



# Expert Mode Guide

Used by Tutors, Supplemental Instructors and Teaching Assistants

CircleIn interface showing a central profile picture of a woman with curly hair, surrounded by various notification and task cards:

- Notification: Saved Samantha's study pack and the link Brandon shared
- Notification: Love ❤️ this study group!
- Notification: So needed for Calc
- Notification: 12 12 classmates thanked your reply to Juan's Chemistry question
- Task:  Read chapter 3
- Task:  Finish report
- Notification: Can we go over the notes once more before the exam?

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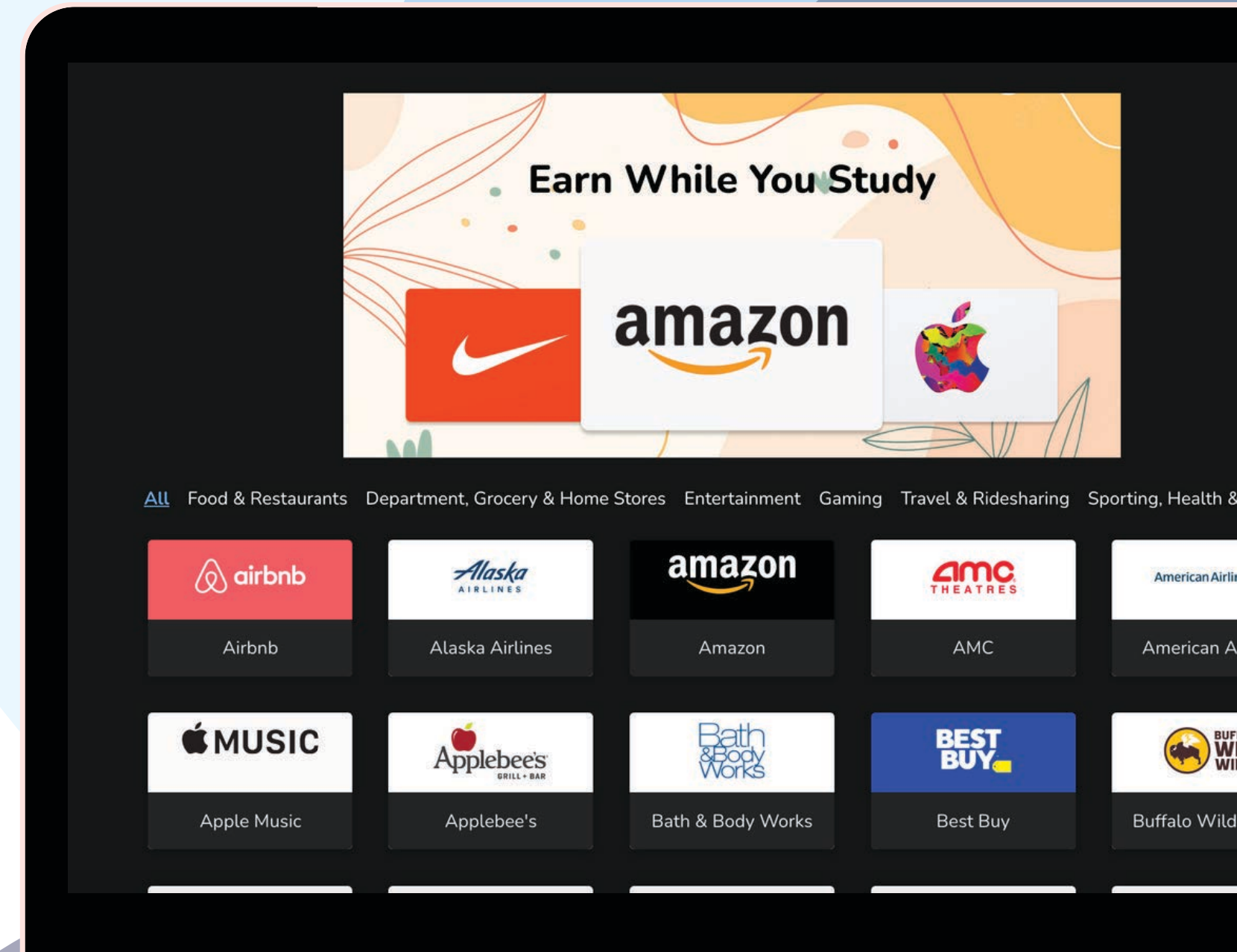
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# About CircleIn

Your Institution has partnered with CircleIn to provide an Virtual Student Community Platform that allows students to connect with instructors, tutor supports and each other. CircleIn is a supplement to your Learning Management System for announcements, study resources and peer support. You should strongly discourage students from using other 3rd party apps to connect and instead strongly encourage students to take full advantage of CircleIn's application.

CircleIn combines the best features in different apps, under a single platform. It's like merging =GroupMe with Discord, Google Docs, Quizlet, Zoom, and Trello.



[app.circleinapp.com](https://app.circleinapp.com)

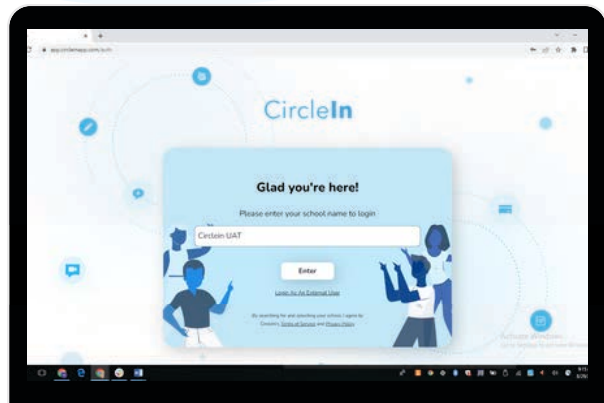
# Login Instructions

[click here](#) to access Video Tutorials

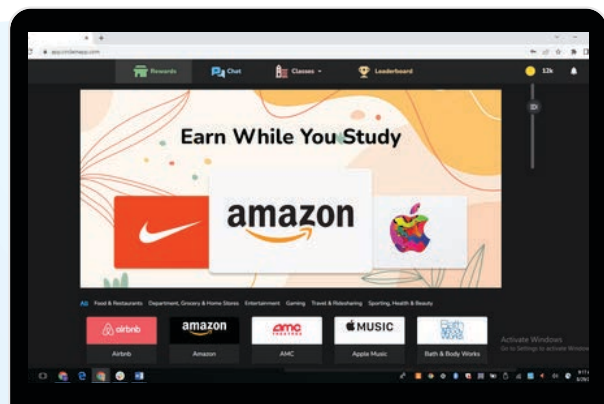
Download Now



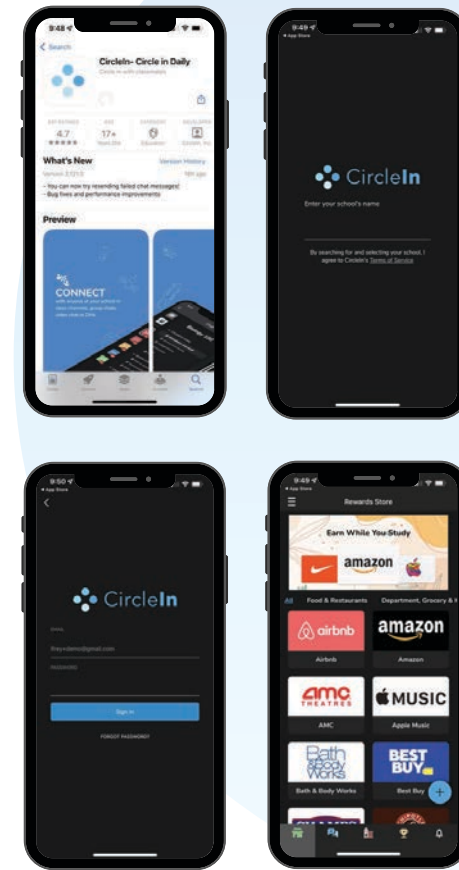
## WEB VERSION



- 1 Open your web browser and visit [app.circleinapp.com](http://app.circleinapp.com)
- 2 Search for your school, this will take you to the sign in page.  
\*Please, partially type it in and then select your school name from the drop down menu. (Do NOT fully type in your school name as this could lead to a login error.)
- 3 Sign in with your school credentials. You will not have a separate password to remember.



## MOBILE APP



- 1 Search for CircleIn on the app store and download or update the app
- 2 Search for your school, this will take you to the sign in page.  
\*Please, partially type it in and then select your school name from the drop down menu. (Do NOT fully type in your school name as this could lead to a login error.)
- 3 Sign in with your school credentials. You will not have a separate password to remember.

## Report Login Trouble Immediately

If you are unable to login or you are taken to a 404 error page, your account may not be properly set up. If this is the case please send an email to [support@circleinapp.com](mailto:support@circleinapp.com) and be sure to include your student ID number, your name and email address, and as much information about the course you're working with. The professor name, catalogue number, CRN, Section Number, Full Course Name, etc. Please copy your professor on the email and our support team will get you set up quickly.

