TutorCat

USER GUIDE

Guide for Parents

Set up your family, follow your child's progress, and manage your plan.

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PARENTS

Getting started as a parent

The consent email, creating your parent account with an invite code, and what you agree to when you say yes.

TutorCat is a homework tutor for children aged 8 to 18. As a parent or guardian, you see how your child is learning and you stay in charge of the important decisions: consent, screen time and their data.

You never have to set anything up before your child does. It starts when your child signs up and adds you.

How it starts: the consent email

When your child creates their TutorCat account, they enter your email address. TutorCat then sends you an email with the subject **A TutorCat account needs your consent**.

The email contains two things:

- **A link** to review and confirm the request. This is the quickest way.
- **A code**, in case the link doesn't open. You can paste it into TutorCat by hand.

Both work only once, and only for 7 days. If you weren't expecting the email, you can ignore it. Nothing happens until the link or code is used.

> GOOD TO KNOW
> Each parent gets their own email and confirms separately. A link sent to one parent can't be used by another.

Do I need to give consent?

That depends on your child's age and the country they chose when they signed up.

- **Below the consent age:** your child can't use TutorCat beyond the sign-up screens until a parent says yes. While they wait, they see a screen explaining that a parent needs to confirm.
- **At or above the consent age:** your child can use TutorCat on their own. They can still add you, and once you confirm, you see the same things any linked parent sees.

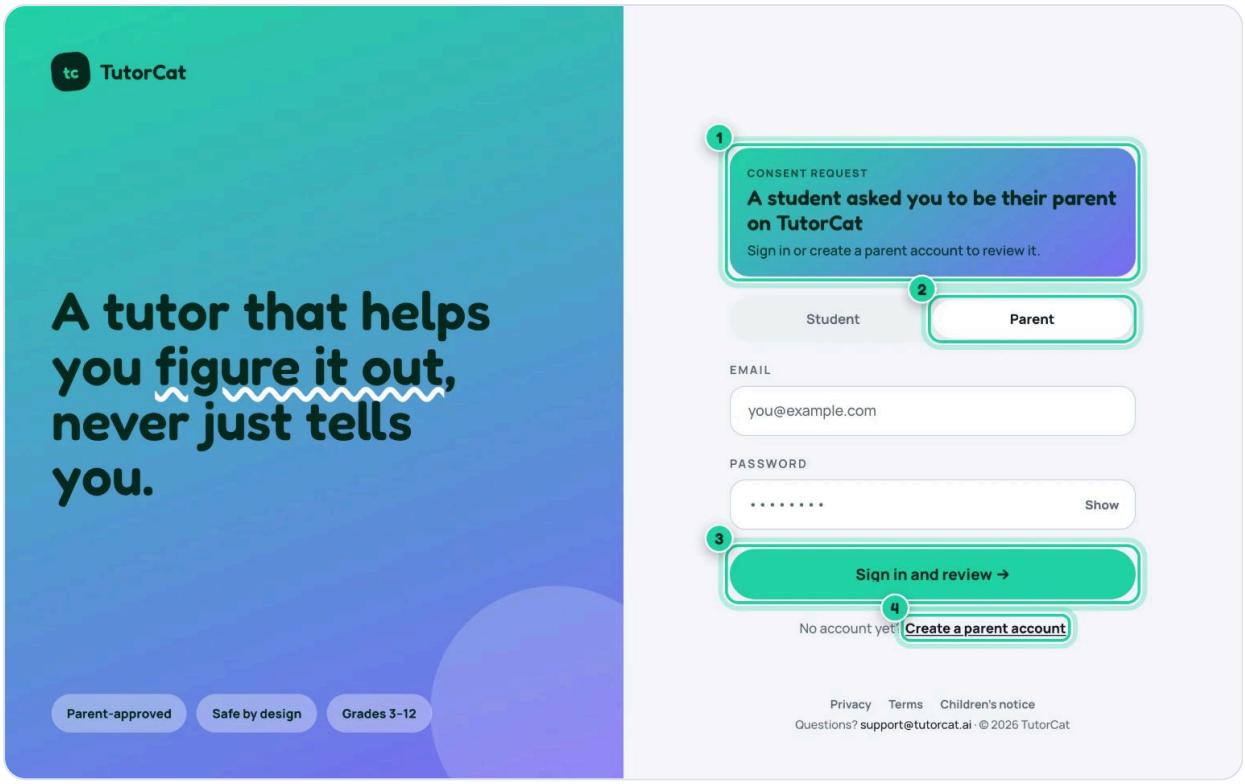
Consent age by country

Where your child lives	Needs a parent's consent below
United States, United Kingdom, Pakistan	13
Belgium, Denmark, Estonia, Finland, Latvia, Malta, Portugal, Sweden	13
Austria, Bulgaria, Cyprus, Italy, Lithuania, Spain	14
Czechia, France, Greece, Slovenia	15
Croatia, Germany, Hungary, Ireland, Luxembourg, Netherlands, Poland, Romania, Slovakia	16
Any other country, or no country given	16

When a country isn't on the list, TutorCat uses the strictest age, 16. It never assumes 13.

Step 1: open the link and sign in

1. Open the email and tap the link.
2. If you're not signed in, TutorCat shows a **Consent request** banner: "A student asked you to be their parent on TutorCat". Make sure **Parent** is selected.



The sign-in screen after opening a consent link, with the Consent request banner and Parent selected

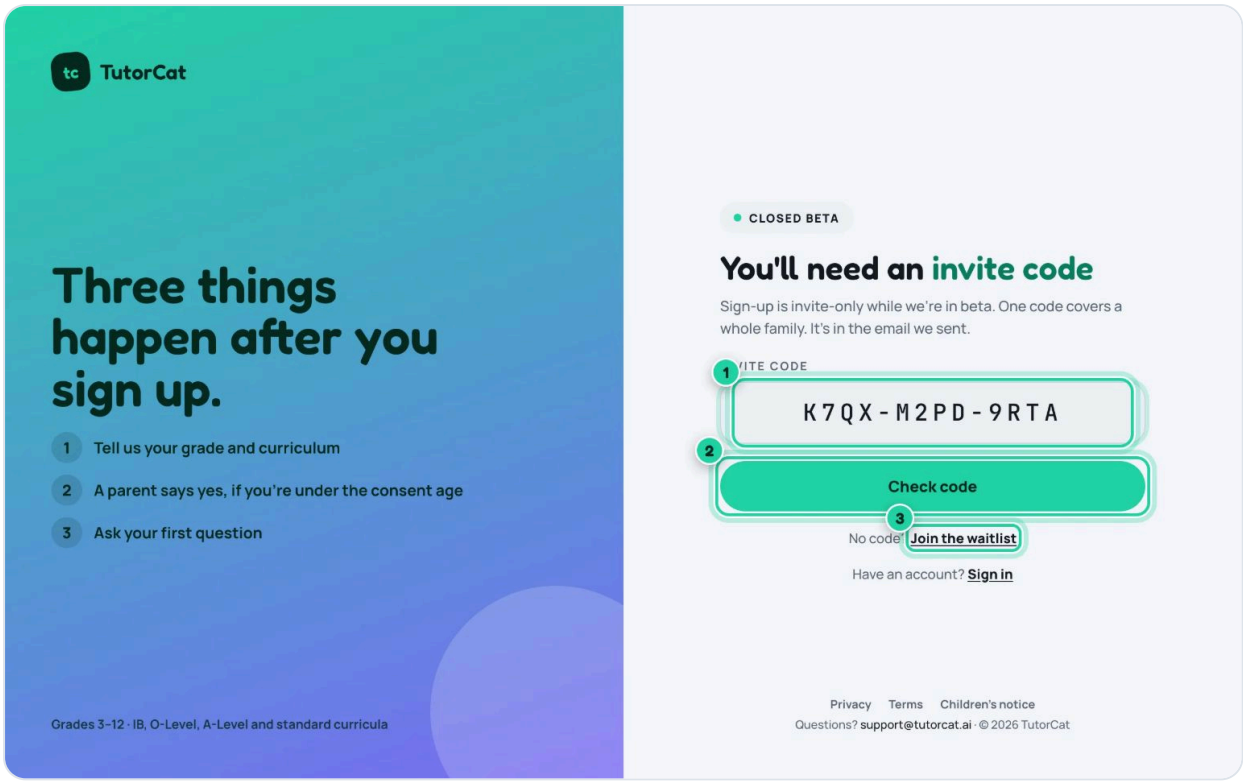
1. **Your child's request**
2. **Signing in as Parent**
3. **Have an account? Sign in**
4. **New? Create an account**

3. Already have a parent account? Enter your email and password and choose **Sign in and review →**.
4. New to TutorCat? Choose **Create a parent account** and carry on with Step 2.

Step 2: create your parent account

While TutorCat is in its closed beta, sign-up needs an invite code. One code covers a whole family, and it's in the email we sent you.

