will support you with login details, scheduling, or technical help.

➔ [You can find out how to solve some of our commonly reported problems here](#)

### Keeping pupils safe online:

- ✓ All sessions with Skye are audio-only, and pupils only see teaching slides
- ✓ All sessions are recorded and monitored, with built-in safeguarding features
- ✓ Your child's teacher is able to log in and observe the session in real-time