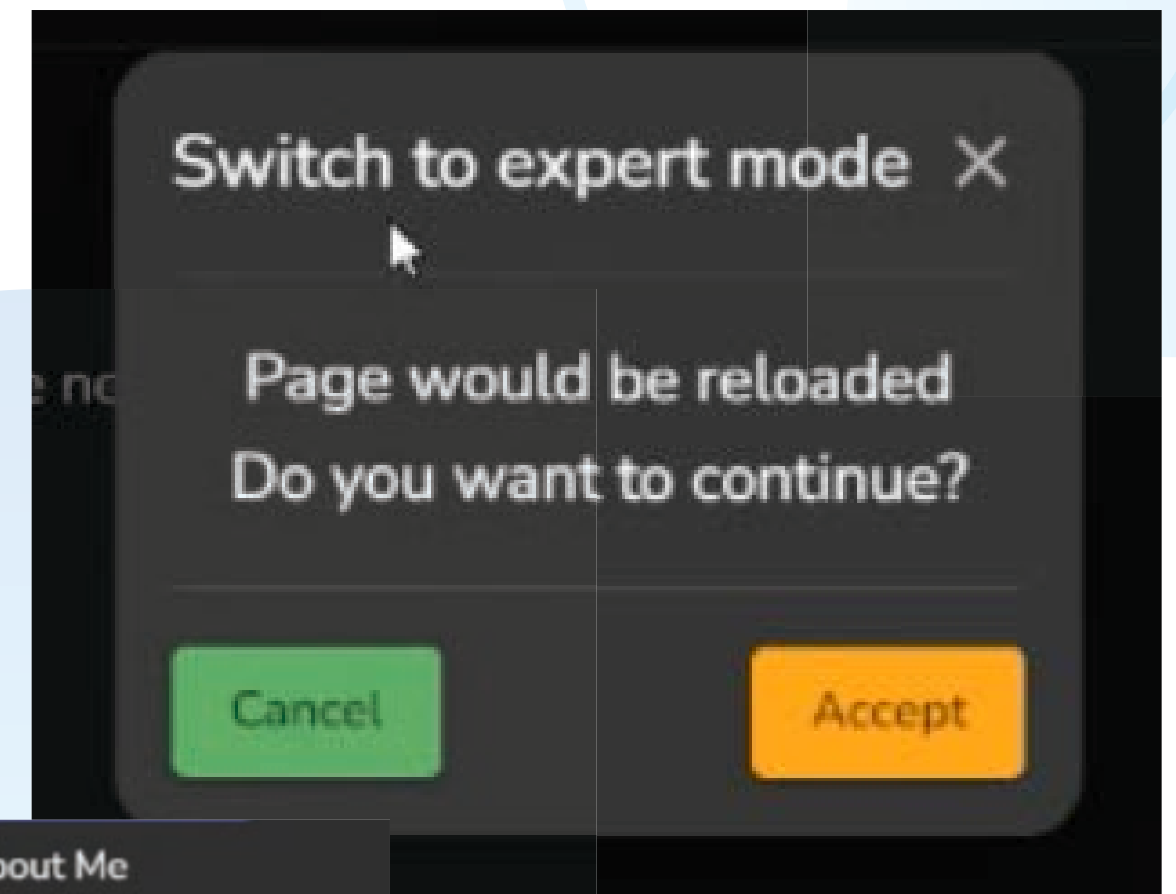
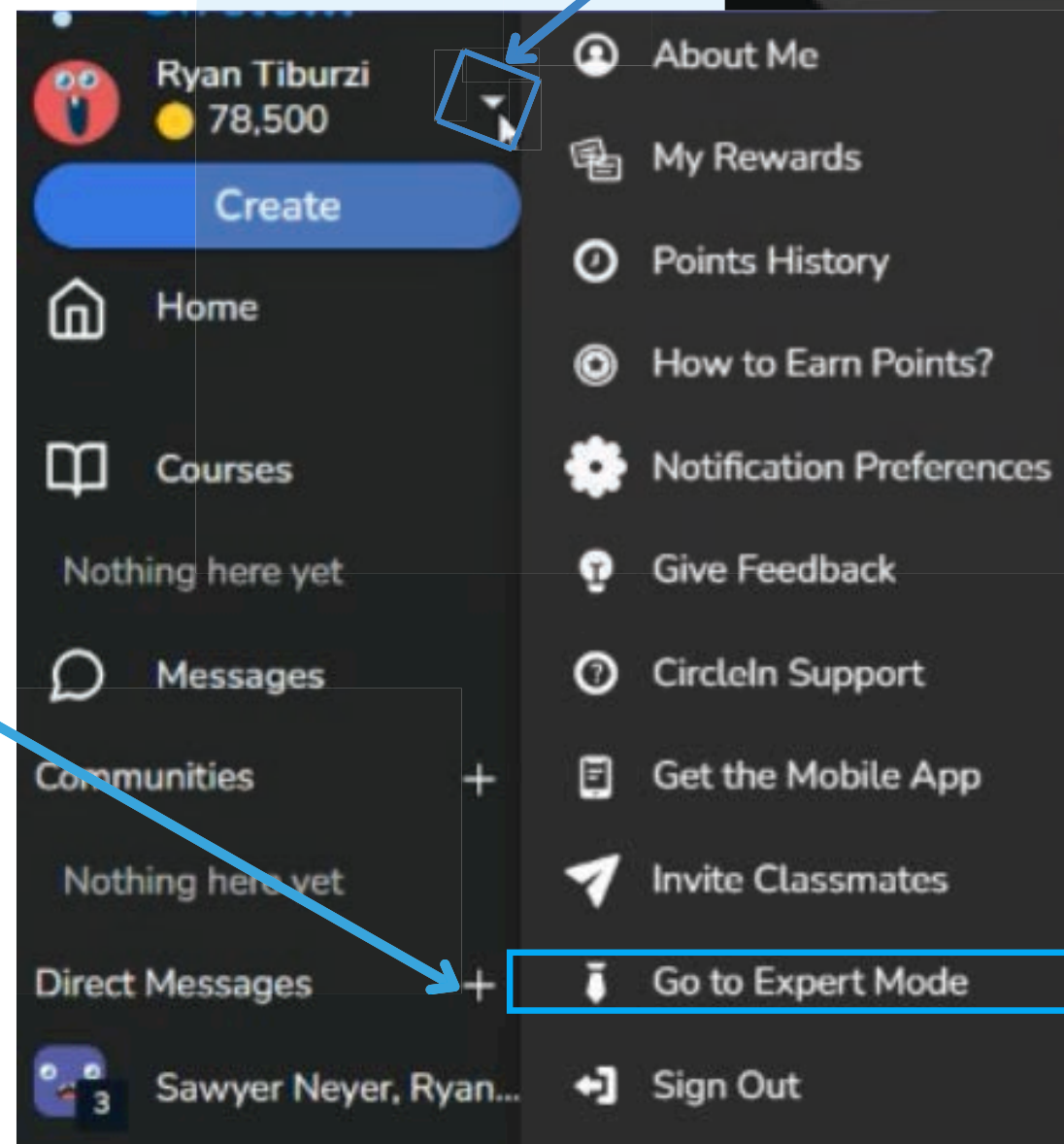
# Role Based Access

CircleIn has different roles or “modes” that may require you to switch your assigned mode in order to see the courses you have been assigned to. Typically, when you first log in to CircleIn, you may be logged into Student Mode. If you have access to courses as a student, you will see them in the left-hand navigation bar under courses. When in student mode, you will not be able to see any courses that you are an expert in. Expert mode includes roles for Tutors, Supplemental Instructors (SI) or Teaching Assistants (TA).

## Switch to Expert Mode

[\(Click here to watch a video tutorial\)](#)

To switch to expert mode, please click on your name in the top left corner of the application to open a menu. Toward the bottom of the list you will see “**Go To Expert Mode**”. Select this option and click **Accept** on the confirmation box. After selecting this, any courses you have been added to as an expert will appear in the left hand navigation bar. Perform the same steps to switch back to Student Mode, when appropriate.



**Still not seeing your courses after switching to Expert Mode?**

**Report it to support immediately by using [this guide](#).**



# Course Outline

All courses on CircleIn include a course outline with links to the different features and study tools available to students in each class. At the top of the outline are two student **Chat Rooms**.

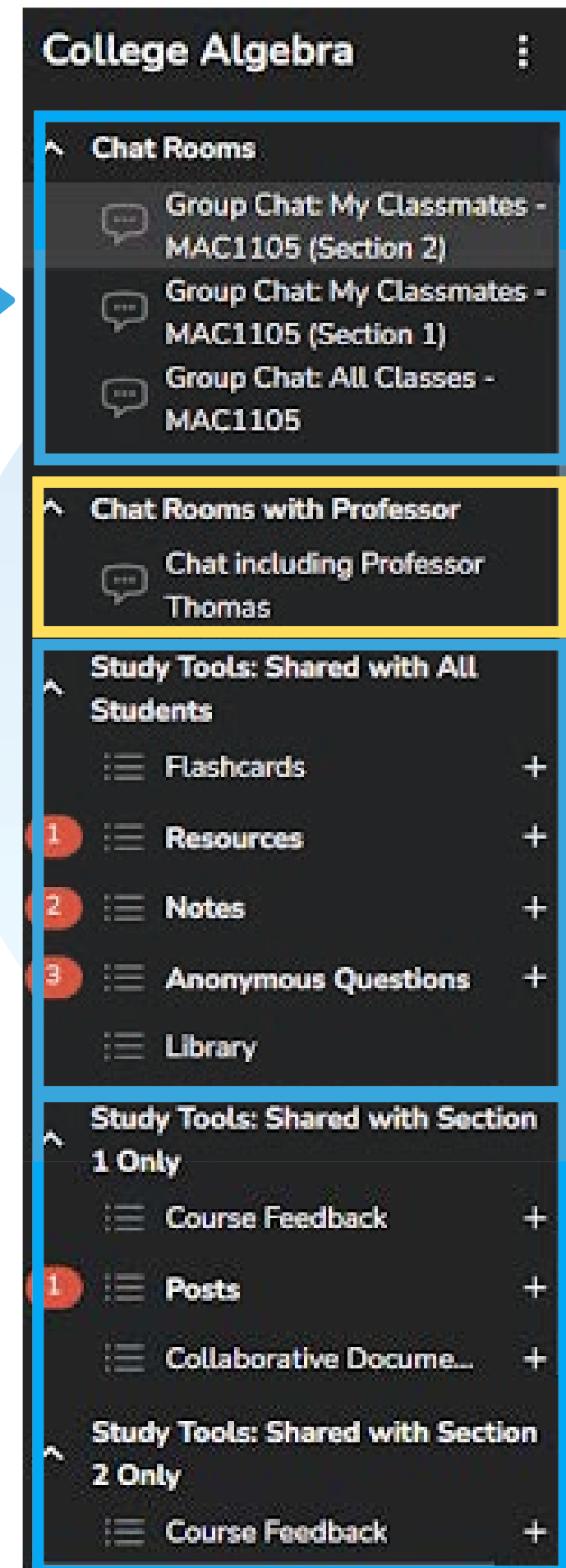
They may also be an optional “Chat Room with Professor”. Please note, this will only be visible if it has been created by the professor.

Followed by **Study Tools that are shared with all students in all sections**.

