

# Smarthinking Online Writing Center and Tutoring

Creighton University has partnered with Smarthinking Online Tutoring to provide tutoring and writing support for online and distance students. Over 90% of Smarthinking tutors hold a master's degree or PhD, and tutors have an average 12 years of experience working directly with students. We have received overwhelmingly positive feedback from students who use Smarthinking, including students in the EdD program. It's an excellent resource, please use it!

Smarthinking is free of charge and unlimited, however, we ask students to consider 5 submissions/semester as a reasonable guideline.

Online and distance students are automatically enrolled in a BlueLine group called **Online Tutoring** at the start of each semester and will **access their Smarthinking account through BlueLine**. *Students cannot access their Creighton Smarthinking account through the main Smarthinking website or any other link.*

It takes approximately 24 hours to receive feedback on your writing through Smarthinking. There are certain times of year when it will take longer (primarily holidays), so it's best to submit early.

## Getting Started

### To access your Smarthinking Account:

1. Log into BlueLine.
2. Click **Courses** on the left navigation bar.
3. Click [Group: Online Tutoring](#).
  - If you don't see it, click **All Courses** at the bottom of the list and search there.
4. Read through the info on the home page, then
5. Click **Smarthinking Online Tutoring** on the left navigation bar.
  - A **System Check** message may appear, just let it go away on its own. If it doesn't, follow the instructions provided to enable popups for Smarthinking.com.
  - Another message may appear asking you to generate a token for the mobile app. Select **Ask Me Later** or close the box to continue.
6. You're in! You should see your name in the upper right corner of the screen.

### To submit writing for review:

1. Click **Submit My Writing or Career Documents**.
2. Choose from the available options on the **Submit My Writing** page (most students use the **Essay Center**).
3. Enter the requested information and upload your writing, then click **Submit**.

### To retrieve edited writing:

1. Log back in to Smarthinking via BlueLine.
2. Click your name in the upper right corner of the screen and click **My Sessions and Submissions**.
3. Find edited paper and download it.

## Technical Support and Troubleshooting

### If you're having trouble accessing Smarthinking or using the features:

- Make sure you're logging in via BlueLine. Any link you find that leads you to any other place won't work.
- Check your internet browser. We recommend **CHROME AND FIREFOX** to access Smarthinking. If you're using Internet Explorer or Safari to search the internet, try switching your browser!

### If those tips don't work:

- If you don't see Smarthinking in your BlueLine courses list and believe you should, contact the SPAHP Associate Director of Academic Success.
- For login or system access issues, please contact the MyIT Helpdesk at 402.280.1111.
- For issues with resources within Smarthinking, click **Customer Service** on your Smarthinking homepage.
- For approval of additional hours or any other questions, email [academicsuccess@creighton.edu](mailto:academicsuccess@creighton.edu) or call 402.280.1212.