Parent FAQs

Can students use video chat with tutors?	For privacy reasons, video conferencing is not an option for students and tutors.
Do students know how to log in/use Paper?	Students receive a welcome message when they first get access to Paper with login instructions. Can't find the email with instructions? Students can go to app.paper.co, search for your school and follow the login instructions.
What if my student's school or sports team is not found in the link above?	Please ask for assistance from your student's teacher or principal to make sure your student has an account with Paper.
What subjects can Paper tutors help with?	Paper tutors can help with any subject! When your student logs into Paper they will see the classes they are taking on their dashboard. Should they need to ask a general homework question, they can click on "Ask any tutor" which directs them to a chat with a tutor.
Can tutors help SPED students?	Yes. There are a number of ways in which SPED students can benefit from Paper. From speech to text on a mobile device and the ability to upload images into sessions SPED students can receive homework help. For more info, please click here.
How can my younger student ask questions to tutors?	We encourage parents and guardians to help out students from K-4 when asking questions from Paper tutors. They sometimes need help with typing, spelling and using tools in the chat like the whiteboard or picture upload.

Have any additional questions?
Contact us at parents@paper.co

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