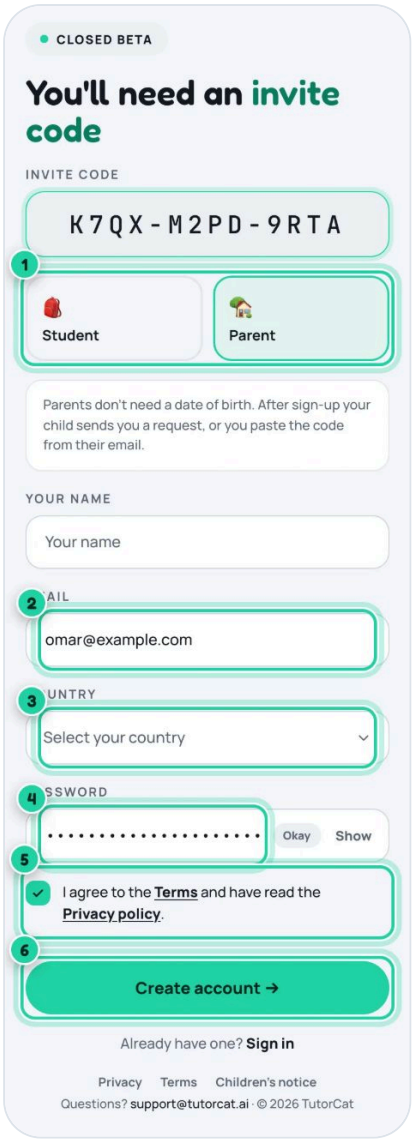
1. Type your invite code. It has 12 letters and numbers in three groups, like `K7QX-M2PD-9RTA`. The dashes are added for you.
2. Choose **Check code**.



The invite code screen with the code entered and the Check code button

1 **Type your invite code** 2 **Check the code** 3 **No code? Join the waitlist**

3. Under **I am a…**, choose **Parent** ("I'm setting this up for my child"). Parents don't need a date of birth.
4. Enter your **Email**. Use the same address the consent email was sent to, or the link won't match your account.
5. Choose your **Country**.
6. Choose a **Password** of at least 8 characters.
7. Tick **I agree to the Terms and have read the Privacy policy**. Both open right there if you want to read them first.
8. Choose **Create account →**.



Creating a parent account on a phone: Parent selected, email, country, password and the agreement

1. **Choose Parent**
2. **Same email as the request**
3. **Pick your country**
4. **At least 8 characters**
5. **Tick to agree**
6. **Create your account**

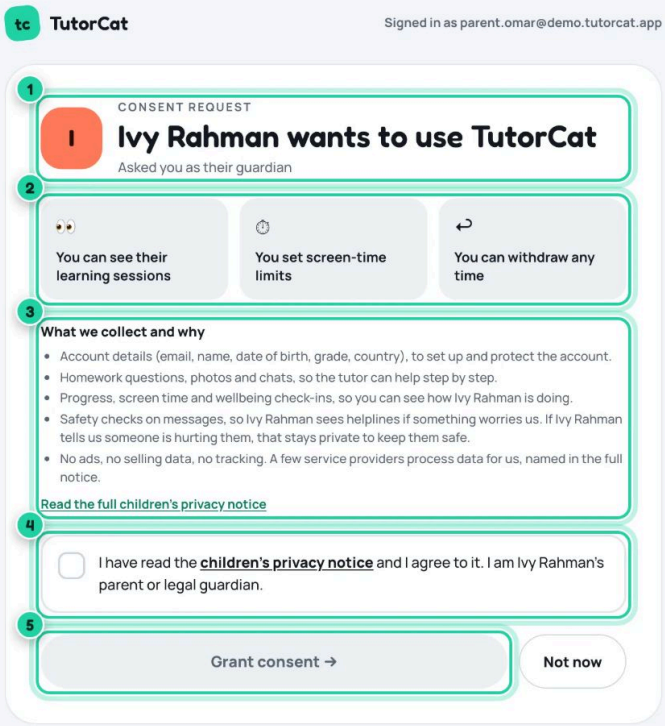
TIP

No invite code? Choose **Join the waitlist** on the invite screen.

Step 3: review the request and give consent

After you sign in, the link takes you to the consent page. Take a moment here. This is the real legal step, and nothing is granted until you press the button yourself.

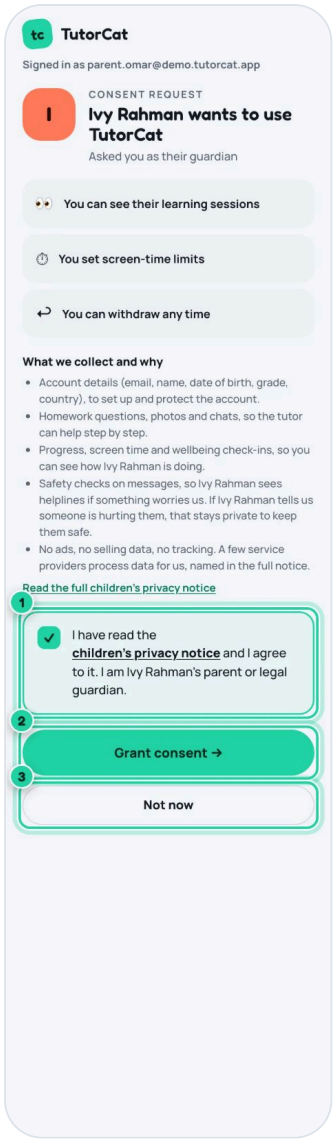
1. Check the name at the top: "**[Name] wants to use TutorCat**", and the line that says how they asked you (for example, as their mother, father or guardian).
2. Read the three tiles. Linked parents:
   - **You can see their learning sessions**
   - **You set screen-time limits**
   - **You can withdraw any time**
3. Read **What we collect and why**. It lists, in plain words:
   - account details (email, name, date of birth, grade, country), to set up and protect the account
   - homework questions, photos and chats, so the tutor can help step by step
   - progress, screen time and wellbeing check-ins, so you can see how your child is doing
   - safety checks on messages, so your child sees helplines if something worries us. If your child tells us someone is hurting them, that stays private to keep them safe (see **Safety alerts**)
   - no ads, no selling data, no tracking
4. Choose **Read the full children's privacy notice** if you'd like every detail.
5. Tick the box: **I have read the children's privacy notice and I agree to it. I am [name]'s parent or legal guardian.**
6. Choose **Grant consent →**. The button stays greyed out until the box is ticked.



The consent page: who is asking, what you can do, what we collect, the agreement box and Grant consent

1 **Who is asking** 2 **What you can do** 3 **What we collect and why**
4 **Tick to agree** 5 **Grant consent**

On a phone, the same page scrolls. The agreement box and **Grant consent →** sit at the bottom.



The consent page on a phone, with the agreement box ticked

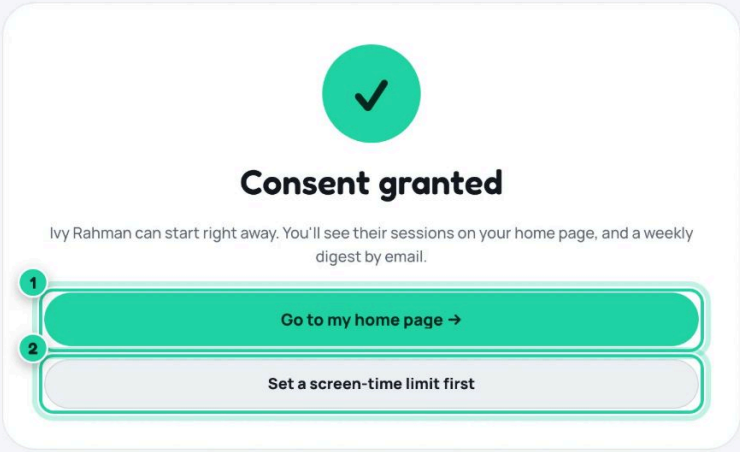
1. **Agreement ticked**
2. **Grant consent**
3. **Or decide later**

Not ready yet? Choose **Not now**. The request stays open until it expires.

Step 4: you're linked

You'll see **Consent granted**. Your child can start right away.

- Choose **Go to my home page →** to see your child's activity.
- Or choose **Set a screen-time limit first** if you'd like a limit in place before they begin. See **Screen time**.



Consent granted, with the buttons to go home or set a screen-time limit

1 **See your child's activity** 2 **Or set a limit first**

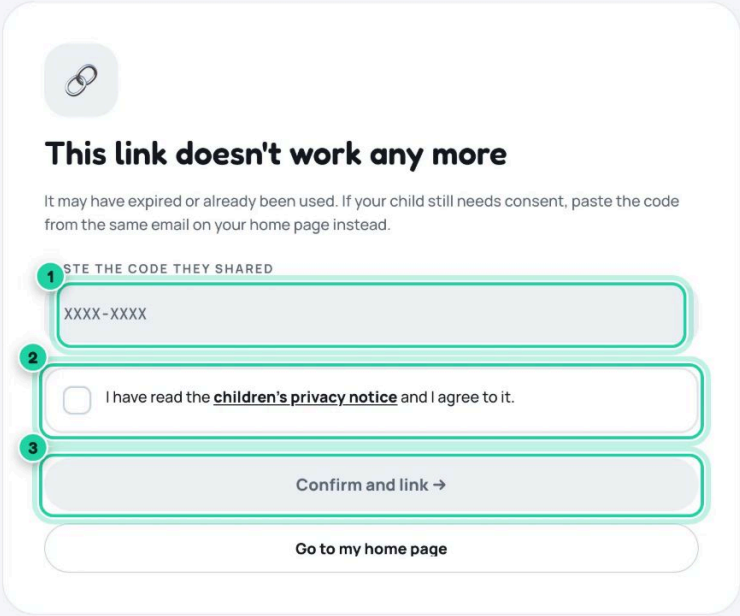
TutorCat also sends you a confirmation email, **You gave consent for [name] on TutorCat**. It repeats what you agreed to and explains how to withdraw consent or delete your child's data later.

If the link doesn't work

Links stop working after 7 days, or once they've been used. If that happens you'll see **This link doesn't work any more**.

1. Find the code in the same email.
2. Paste it into **Paste the code they shared**.
3. Tick **I have read the children's privacy notice and I agree to it.**

4 Choose **Confirm and link →**.



The expired-link screen with the code field and the agreement box

1 **Paste the emailed code** 2 **Tick to agree** 3 **Confirm and link**

If the code has expired too, ask your child to send the request again from their account.

