

Mobile and tablet support

Currently The Tutoring Company online lesson space is not available on smartphones.

You can however use it on iPad and Android tablets. **Please make sure that you have installed the latest available updates on your iPad or Android tablet.**

The minimum requirement for **iPads** is that you are running iOS 11 or later.

To check what version you are running open Settings > General > About then scroll down to “Version”.

To use the online lesson space on an **Android** tablet, please make sure that you are running Android 7.0 (Nougat) or later.

To check which version of Android you are running open Settings > About Phone > Android Version

Camera Issues:

Your iPad might be detecting the wrong camera as the "default" webcam for the lesson space. Before you attempt to solve this, please ensure the following:

- You have the latest version of Safari installed
- Your iOS is up to date

Now, press the "Home" button to minimise the Safari app, and open your "Camera" app, as if you wanted to take a picture. Once in there, click the button to change the camera you're using until you can see yourself (like when taking a selfie!).

Once that's done, minimise the app, open Safari again and refresh the page. If the wrong camera is still showing, continue as normal and finish the setup tests until you reach the actual lesson space; the new camera should now be active and you should be able to see yourself!