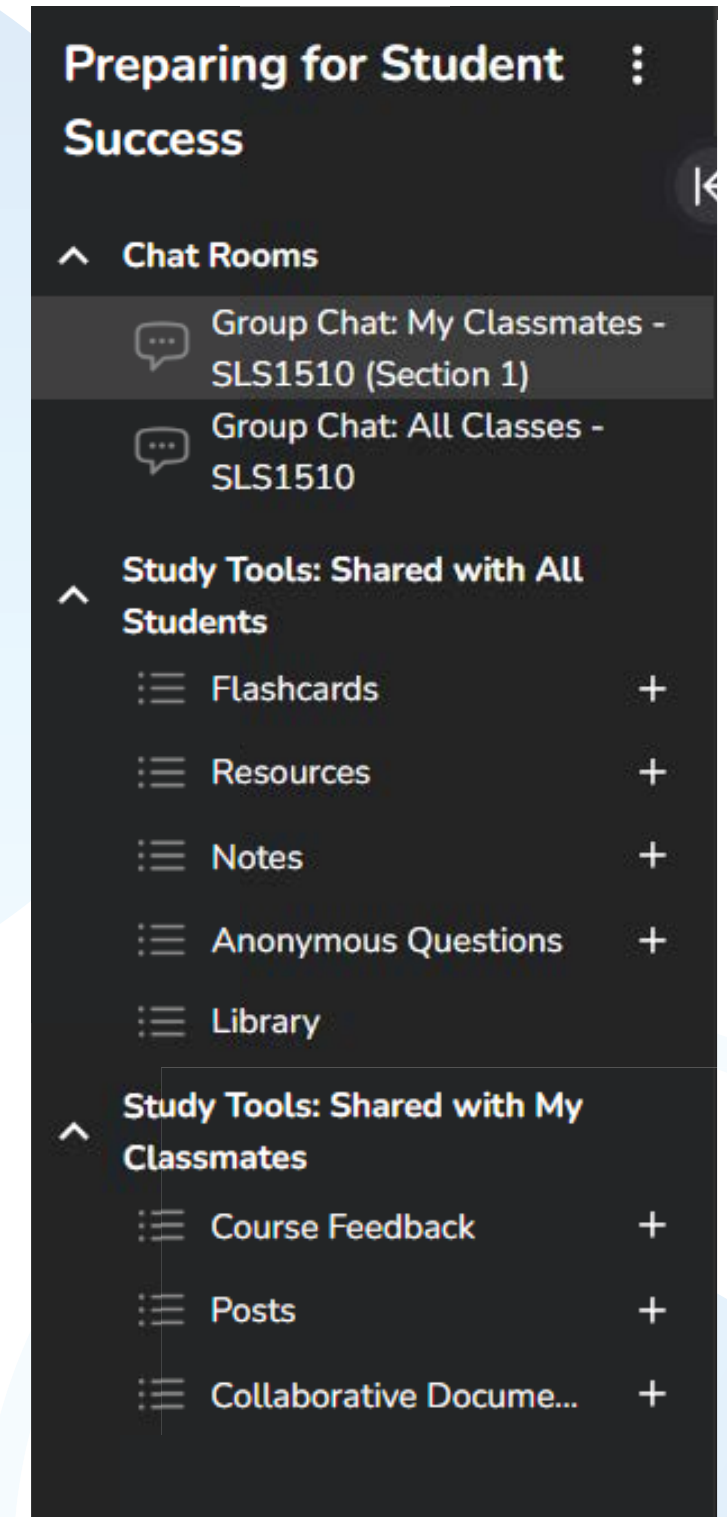
The next group of tools are **Study Tools that are shared with one section only**.

If you have been assigned to more than one section, you may see more than one section listed in the outline at the bottom.

Example of Multiple Section Outline



Example of Single Section Outline



# Chat Rooms Overview

There are a few types of chat rooms on CircleIn, but they all have the same features.

## Group Chatrooms

### Group Chat: My Classmates

It includes only students from a specific course section. The section number is displayed next to the class name. Only students who have signed into CircleIn will appear here. If a student is missing, encourage them to log in.

### Group Chat: All Classes

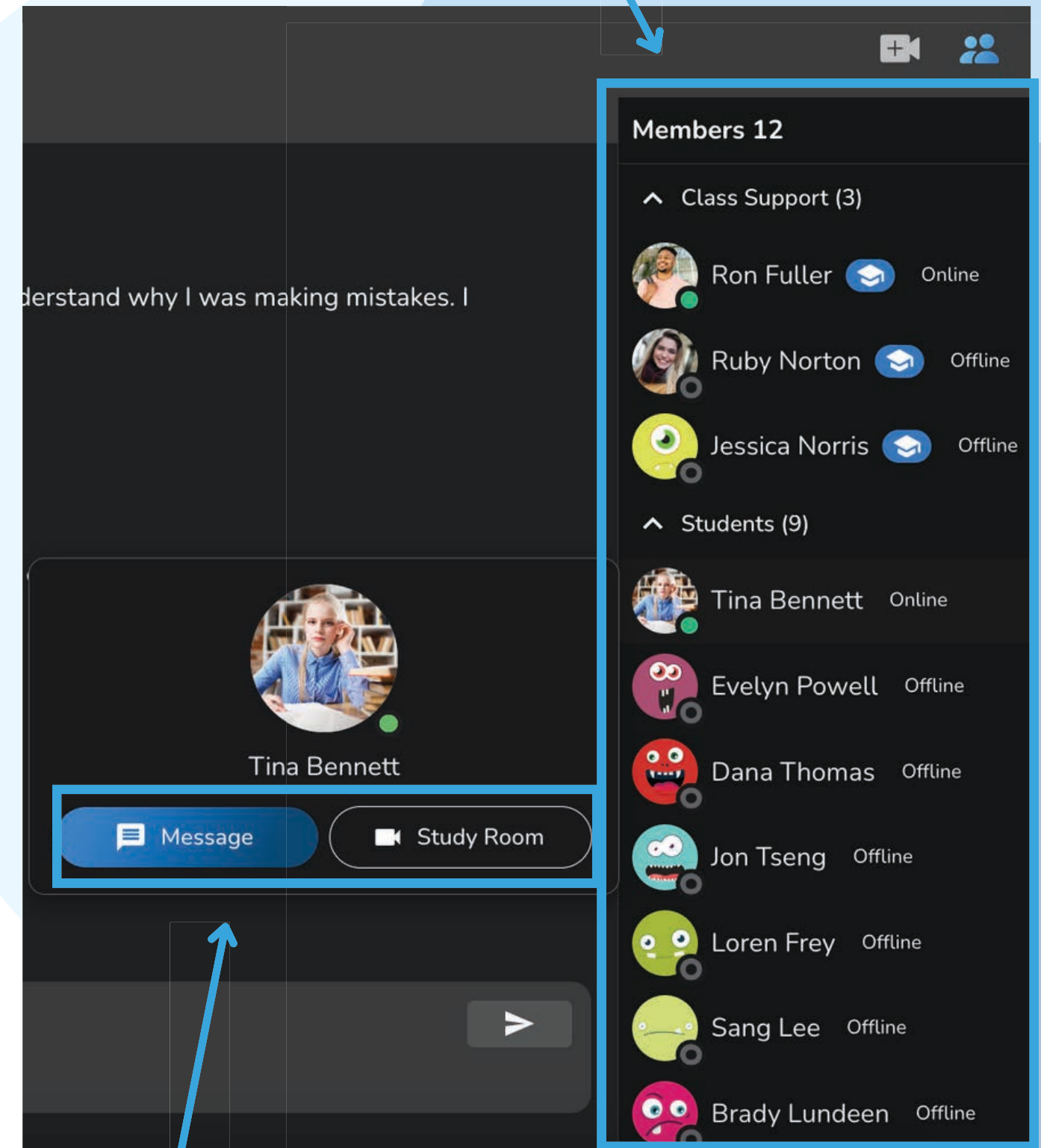
This chat includes students from every section of the same course, regardless of the professor. It's a great way to reach more students and offer your help and support.

### Chat Rooms with Professors (Optional)

Professors don't have access to student chatrooms by default, but they can create their own. That room will include the professor, students, and any supporting experts. Professors will only see and respond to messages in their own room.

[Read our full guide here.](#)