GOOD TO KNOW

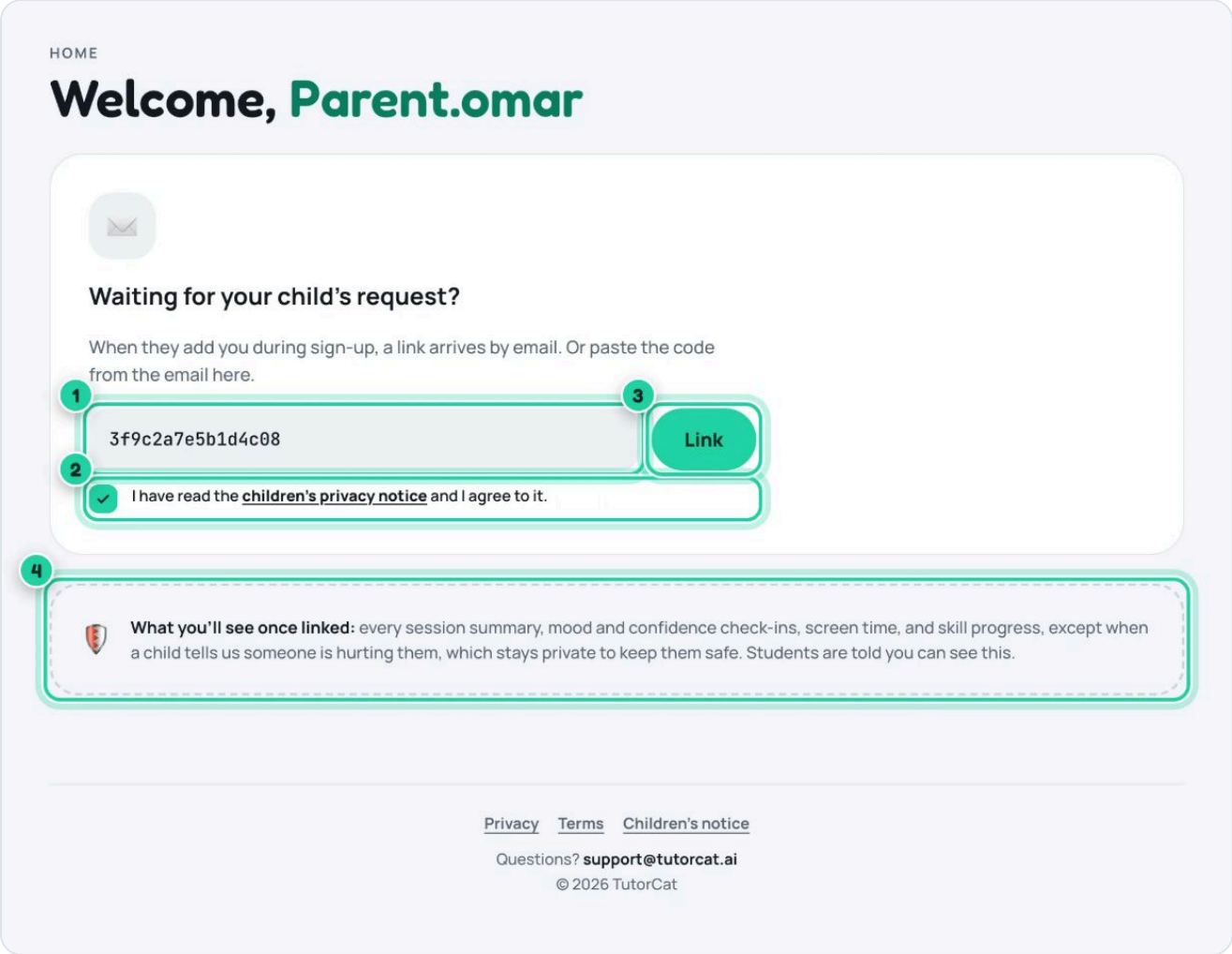
If you see **This request was sent to someone else**, you're signed in with a different email from the one the request went to. Choose **Sign out and switch account** and sign in with the right one.

Linking from your home page instead

You can also paste a code straight into your parent home page.

If you have no children linked yet, your home page shows **Waiting for your child's request?**

1. Paste the code from the email into the code field.
2. Tick **I have read the children's privacy notice and I agree to it.**
3. Choose **Link**.



The empty parent home with the code field, agreement box and Link button

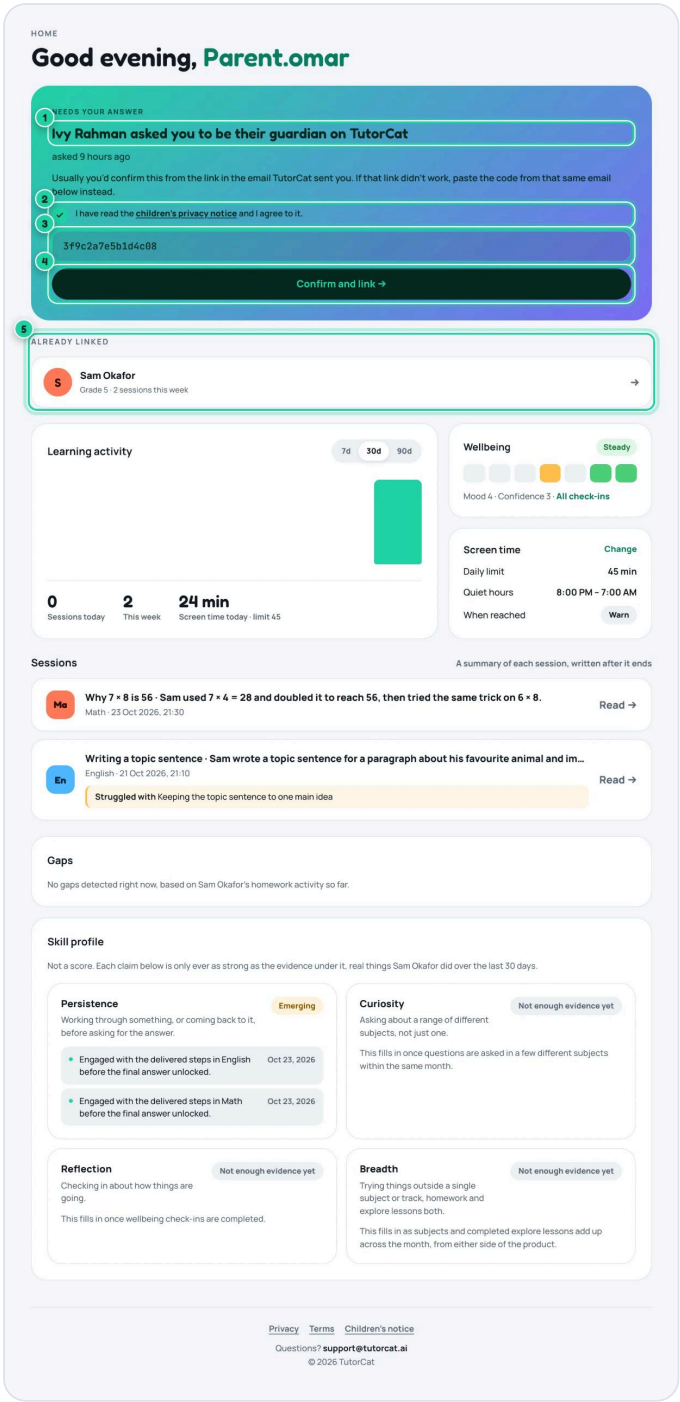
1 Paste the code 2 Tick to agree 3 Link your child 4 What you'll see

If a request is waiting for you, your home page shows a **Needs your answer** card at the top, such as "Ivy Rahman asked you to be their guardian on TutorCat".

1. Choose **Review request →**.
2. Tick the agreement box.

3 Paste the code from the email.

4 Choose **Confirm and link →**.



A Needs your answer card opened, with the agreement box, code field and Confirm and link button

1 **Who is asking** 2 **Tick to agree** 3 **Paste the code** 4 **Confirm and link**

5 **Children already linked**

The same agreement box appears on every path. TutorCat never links you without it.

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Your parent home

Pick a child, then see their learning activity, today's screen time and mood, and everything else at a glance.

