



TTN Platform Support FAQ

Having a technical issue? Check below first. If you're still stuck, don't hesitate to contact us and we'll be happy to help!

Audio & Microphone Issues

I can't hear my pupil / my microphone isn't working

First, check your sound settings:

- **Windows:** Settings → System → Sound → Advanced → Troubleshoot common sound problems → Input devices
- **Mac:** System Preferences → Sound → Input

When joining the whiteboard, make sure you **allow all pop-up permission prompts** (microphone, camera and speaker access) in your browser before starting the session. Also, check that the correct input/output devices are selected - you can follow [this guide](#) for how this should look.

We recommend using **Google Chrome** for the best experience.

If the issue persists, contact us and we can book a short test session (15–20 mins) to troubleshoot together.

Video & Camera Issues

My camera isn't working / video keeps dropping

- When you first join the whiteboard, make sure you **grant camera access** when prompted by your browser
- Check no other application is using your camera at the same time
- Check your browser has permission to access your camera in your browser settings

If your video keeps dropping during a session this is likely a network issue. Try:

- Moving closer to your router or switching to a wired connection
- Closing other applications or browser tabs using bandwidth
- Rejoining the session to see if it resolves

If problems continue, please contact us so we can check the session logs.

Whiteboard Issues

The whiteboard is showing an error / I can't upload files

If you're seeing a **"file too big" error**:

- Convert your file to a **PDF** before uploading - this is the most reliable format
- Keep files as small as possible - large PowerPoint files in particular can cause errors

If you want to share a larger file with your pupil, upload it to the **Lesson Resources** section (visible before you click 'Open Whiteboard'). Your pupil can access and download it from there without it needing to appear on the whiteboard.

If the whiteboard crashes mid-session, simply **refresh the page and rejoin** and your session should still be active.

Whiteboard Lag / Slow Performance

Everything is running slowly during my session

If you're using a **writing tablet or stylus**, please try disconnecting it temporarily. There is a known issue with writing tablets causing the platform to slow down.

Other common causes of lag:

- Slow internet connection
- Running multiple applications or browser tabs at the same time
- Using an older device

We recommend using **Google Chrome**, closing unused tabs and apps, and, where possible using an up-to-date device for the best performance.

Pupil Can't Access the Platform

My pupil can't log in or the platform won't load

Please check the following:

- Is your pupil using **Google Chrome on a laptop or desktop?** This gives the best experience
- Has anything changed recently - new device, updated browser, or a new network?
- Is your pupil on a **school device or school network?** Firewalls and content filters can sometimes block the platform - if so the school's IT team may need to whitelist the site

In the meantime, ask your pupil to try accessing the platform from a **personal device on a home or mobile network** to see if that resolves the issue.

If the problem continues please contact us and we'll investigate further.

Verification Email Not Received

I registered but haven't received my verification email

Please try the following:

- Check your **junk or spam folder**
- If using a school email address, check whether school filters may be blocking emails from our domain

If you've tried the above and still haven't received it, please contact us with your registered email address and we'll resend the verification or help you complete registration manually.

Once verified and logged in, you'll need to create a **tuition request** (including your subject, exam board, availability and any specific topics) so we can match you with a tutor.

Not Receiving Message Notifications

I'm not getting email notifications when I have new messages

You should automatically receive an email notification for any unread messages on the platform. If this isn't happening, please contact us and we'll flag it with our tech team to investigate.

In the meantime, we'd suggest **logging into the platform periodically** to check for any messages until the issue is resolved. We're sorry for the inconvenience!

How to Upload Resources

How do I share files with my pupil?

There are two ways to share resources:

On the whiteboard (visible during the session):

- Convert your file to a **PDF** first, then upload it directly onto the whiteboard
- Note that file size limits apply - if you get an error, try compressing the PDF first

Lesson Resources (for your pupil to download separately):

- Before clicking 'Open Whiteboard', go to the lesson page and upload your file in the **Lesson Resources** section
 - Your pupil can access and download these files from there
 - This section supports a wider range of file types and larger files
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Still having issues? Contact us at tutoring@tutorthenation.org and we'll get back to you as soon as possible!