On the right side of every chatroom, you'll see the member list

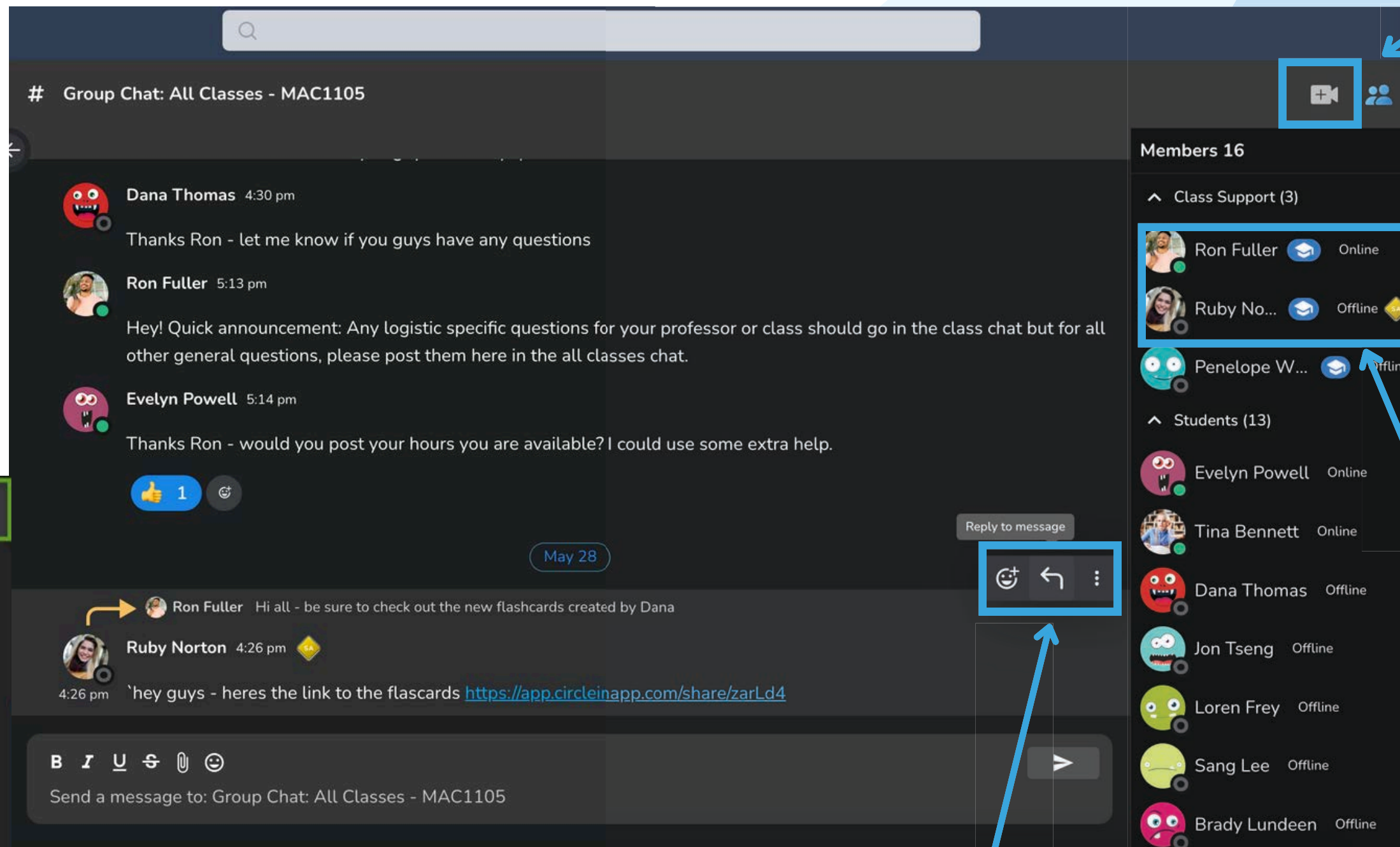
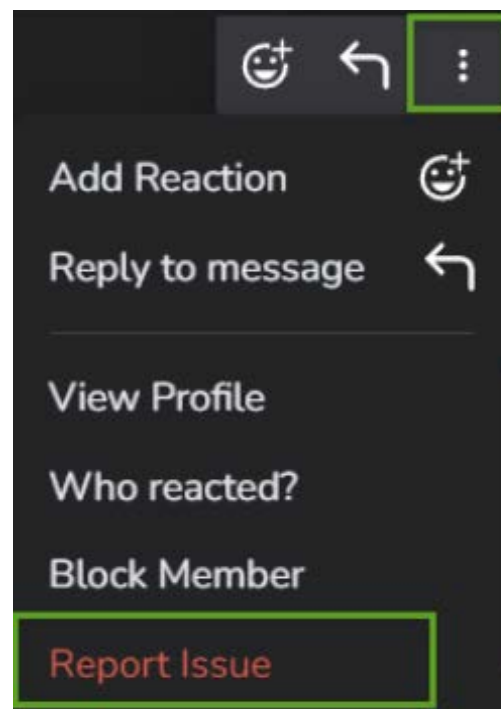


You can hover over any name to send a direct message or start a virtual study room (video chat). Clicking on a student's name takes you to their profile.

# Chat Features

## Reporting a User Anonymously (Keep Circle In A Positive Place)

If you see inappropriate behavior (like bullying or cheating), you can report it privately. Hover over the message, click the three dots, and select "Report Issue." Fill out the short form, and your identity will stay anonymous. We'll handle the situation and take action as needed to keep the space safe and helpful.



## Study Room

Clicking the video icon in any chat room invites all members to join a virtual study room. Please note, if you click the button in the Group Chat: All Classes, it will alert students who are not in your class. This is not ideal. Also, if you set up a direct message with a smaller group, then the study room invitation will be limited to the members within that group chat.

## Student Online Status

The **green** dot in a student's icon/photo means that they are currently online and signed into Circle In and have an increased likelihood of interacting with you. **Gray** means they are offline.

## Reply To Message

Chat rooms have many comments from different students at different times. Occasionally you may want to reply to an older message. To do so, simply hover your mouse over the text and click the left arrow to reply to this specific message. This will keep your response with the original message. You may also add reactions (emojis) to messages or attach files if appropriate to do so.



# Strategy: Supporting Chatrooms and Monitoring Chats



As you read through chat messages, you may see students ask for an answer or inadvertently cross a line. It's very important to keep these spaces positive and helpful. So, please provide reminders and direction to students to correct the behavior.

An example would be to offer to help them find the answer or work out the path to the answer, rather than allowing answers to be shared openly. You should use your own judgment, but it's within reason to provide gentle reminders that CircleIn shouldn't be used for blatant cheating or cutting corners; it's for helping each other learn the right information the right way.

If a student has a question about class logistics, or assignments or anything that would relate specifically to their classmates AND/or their professor only, they should either discuss it in the **MY SECTION chat room** OR they can ask using the **"POST" feature**. Using "posts" ensures the question/topic only gets shared with their class only and not the other sections.

# AI Tutor (Optional Feature)

AI Tutor only appears in a course if enabled by CircleIn with your University's approval. It mimics a skilled human tutor, guiding students through solutions, not giving direct answers. You can also use it to explore ways to respond to student questions.

## When using the AI Tutor

- Professors and SI Leaders can upload materials (syllabus, practice tests, handouts) to train the AI Tutor for their specific section. Uploaded content only affects that section, not others.
- You don't have to retype formulas, just take a screen grab and paste the image into the chat, and hit send.
- If a student is unsure of an answer on their homework, they can validate the answer with the AI Tutor.
- If a student wants a full example showing work of a problem being solved, enter a math problem and then click the "Generate Examples" button, and it will make a similar problem to compare to.
- If the student is confused about a topic they are reading in the textbook, ask the AI tutor to explain it.
- If the student is confused about a homework question, ask the AI tutor to walk them through it step by step.
- If the AI tutor is confusing or gives a bad answer, please take a screenshot and send as much detail to [support@circleinapp.com](mailto:support@circleinapp.com) to report it and then reach out to your SI to get in person help.

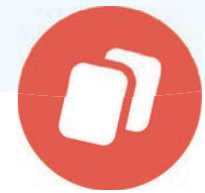
## Other things the AI tutor can help with.

- It can make flash cards based on learning objectives in the syllabus.
- It can make planner tasks to keep assignments organized (the student may have to upload the class syllabus).

If you want to learn more about how to use the AI Tutor, check our [AI Tutor Guide](#).

# Study Tools Shared with ALL Students

Content in this section is automatically shared with all students taking the same course, regardless of who the professor is.



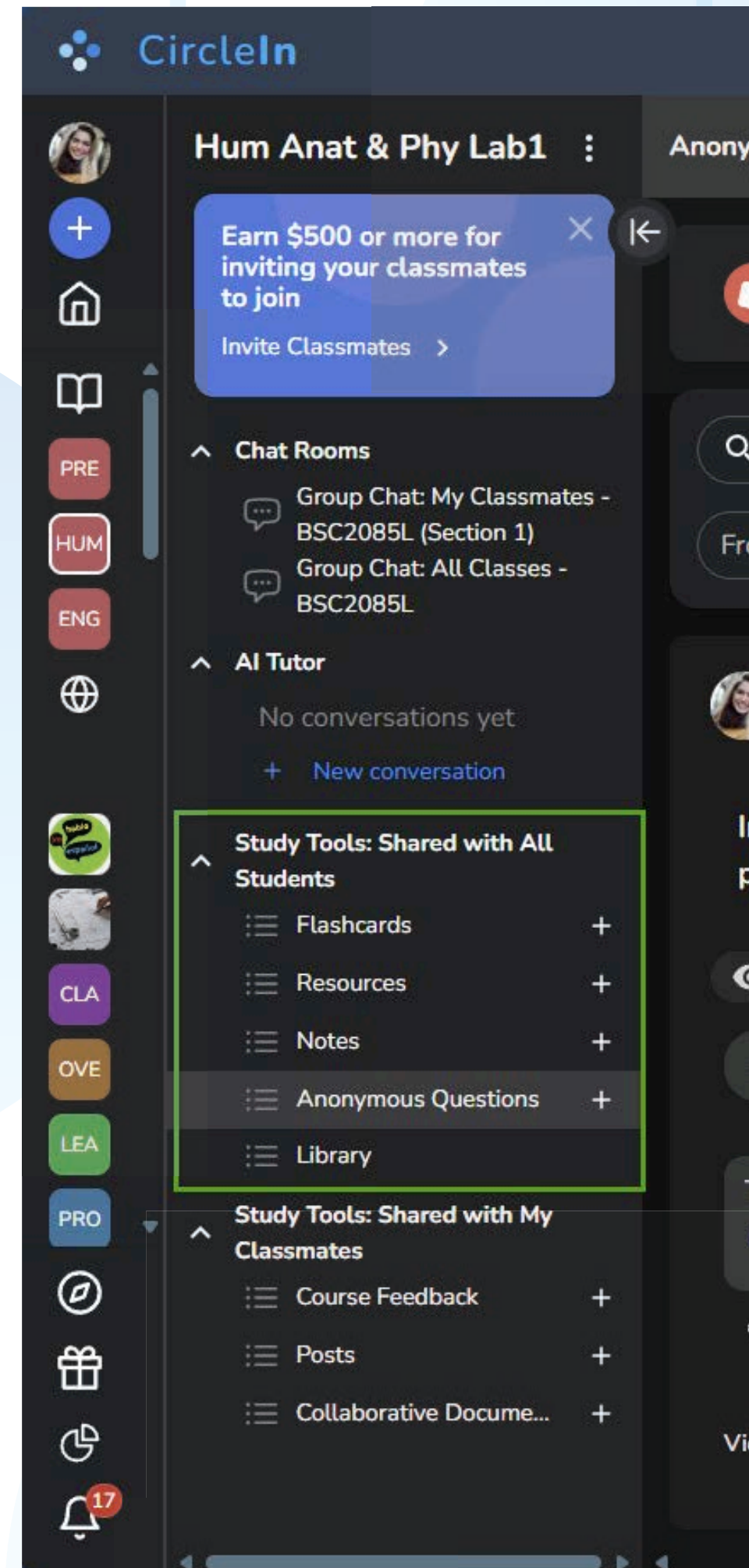
**Flashcards:** ([Click here to watch a video tutorial](#)) ([Mobile Tutorial](#))

CircleIn includes a flashcard creation tool that is better than Quizlet's free version for a few reasons.