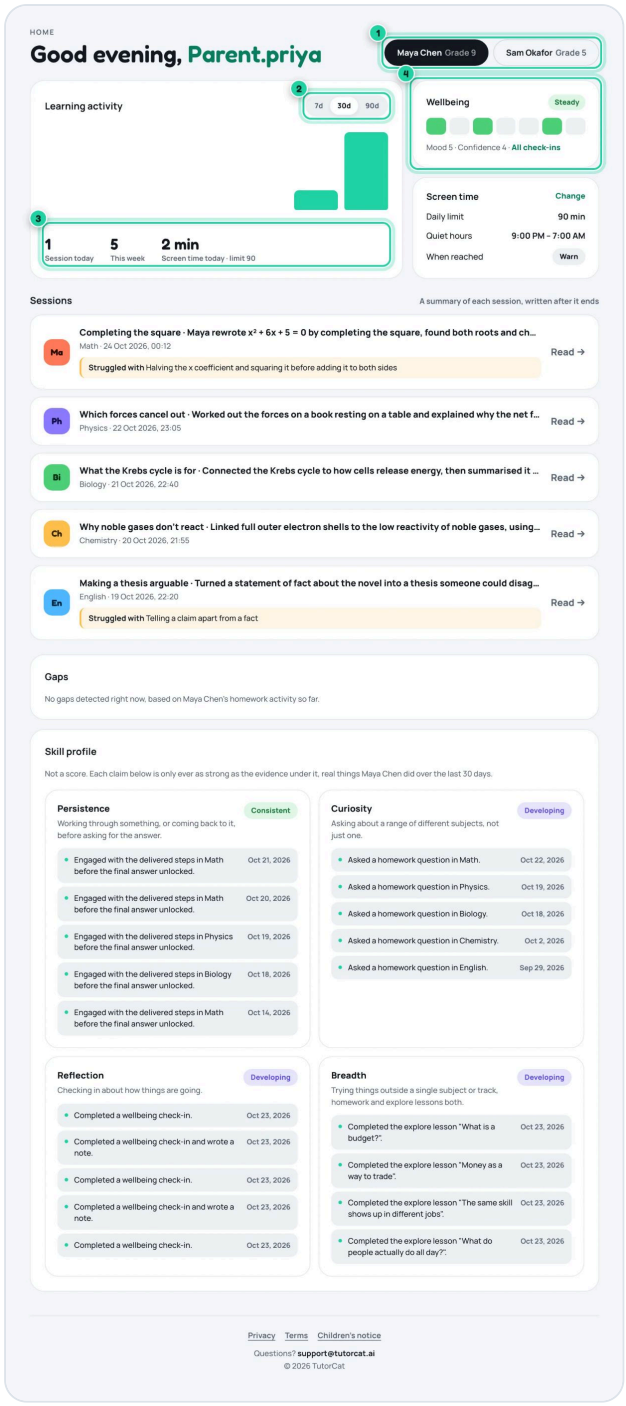
Your parent home is the first page you see after signing in. It shows one child at a time. Everything on it is read-only: you change settings in **Settings**.

On a computer, **Home**, **Settings** and **Feedback** sit in the sidebar on the left. On a phone, **Home** and **Settings** are in the bar at the bottom, and **Me** holds Feedback and **Sign out**.

Choose a child

If you have more than one child linked, their names appear as chips at the top right of the page, each with their grade.

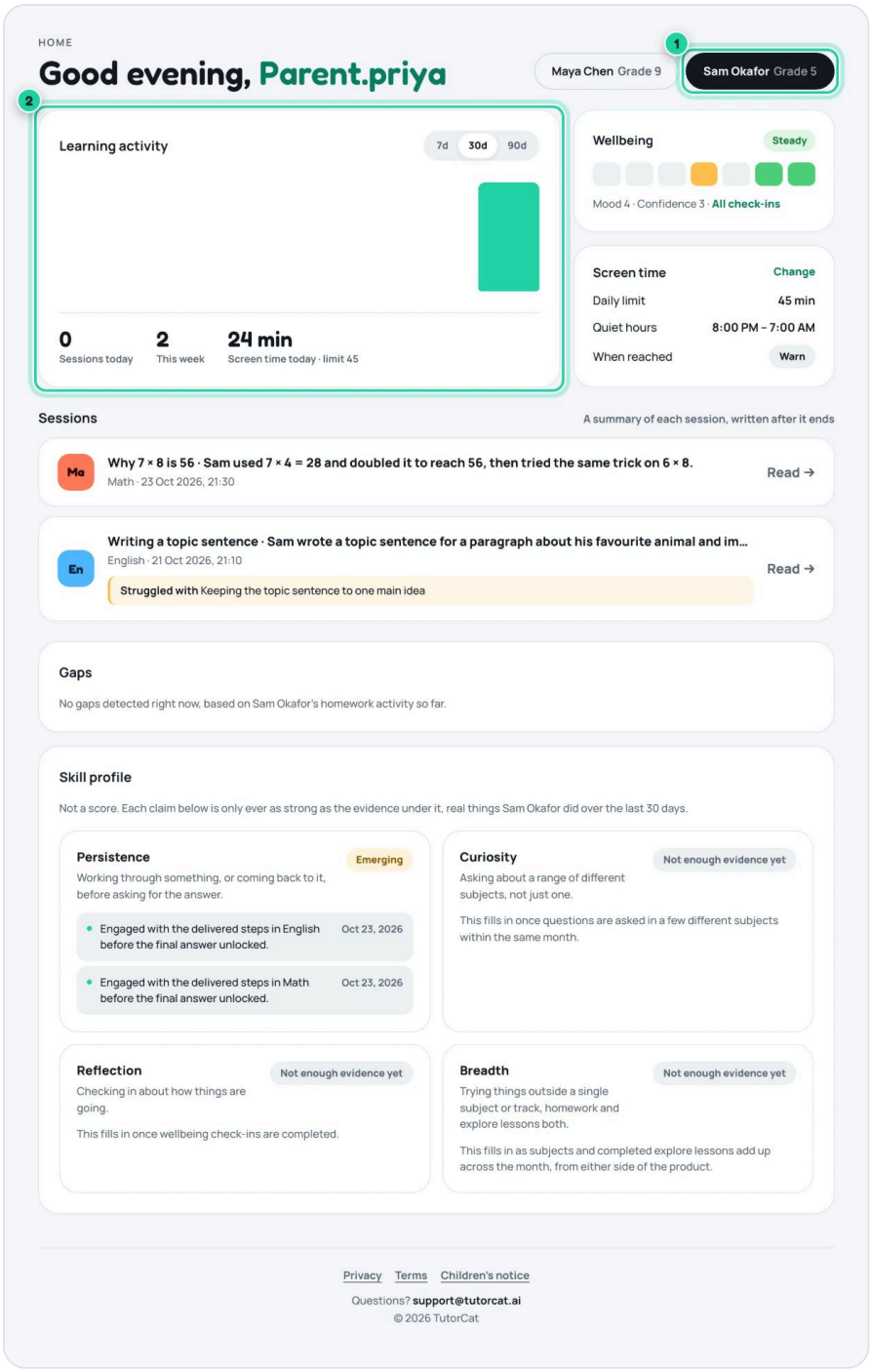
1. Choose a child's name to see their page.
2. On a keyboard, you can also use the arrow keys to move between children.



The parent home for Maya: the child chips, Learning activity and the Wellbeing card

1. **Choose a child**
2. **Pick 7, 30 or 90 days**
3. **Today and this week**
4. **Mood this week**

When you switch, every card on the page reloads for that child.



The parent home after switching to Sam

1 **Sam selected** 2 **Sam's activity**

Learning activity

On a computer, the **Learning activity** card shows how many tutoring sessions your child has finished, as a bar chart.

- Use **7d**, **30d** or **90d** to change the time range. The chart always has seven bars. With 30 days, each bar covers about four or five days.
- The two most recent bars are highlighted.

- Taller bars mean more sessions. Screen readers read out each bar's dates and number of sessions.

Under the chart, three numbers sum up:

- **Sessions today**
- **This week**: Monday to today
- **Screen time today**, and your daily limit if you've set one

If your child hasn't finished a session yet, the chart stays empty and says so. It fills in as sessions happen.

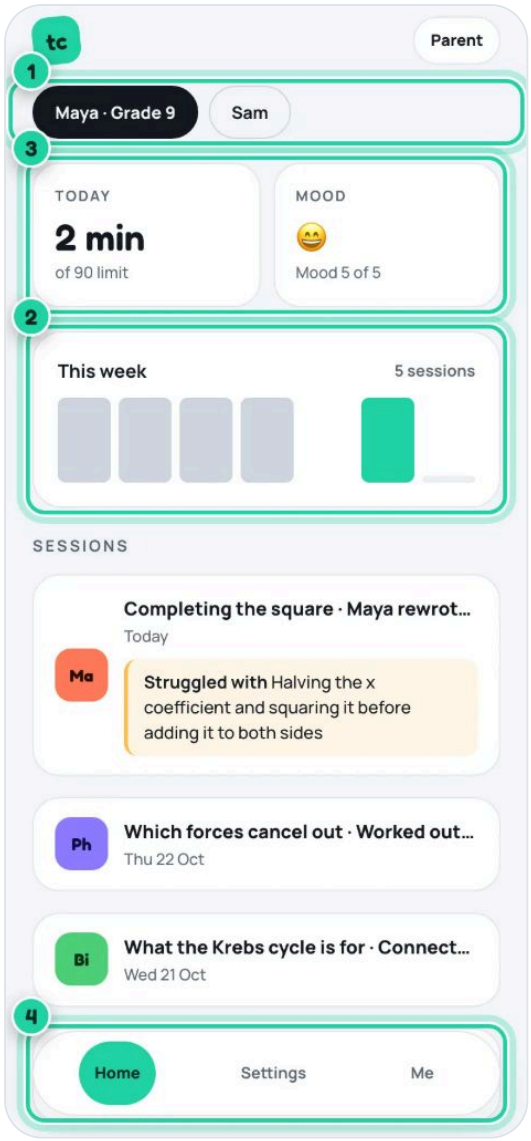
> **GOOD TO KNOW**
> The chart counts sessions that have a summary. A summary is written after a session ends, so a session your child is still in shows up a little later.

On your phone

On a phone, the page opens on the child chips, swiped sideways if you have several children. Instead of the activity chart you get:

- **Today**: minutes of learning today, and "of 90 limit" (or "no limit set").
- **Mood**: the face from your child's latest check-in, and their note if they wrote one. If they haven't checked in yet, it says **No check-in yet**.
- **This week**: Monday to Sunday as small bars, with today highlighted.

Then come the same cards as on a computer, one under another.