- Always free: no ads, no hidden costs
- Unlimited practice tests & image uploads
- 3 practice modes to study your way
- Auto-shared decks with everyone in the same course
- Earn rewards for creating flashcards and redeem for \$\$
- Get bonus points when classmates tap "Thank You", especially powerful in large classes!

## Strategy: Flashcard reviews/Feedback

As an expert, you can quickly review flashcard and add comments (corrections or kudos). Hit the "Thank you" button to send students points and you'll points too! Use "**Share**" to get a unique URL for future use, or "Bookmark" decks to find them later under the blue "+" icon.





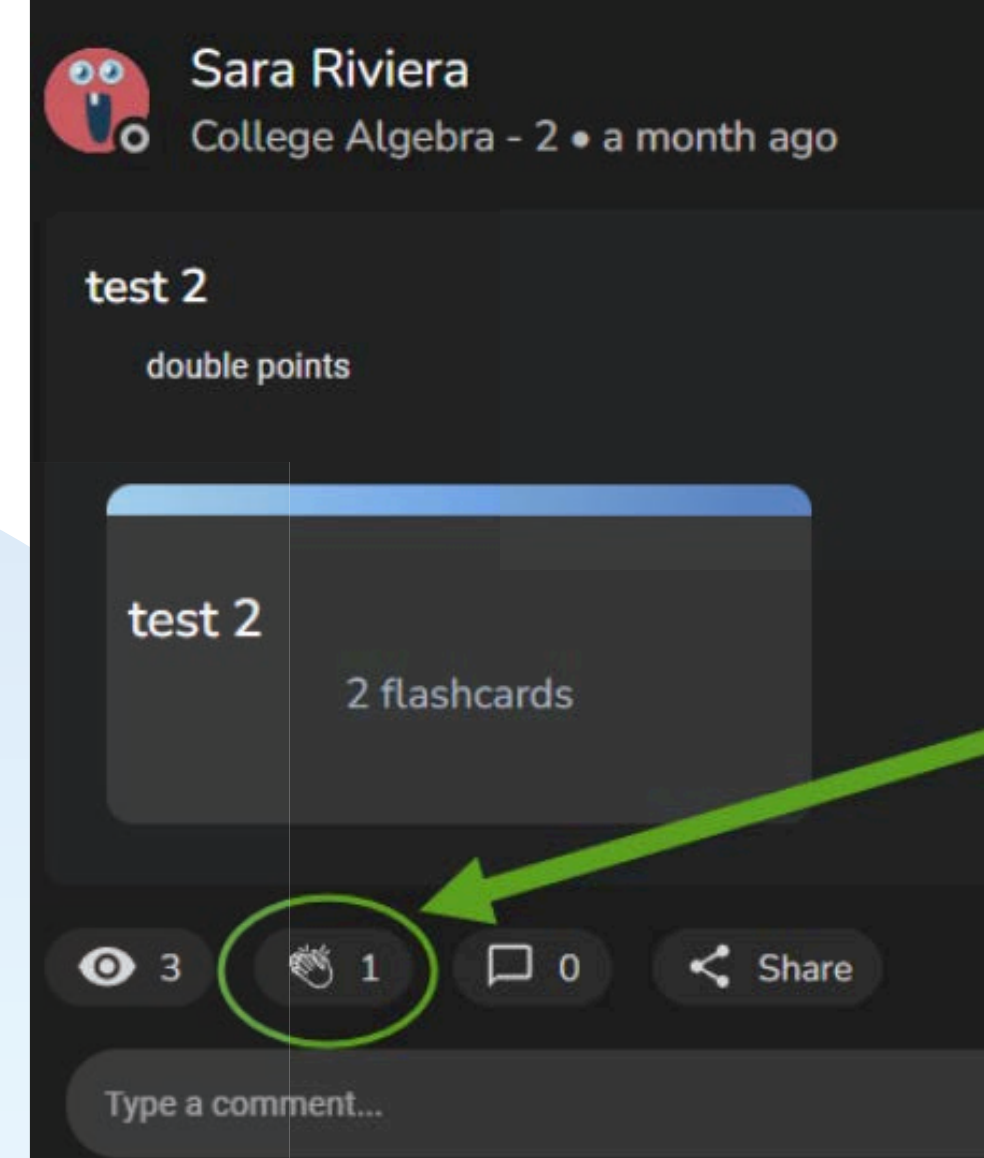
**Resources** ([Mobile Tutorial](#)): This feature is exclusively for sharing weblinks (URL) - Google Drive, SharePoint, websites, YouTube, etc. Feel free to post anything that you found helpful for the class. You will also earn points for this. Also, remind your students to **THANK YOUR POSTS!** If they found it valuable, for extra point bonuses.



**Notes** ([Video tutorial](#)): You can upload pictures of your class notes. Click add a note, then use your camera to snap a photo. You earn points for every page you upload. You can also add PDFs or Images, so if you have any other helpful documents or resources, you can load them here.



**Anonymous Questions** ([Mobile Tutorial](#)): Please do not underestimate how often social fear or anxiety stops students from asking questions in class. Always remind/encourage students to use the Anonymous Question feature when they have a question. **Please note that any question loaded here will be shared with ALL classes**, so it's not the ideal place for questions related to logistics or specific requests from your professor. Those can be put into the section chat or into Posts (discussed further below). When you answer an anonymous question, you will get 7,500 points, and the student asking the question will be able to select you as **"The Best Answer"**, which will send you a 10,000 point bonus. You may need to ask them to do this or show them how to do it. It's a good idea to add this text to every response: "Please select this as the best answer" to prompt the student to send you the points.



# Study Tools: Shared with Section "X" Only

Content in this section is **only** shared with students in your same section.



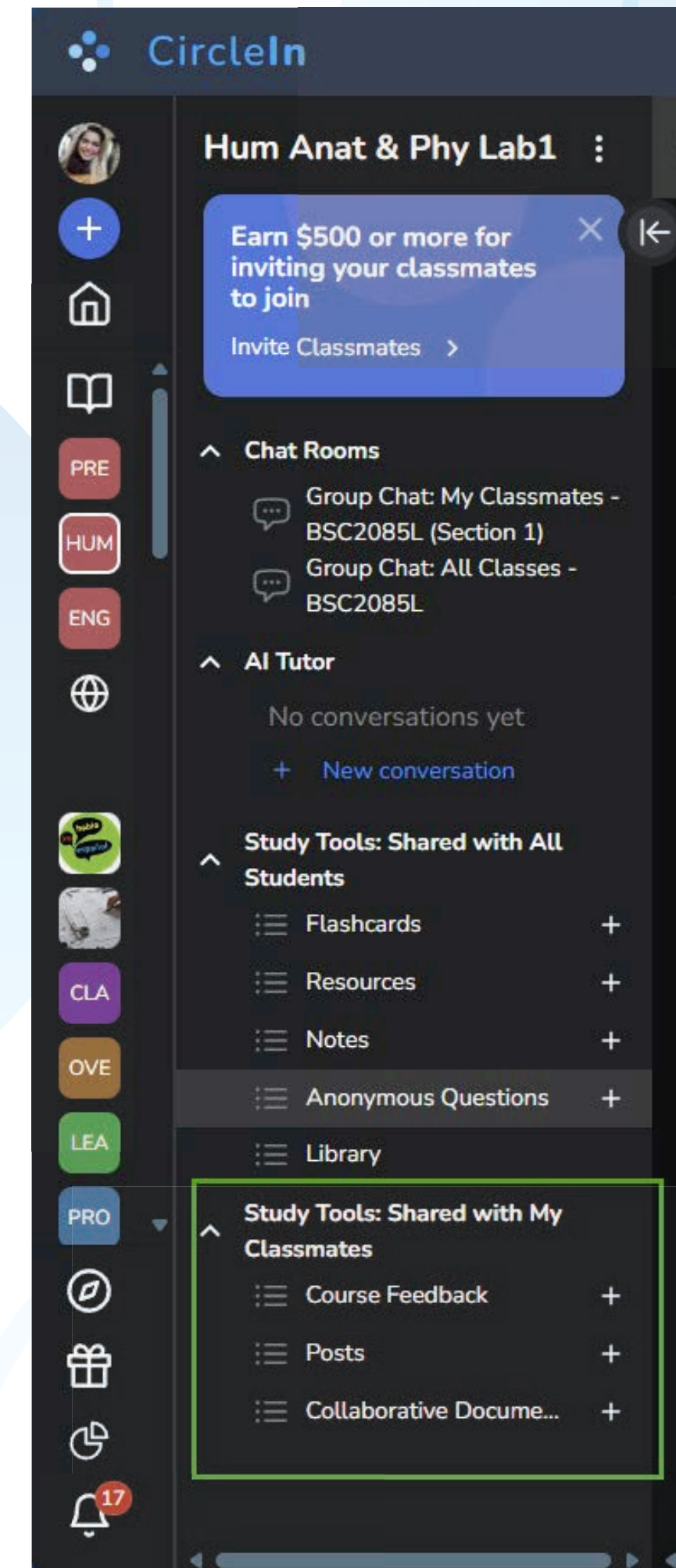
**Course Feedback:** Students can anonymously report how they're feeling about the class. Even if the professor isn't reviewing them, encourage students to use it to share feedback with you, and you are able to add replies. Please review these surveys at least weekly. They can help you determine what content should be included in any supplemental instruction sections.



**Posts:** The post feature can be used to make class announcements, or upload notes, attachments, or screenshots that you only want to share with students in your section(s). You can also educate students in your classes to use Posts whenever they want to share something with just their class, rather than using the items in the Student Tools shared with all students.



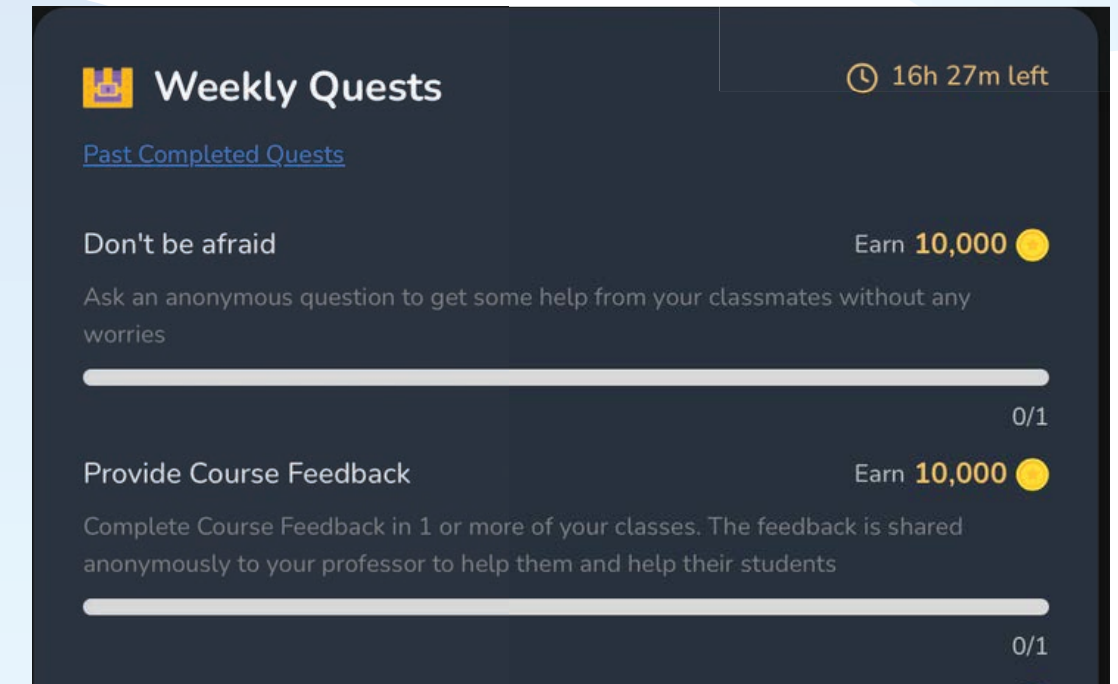
**Collaborative Documents:** Allows you to type and store notes and also to share with either your entire class section, or limit sharing permissions similar to how one might add contributors to a Google Doc with various read vs. write permissions. Tutorials: [Mobile](#)



# Other Features Outside the Classroom

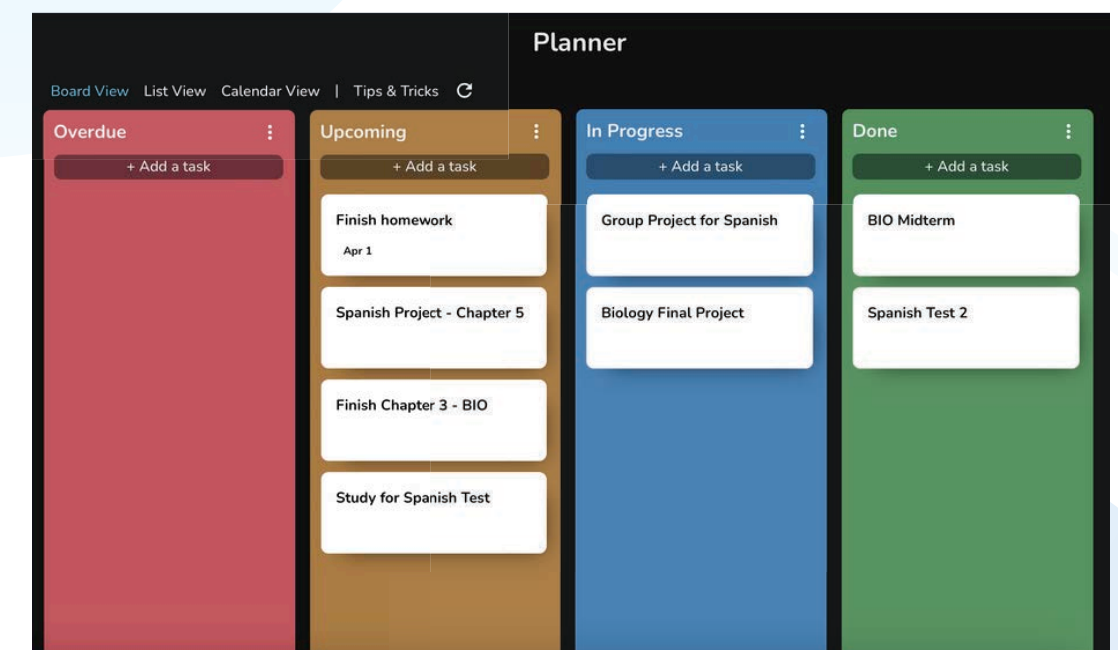
## Quests

CircleIn Gamification uses quests to both teach students to use different features within CircleIn and to provide incentives for students to continue creating and sharing content. Each week, quests are released. They take a few minutes to complete, and once all quests for the week have been completed, **all points earned for the remainder of the week will be increased by 1.5x**. It's a good strategy to **complete quests as early in the week as possible so you will earn maximum points for your efforts the rest of the week**.



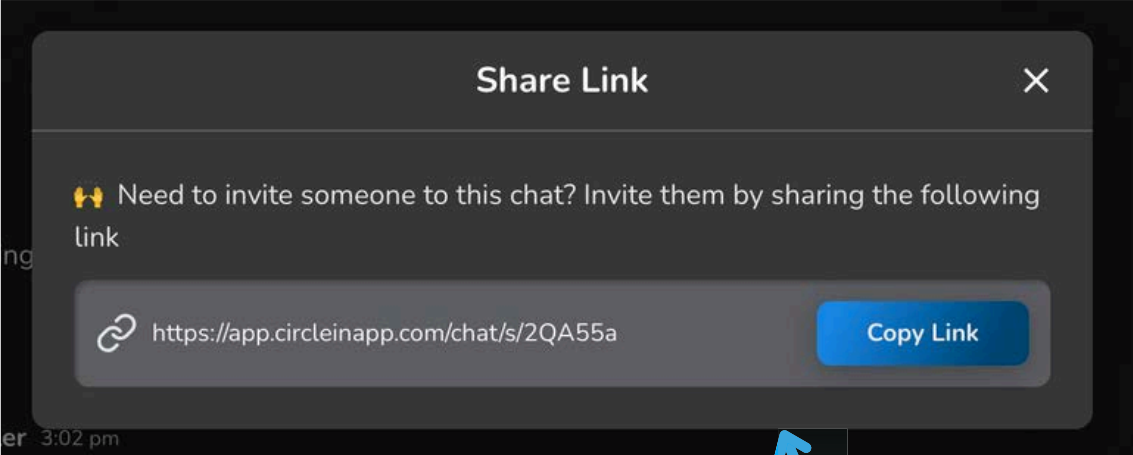
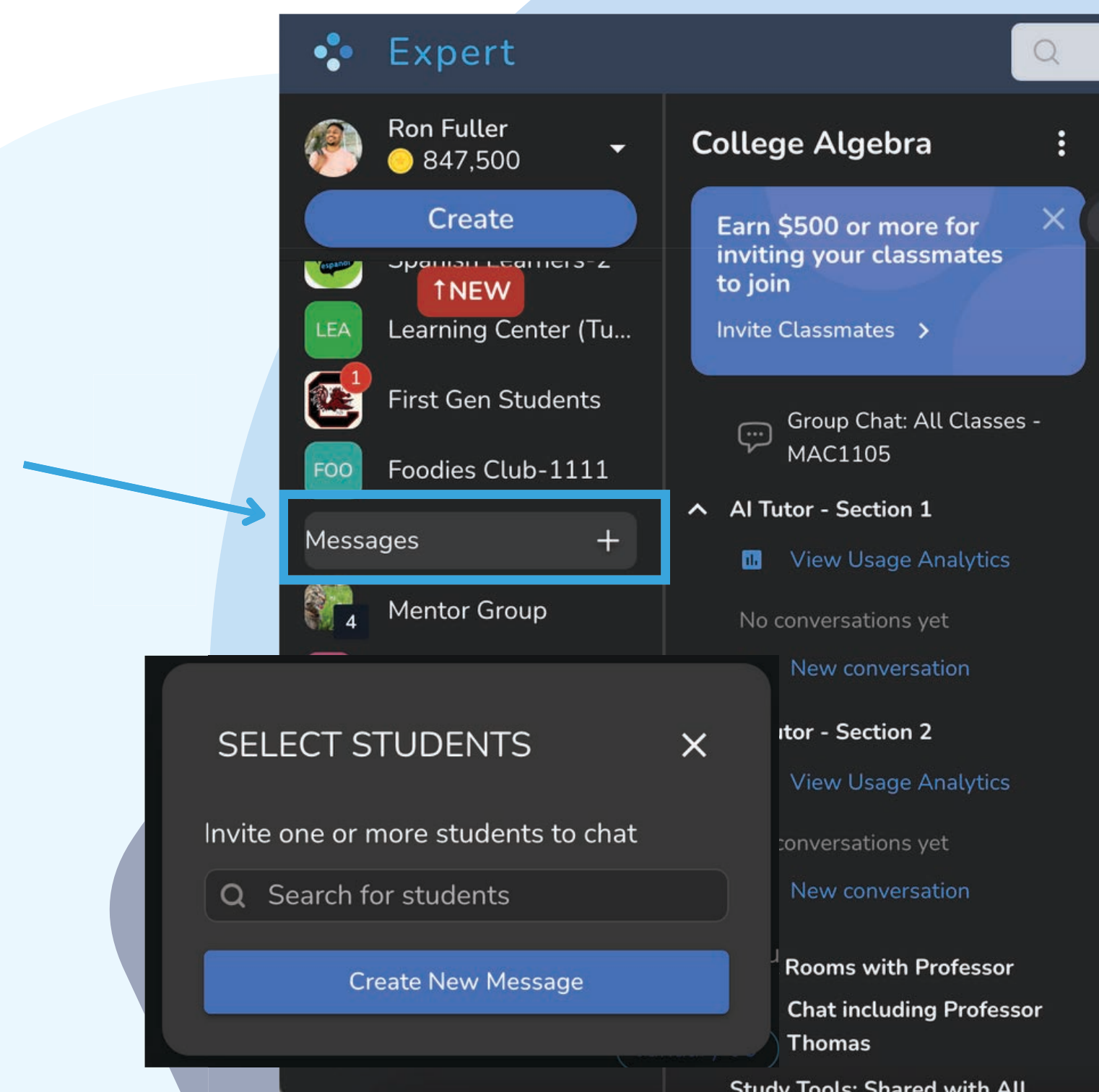
## Planner

Click on the create menu or the BLUE +, and you will see a link to your personal Planner. If you upload your syllabus to all of your courses, the AI tutor will automatically create tasks for you based on the deliverables in the document. You can also manually create your own. Be sure to add details like due dates and the course the task is related to. You'll earn 500 points for each task you create and 500 points for each task you complete.