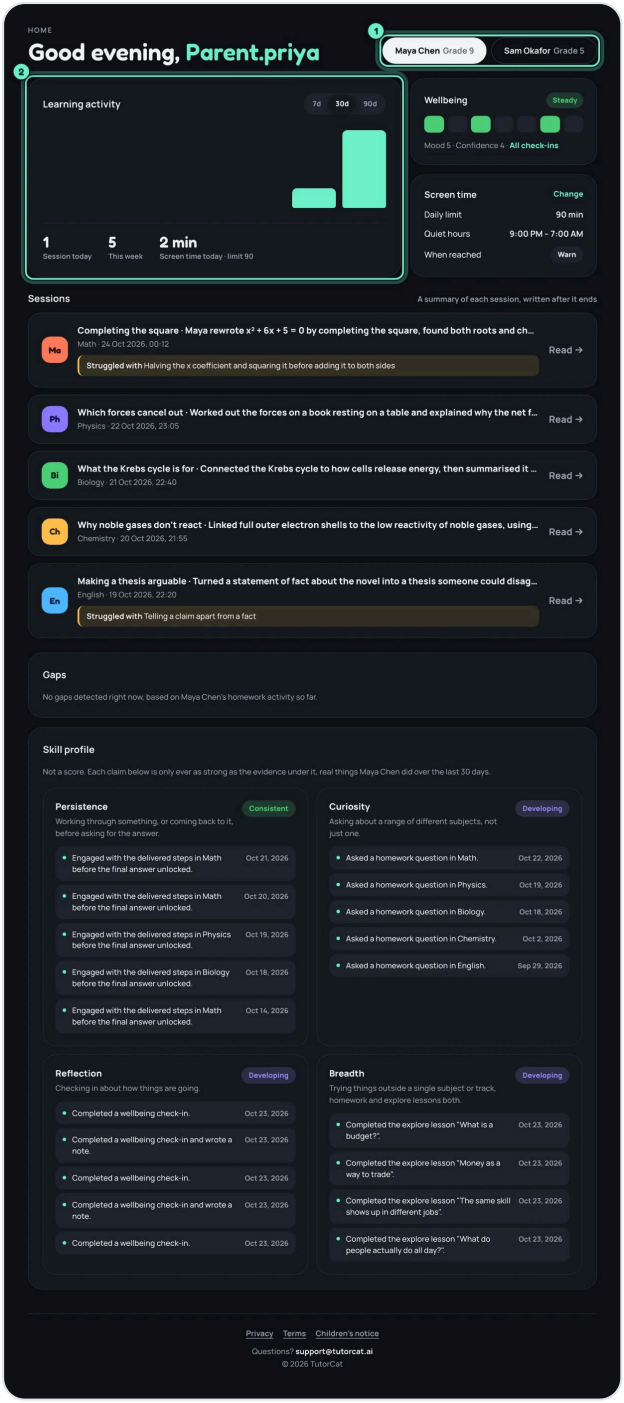


The parent home on a phone: child chips, today's tiles, This week and the cards below

1. **Swipe to choose a child**
2. **This week, day by day**
3. **Minutes and mood today**
4. **Home, Settings and Me**

In dark mode

TutorCat follows your device's light or dark setting. Here is the same home page in dark mode.



The parent home in dark mode

1 **Choose a child** 2 **Learning activity**

Further down the page

Scroll down for:

- **Wellbeing**: mood and confidence check-ins. See **Wellbeing**.
- **Screen time**: the limit you've set. See **Screen time**.
- **Sessions**: a summary of each session, and the full transcripts. See **Sessions and transcripts**.
- **Gaps** and **Skill profile**. See **Gaps and the skill profile**.

Safety notes come first

If TutorCat has a serious safety concern about one of your children, a **Safety note** appears at the very top of your home page, above everything else. See **Safety alerts** for what it means and what to do.

PARENTS

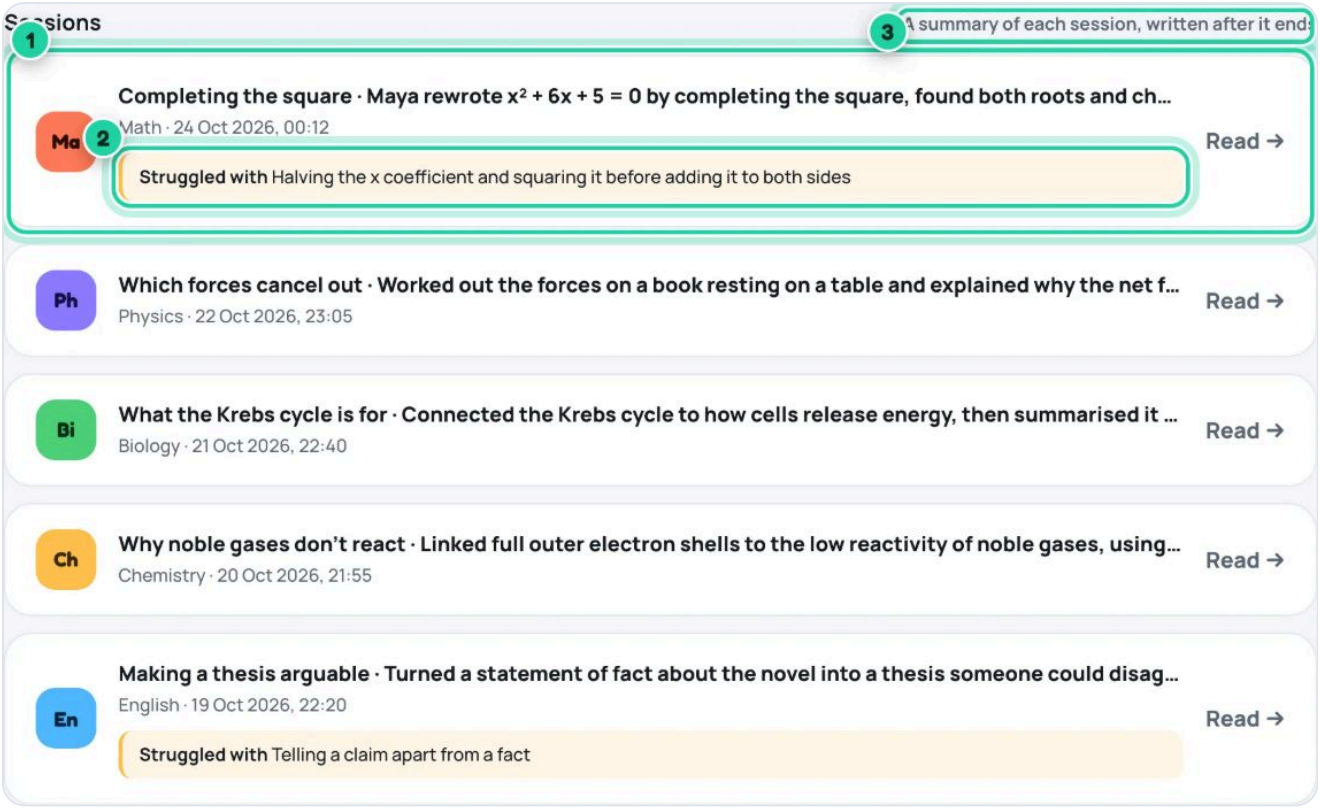
Sessions and transcripts

Read a short summary of every tutoring session, see where your child struggled, and open the full conversation.

Every time your child works through a question with the tutor, TutorCat keeps the conversation. When the session ends, it writes a short summary for you. You can read both.

The Sessions list

1. On your home page, choose your child.
2. Scroll to **Sessions**. Under the heading it says "A summary of each session, written after it ends".
3. Each row shows:
   - the subject, with its colour
   - the session's title and the summary
   - the subject, date and time
   - **Struggled with**, when the summary noticed something your child found hard



The Sessions list for Maya, with summaries and a Struggled with line

1 **Open the full session** 2 **Where Maya struggled** 3 **Written after each session**

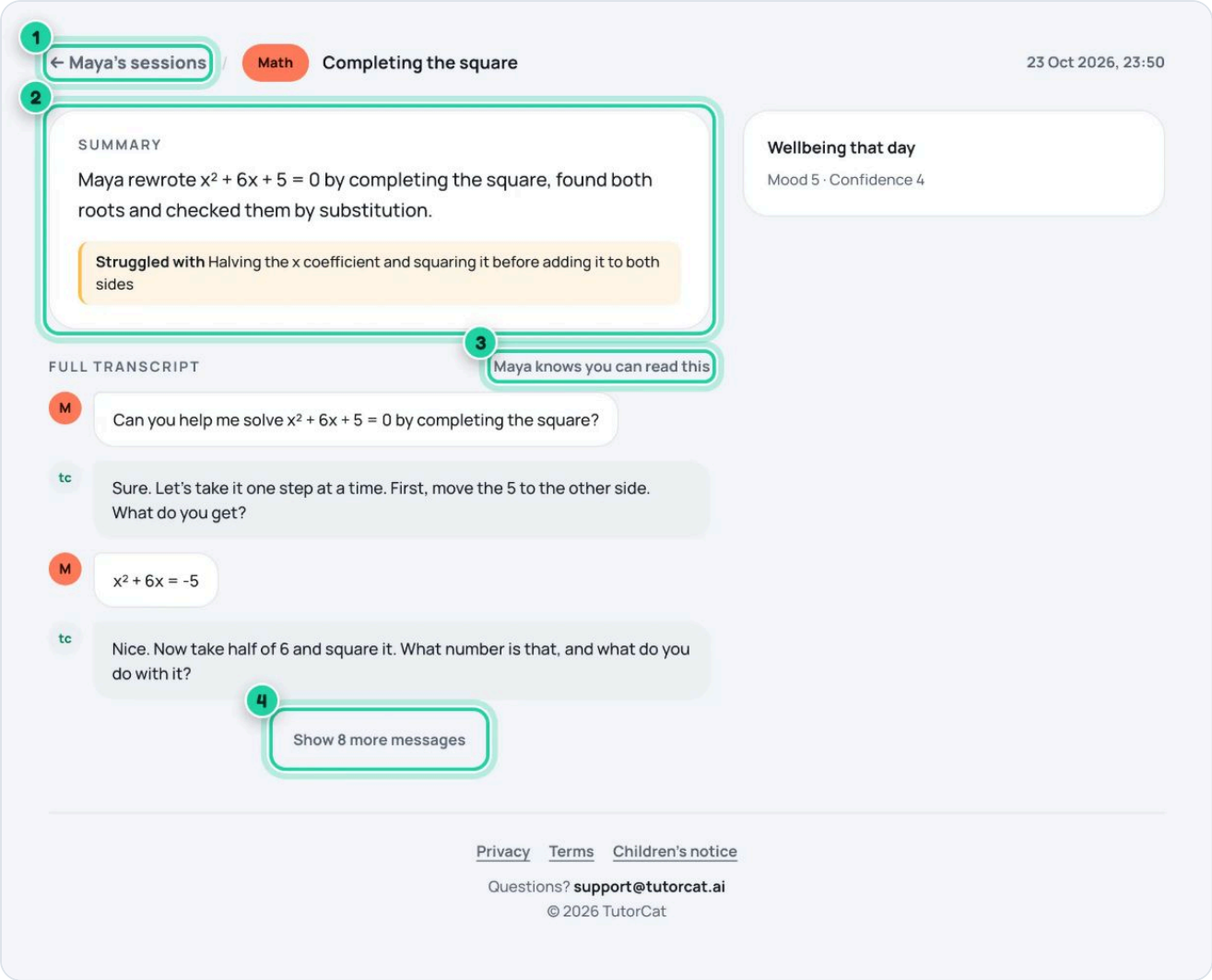
The newest session is at the top. If your child hasn't finished a session yet, you'll see "No summarized sessions yet. Once [name] finishes a tutoring session, a summary appears here."