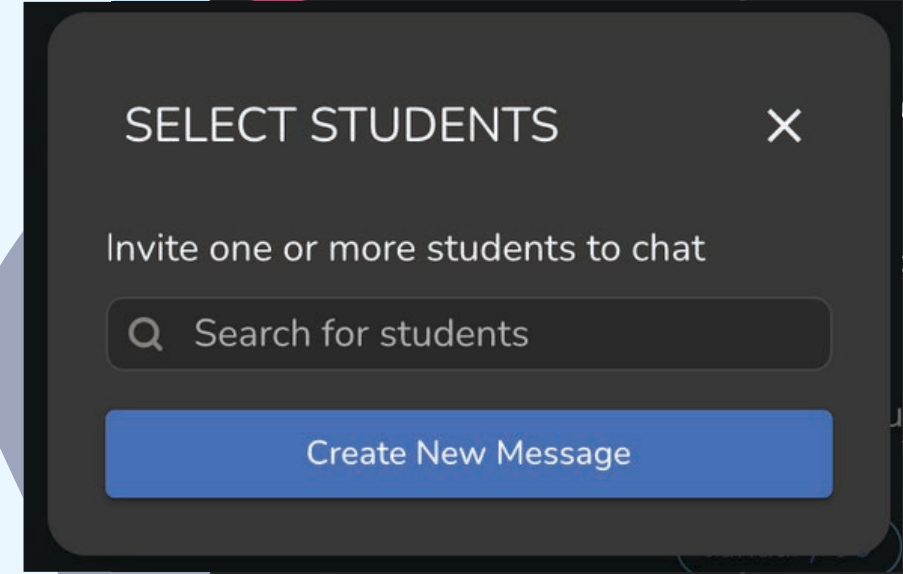
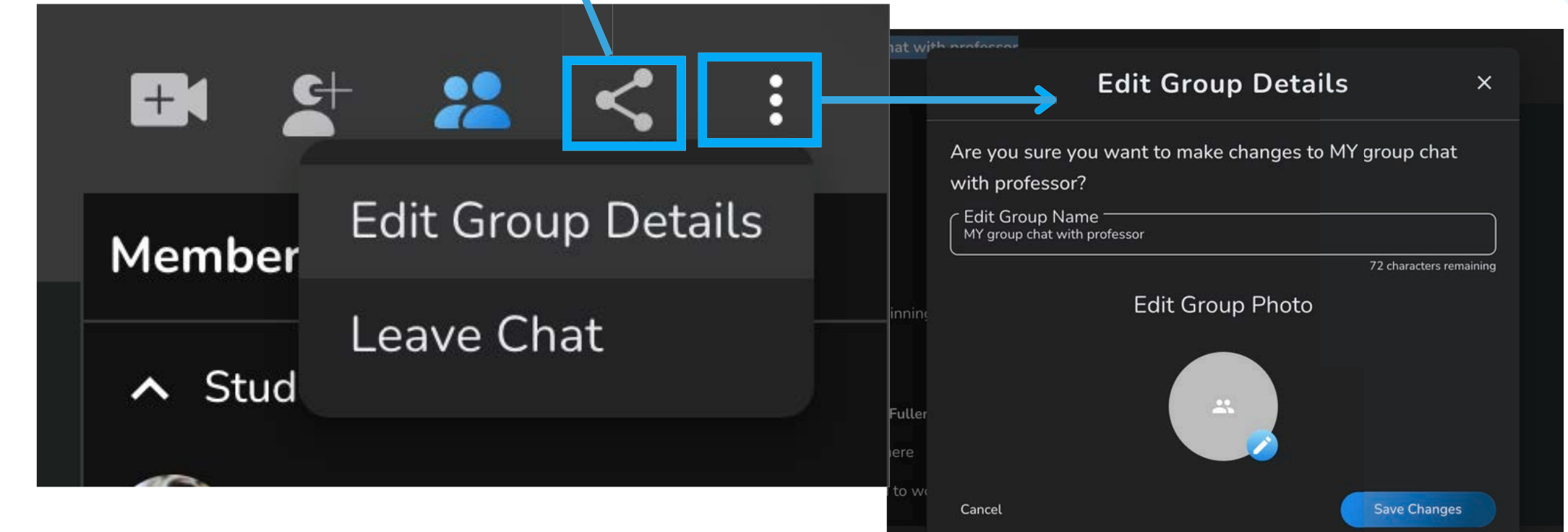


# Messages & Creating a Group Chat

You can create small group chats or direct messages with individuals using the messages feature. **You do not have to give out your phone number or email address if you don't want to; you may simply tell students they can contact you on CircleIn.**



When you create a group chat, you may also name it and you will be able to share a dedicated URL that you may forward to additional students. When they click the URL, they will automatically join your group chat.



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Download Today!



# Communities

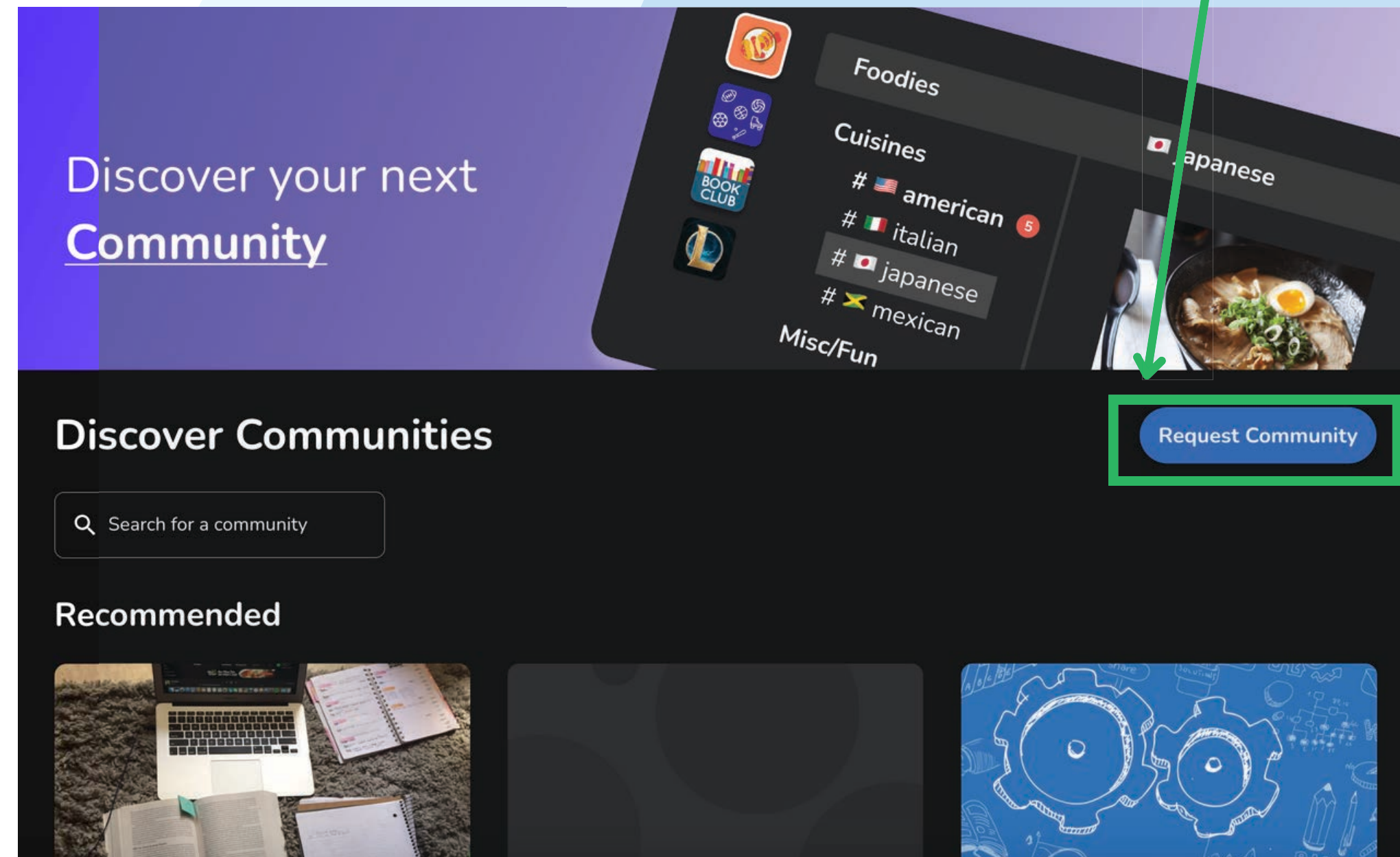
Students or student clubs may create communities to attract members to connect on CircleIn, outside the classroom.

Students can create public or private communities.

**Public communities** will be displayed on the Discover page and will allow any student with access to CircleIn to join the community freely. If you create a **private community**, it will not be visible on the Discover page. New members must be added by the moderator, or they must be sent a dedicated URL invitation link to join the community.

These spaces are monitored by students, and any student can anonymously report any other student, which will trigger a review by CircleIn. Moderators are also able to customize the names and location of chat channels and the categories they should belong to.

By clicking on "**Request Community**", students can complete a form with the name and purpose of their community and CircleIn will review the request.