> **TIP**
> The **Struggled with** line is a good conversation starter. "I saw you worked on completing the square. Which bit was tricky?" goes a long way.

Read a full transcript

1. Choose any row in **Sessions**.
2. The transcript page opens. At the top you'll see:
   - **← [Name]'s sessions**, to go back
   - the subject, the session title, the date and time, and how many minutes it lasted when the session started and ended on the same day
3. **Summary** repeats the summary, with **Struggled with** underneath.
4. **Full transcript** shows the conversation. Your child's messages are on one side and the tutor's on the other.

5 The first four messages show straight away. Choose **Show [number] more messages** to see the rest, and **Show fewer** to fold it again.



A transcript: back link, summary, struggled with, and the conversation between Maya and the tutor

1 **Back to Maya's sessions**
2 **Summary and struggles**
3 **Maya knows you can read this**
4 **Show the rest**

What you'll see in a transcript

- **Typed messages**, exactly as your child wrote them.
- **Photos** your child took of their homework, inside the message. Homework photos are deleted automatically after 90 days, so older ones may no longer load.
- **Spoken messages**, marked **spoken, transcribed**. TutorCat turns your child's voice into text and never keeps the recording. Voice is switched off for children below their country's consent age.
- **Safety replies**. If something your child wrote worried TutorCat's safety checks, you'll see the support message and helplines they were shown, in full.
- **Wellbeing that day**. If your child did a check-in on the same day, a side card shows their mood, confidence and note.

Next to **Full transcript**, a small line reads "**[Name] knows you can read this**". It's true: your child is told in the app that a linked parent can see their sessions.

> **SAFETY**
> There is one exception. If your child tells us someone is hurting them, that stays private to keep them safe, and it isn't shown to parents. The **Safety alerts** page explains why.

How the tutor works

The transcripts show how TutorCat teaches. The tutor guides your child through a problem one step at a time and asks them to do each step, rather than handing over the answer first. That's why summaries and gaps talk about "working the steps".

Whiteboard lessons

When your child asks TutorCat to explain something, such as "How does the heart work?", the tutor may answer on a **whiteboard**. A board is a page of handwriting that builds up on screen a piece at a time, with a pen. TutorCat reads it aloud with captions. Your child can switch to a plain-text view, pause it, or watch it again.

In the transcript, a board shows as **the text version of the board**: its title, its notes, labelled lists and steps, and any question at the end, written out as words. You can read everything the board said. You don't see the drawing itself.

Nothing about safety or privacy is different for boards:

- Your child's question is checked before any board is made, exactly as for any other message.
- The board's text is checked before your child sees it, and an unsafe board is taken back and replaced with a calm message.
- Serious worries still get the support message and helplines, never a board.
- Boards are stored and shown to you under the same rules as the rest of the conversation. Photos still delete after 90 days.

For homework problems, a board shows the **method** as steps. The answer still has to be earned, the same as on the Steps card.

If the boards don't suit your child, they can tap **Chat** on any board to read it as text. The child's guide page Learn on the whiteboard explains it from their side.

If you can't open a session

If you see "You don't currently have access to this child's data", your consent for that child is not active right now. This happens after consent is withdrawn. See **Family, consent and a second parent**.

PARENTS

Gaps and the skill profile

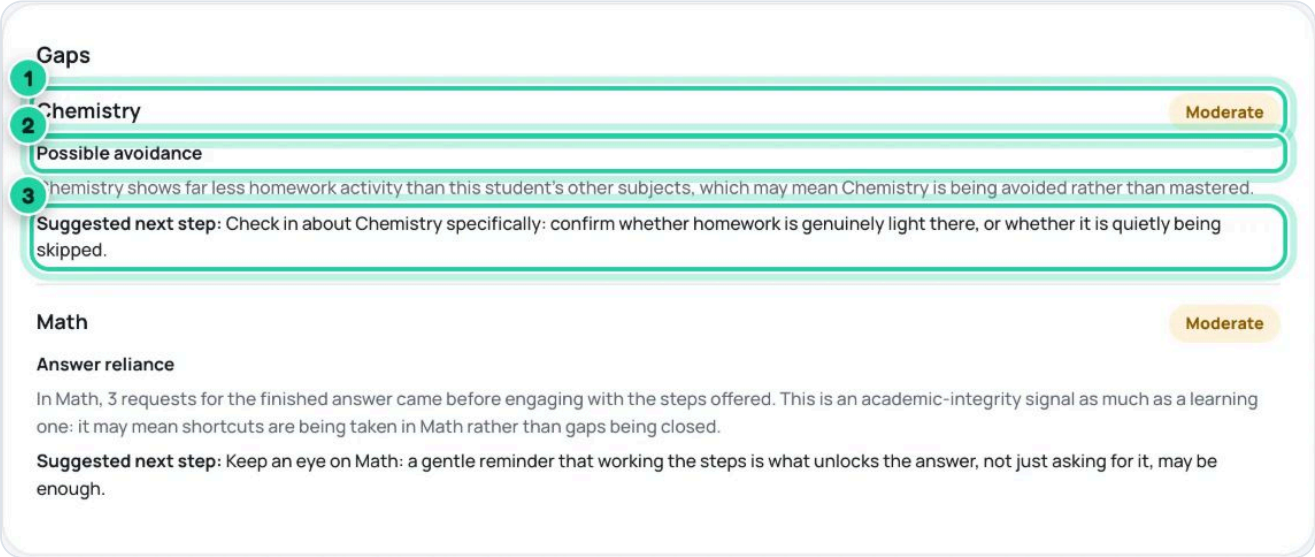
Spot subjects where your child may need a hand, and see the habits they are building, backed by real evidence.

At the bottom of your child's page are two cards that look at patterns over time, not single sessions: **Gaps** and **Skill profile**.

Gaps

Gaps points out subjects where your child's homework activity suggests they may need some help. Each gap shows:

- the **subject**
- how strong the signal is: **Low**, **Moderate** or **High**
- what kind of gap it is
- a plain description of what TutorCat noticed
- **Suggested next step:** a small, practical thing you can do



The Gaps card with two gaps, each with a severity, description and suggested next step

1 **Subject and how strong** 2 **Kind of gap** 3 **A next step to try**

The three kinds of gap

Gap	What it means
Answer reliance	Your child asked for the finished answer several times before working the steps the tutor offered. It may mean shortcuts are being taken in that subject.
Needs more scaffolding	Questions in this subject needed many more steps than usual. That often points to a gap in the basics, not just a few hard problems.
Possible avoidance	This subject has far less homework activity than your child's other subjects. It may be light on homework, or it may be quietly skipped.

When nothing stands out, the card says "No gaps detected right now, based on [name]'s homework activity so far."

> **TIP**
> A gap is a prompt for a conversation, not a verdict. The suggested next step is written to be gentle, such as asking your child to talk you through one recent problem.