[app.circleinapp.com](http://app.circleinapp.com)

Download Today!



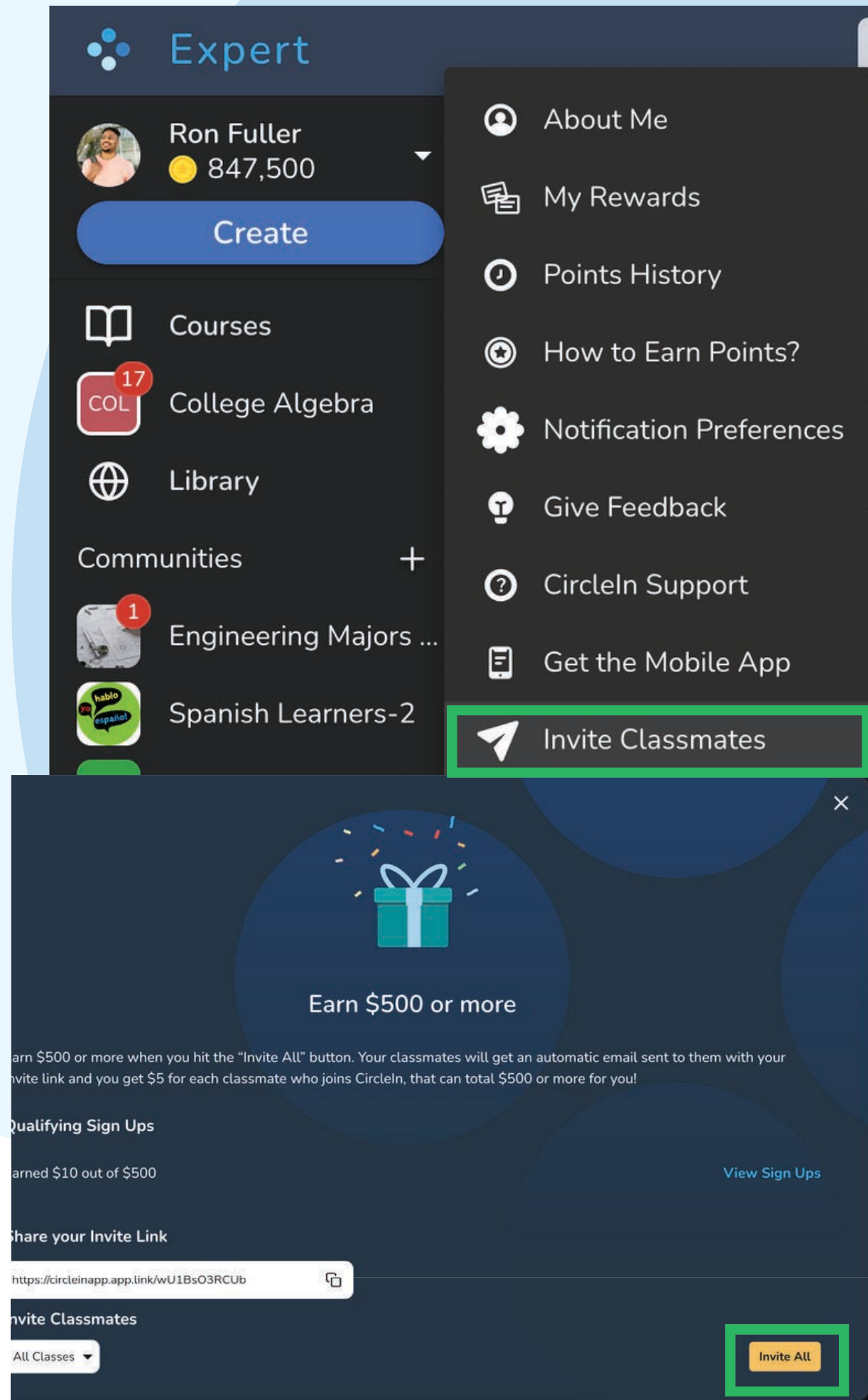
# Referral Fees

You may be used to sending GroupMe links to manage class communication, but on CircleIn, students are automatically added to classroom chats. You can also create separate group chats as needed. To keep students on the same platform, it's best to centralize communication on CircleIn. If students don't know about the app, they may default to GroupMe, so **CircleIn created an incentive to help you spread the word.**

From your profile menu, select **“Invite Classmates”**. This page will generate a personalized URL referral link. If you copy this link and post it on Blackboard or send it to students via email, any **student who has never logged into CircleIn before, clicks your link, and logs in** will count as a valid referral. CircleIn will immediately credit your account with **250,000 points worth \$5.00 per student.** Please take advantage of this excellent opportunity to help students begin working with you and their classmates on CircleIn

## Action Items:

- Open “Invite Classmates” and click the yellow “Invite All” button
- Email your invite link to:
  - Students in classes you're taking (mention it's a shortcut to the Class Chatroom)
  - Students in classes you're supporting as an SI (mention it gives access to chats + tutor support)
- Post your invite link in any course materials or announcements you manage



# Earning Points and Winning Rewards

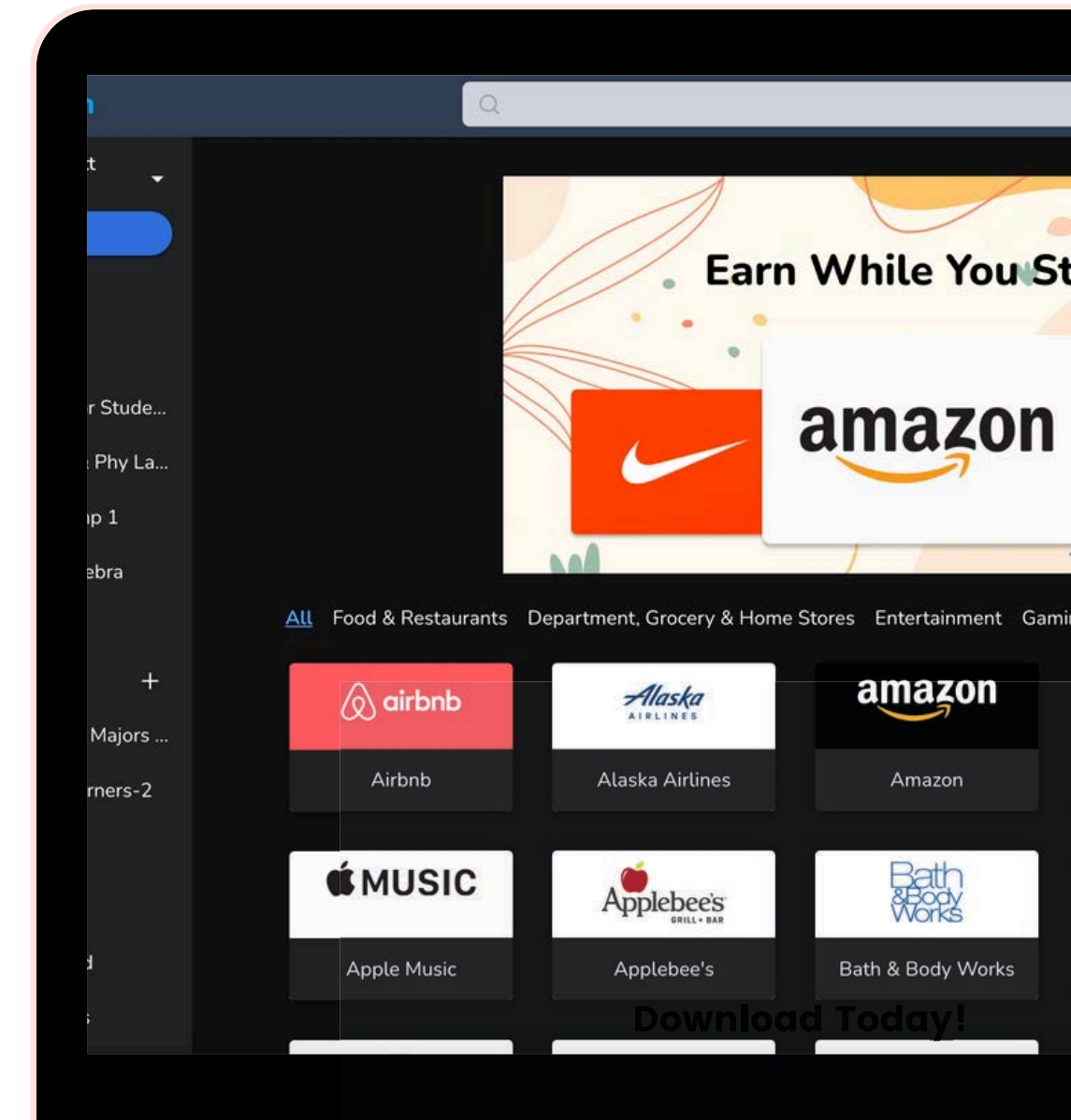
As you create shared content, use the planner, or earn referral fees, you'll accumulate points. These points can be exchanged for digital gift cards at 50+ stores. To redeem your points, visit the Rewards Store from the CircleIn homepage: [app.circleinapp.com/rewards](http://app.circleinapp.com/rewards)

When you submit a reward request, your points will be manually reviewed by CircleIn staff. They will review your study tools to ensure the content is legitimate and relevant to the course. If any **fake, spammy, or off-topic content is found**, it will be deleted, and the related points will be removed. The rule is: If your content helps students in your class, your points will count.

Reminder to keep your class feeds clean: please report any students you suspect of posting fake content to earn points. Just click the **"Report"** button to submit an anonymous report. CircleIn will remove any flagged content to maintain a positive and helpful environment.

Once your content is approved, CircleIn will send you a notification and an email with your digital gift card details. Gift cards are typically processed within 2 school days. If you haven't received your gift card by the 3rd school day, please reach out to: [support@circleinapp.com](mailto:support@circleinapp.com).

To learn more about our rewards and contests, please visit [support.circleinapp.com/rewards](http://support.circleinapp.com/rewards)



# We are here and happy to help!

We hope that this guide was a helpful introduction and we look forward to supporting you in your academic endeavors.

If you have any additional questions, please feel free to contact us at [support@circleinapp.com](mailto:support@circleinapp.com)



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**Download Today!**