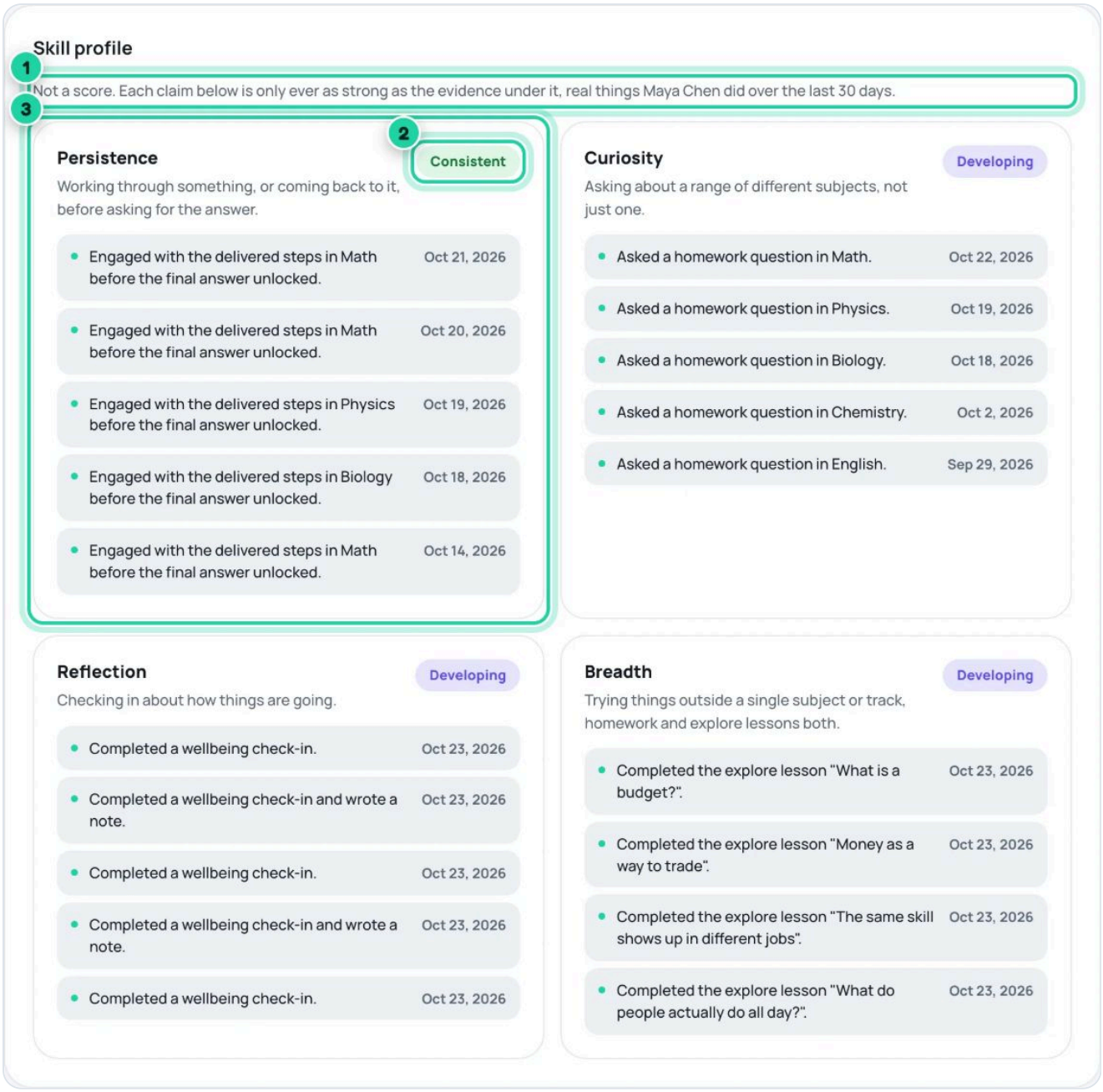
Skill profile

The **Skill profile** looks at four habits, using what your child actually did over the last 30 days. It is not a score, and it never compares your child with anyone else.

Skill	What it looks for
Persistence	Working through something, or coming back to it, before asking for the answer.
Curiosity	Asking about a range of different subjects, not just one.
Reflection	Checking in about how things are going.
Breadth	Trying things outside a single subject or track, in homework and explore lessons.

Each skill shows one of these:

- **Emerging**, **Developing** or **Consistent**, with the real moments that back it up listed underneath.
- **Not enough evidence yet**, with a line explaining what would fill it in. This is the honest starting point, not a low mark.



The Skill profile card with Persistence, Curiosity, Reflection and Breadth

1 **Not a score** 2 **How consistent it is** 3 **The evidence behind it**

PARENTS

The weekly digest email

A short email about your child's week. Choose the day it arrives, or turn it off, for each child.

Once a week, TutorCat emails you a short digest called **Your TutorCat weekly digest**. It's the easiest way to keep up without opening the app.

What's in it

For each child you get the digest for:

- how many days they were active this week, how many minutes they spent learning, and their current streak
- a line for each session summary from the week
- **Worth your attention:** under any session where your child struggled
- if there were no summarized sessions, a line saying so

For the full transcripts, open your parent home.

> **GOOD TO KNOW**
>
> If you have several children, you get **one** email with a section for each child, not one email per child.

Choose the day, or turn it off

The digest is on by default and arrives on Mondays. You can change both for each child.

1. Open **Settings**.
2. Choose the child, using **Manage** on their card if they aren't already open.
3. Find **Weekly digest** ("About [name]'s week").
4. To change the day, pick it from **Email every**.
5. To stop the digest for this child, turn the switch off. Turn it back on any time.



The Weekly digest card in Settings, with the day picker and the on/off switch

1 **Pick the day** 2 **Turn it on or off**

Changes save straight away. If something goes wrong, you'll see "Couldn't save that just now. Your previous setting is unchanged."

When children have different days

Because there's one email a week, TutorCat waits for the **latest** day you've chosen across your children. For example, if Maya is set to Monday and Sam to Thursday, the email arrives on Thursday and covers both.

If you turn the digest off for every child, you won't get a digest at all.

> **TIP**
> These settings are yours. If another parent is linked to the same child, they choose their own digest day separately.

PARENTS

Wellbeing: mood, confidence and notes

See how your child says they are feeling, how confident they are, and any note they chose to write.

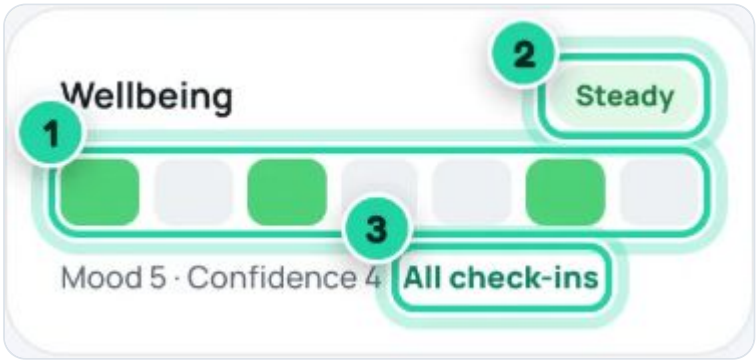
Your child can do a short wellbeing check-in on TutorCat: a mood from 1 to 5, a confidence score from 1 to 5, and an optional note of up to 500 characters. You see all three.

Your child is told this plainly before they write: "A parent you've given consent to can see how you're feeling and your note."

The Wellbeing card

1. On your home page, choose your child.
2. Find the **Wellbeing** card.
3. The row of squares shows the last 7 days of mood. Green is a good day, red a hard one, and an empty square is a day without a check-in.
4. Under it is the latest check-in: the note (if any), **Mood** and **Confidence**.
5. A small word next to the title sums up the average mood of the last seven check-ins:
   - **Steady**: an average of 4 or more
   - **Mixed**: an average from 3 up to 4
   - **Needs a chat**: an average below 3

   It only appears once there are at least two check-ins.

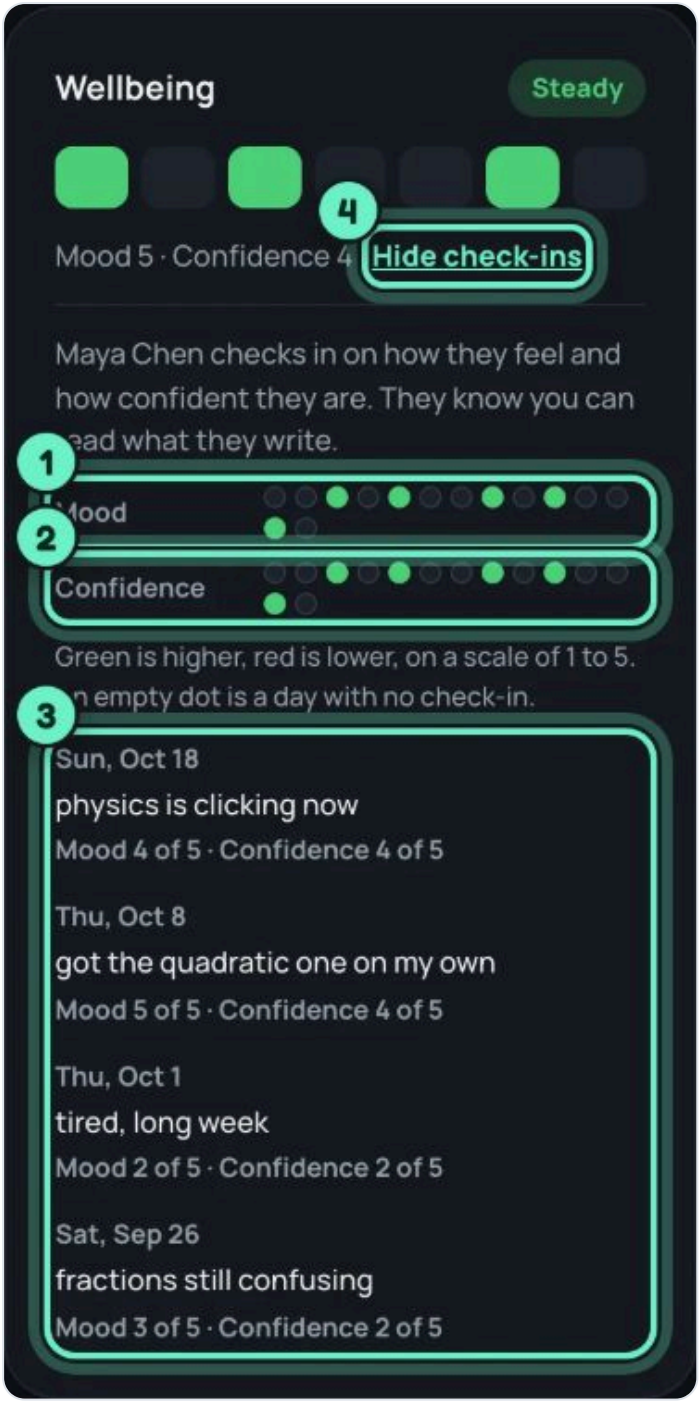


The Wellbeing card with the 7-day mood row, the latest check-in and the status word

1 Mood, last 7 days 2 The week in a word 3 See every check-in

See all check-ins

1. Choose **All check-ins** at the end of the latest check-in line.
2. You'll see 14 days of dots for **Mood** and for **Confidence**. Green is higher, red is lower, and an empty dot is a day with no check-in.
3. Underneath, every note your child wrote is listed with its date, mood and confidence, framed as their own words.
4. Choose **Hide check-ins** to fold it away.



All check-ins opened in dark mode: 14 days of mood and confidence, and Maya's notes

1. **Mood, 14 days**
2. **Confidence, 14 days**
3. **Maya's own words**
4. **Fold it away**

If you open a session transcript from a day your child checked in, a **Wellbeing that day** card shows that day's check-in too.

How notes are used

- Notes are checked by an automated safety system, so TutorCat can help your child if they need it.

- Notes are **never** used for tutoring.
- If a note suggests a serious concern, your child sees helplines straight away, and you may get a safety alert. See **Safety alerts**.
- If a note tells us someone is hurting your child, it stays private to keep them safe and won't appear here. The **Safety alerts** page explains why.

TIP

A "Needs a chat" week, or a note like "tired, long week", is a nudge to check in, not an alarm. Children are more likely to keep writing honest notes when they feel the response is kind.

PARENTS

Screen time

Set a daily limit and quiet hours for each child, choose whether reaching them warns or blocks, and see what your child sees.

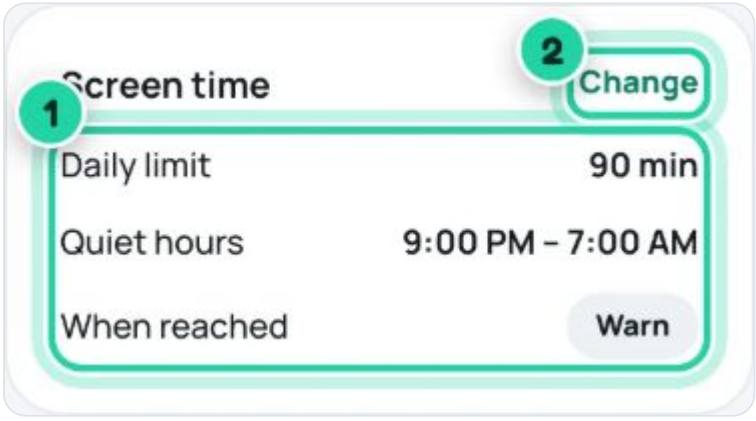
You can give each child a daily learning limit and quiet hours. You also choose what happens when they reach them: a gentle **Warn**, or **Block**, which pauses new questions.

See the current settings

Your home page has a **Screen time** card for the child you're viewing:

- **Daily limit**: for example "90 min", or "No limit set"
- **Quiet hours**: for example "9 PM – 7 AM", or "Off"
- **When reached**: **Warn** or **Block**

Today's minutes also appear under **Learning activity** on a computer, and in the **Today** tile on a phone.



The Screen time card on the parent home, with the Change link

1 **Limit, quiet hours, mode** 2 **Change it in Settings**

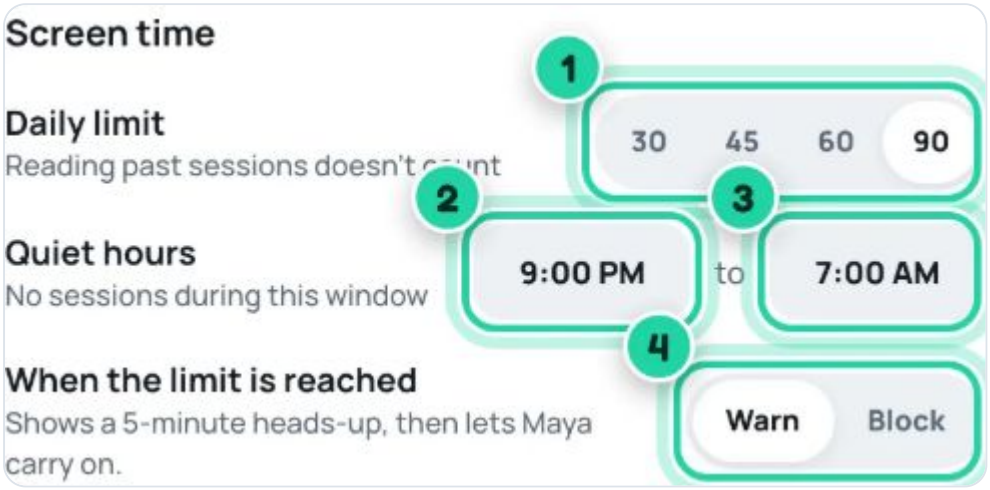
Choose **Change** to go straight to that child's screen-time settings.

Change the settings

1. Open **Settings** (or choose **Change** on the home card).
2. Choose the child. Use **Manage** on their card if they aren't already open.
3. Under **Screen time**, set:

- **Daily limit**: choose **30**, **45**, **60** or **90** minutes. Reading past sessions doesn't count towards it.
- **Quiet hours**: pick a start time, then an end time after **to**. Choose **Off** to have none. Quiet hours can run past midnight, such as 9:00 PM to 7:00 AM.
- **When the limit is reached**: **Warn** or **Block**.

4 That's it. There is no Save button. Your change saves itself a moment after you make it, and **Saved** appears.



Screen time settings for Maya: the daily limit, quiet hours and when the limit is reached

1 **Daily limit in minutes** 2 **Quiet hours start** 3 **Quiet hours end**
4 **Warn or Block**

> **GOOD TO KNOW**
> Choose a daily limit first. Quiet hours and Warn or Block stay greyed out until a limit is set.

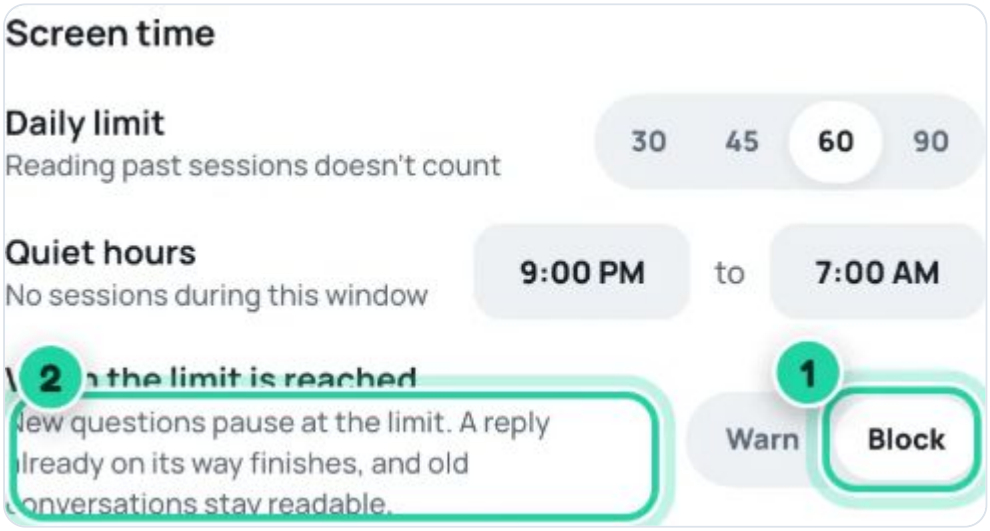
> **GOOD TO KNOW**
> Once a limit is set, you can change it but you can't remove it. If you'd like it to be loose, choose **90**.

Quiet hours follow your own clock: TutorCat uses the time zone of the device you save them on.

Warn or Block: what's the difference?

	Warn (the default)	Block
5 minutes before the limit	Your child sees a heads-up: "Your parent set a daily limit. You can keep going, and it's a good moment to wrap up."	Your child sees a heads-up: "Finish this step, the answer will wait for tomorrow."
When the limit is reached	Nothing stops. Your child's own progress page says they've reached today's limit.	New questions and new messages pause until tomorrow.
During quiet hours	Nothing stops. Your child's progress page says they're inside your quiet hours.	New questions and new messages pause until quiet hours end.

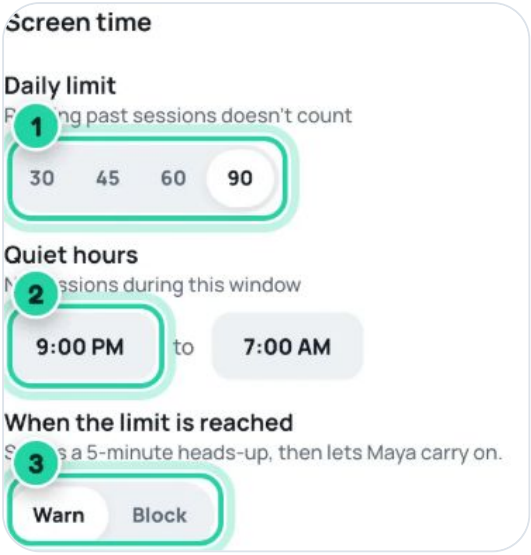
With **Block**, the help text under the setting reads: "New questions pause at the limit. A reply already on its way finishes, and old conversations stay readable."



When the limit is reached set to Block, with its help text

1 **Block is on** 2 **What Block does**

On a phone, the same settings stack one under another.



Screen time settings on a phone

1 **Daily limit**

2 **Quiet hours**

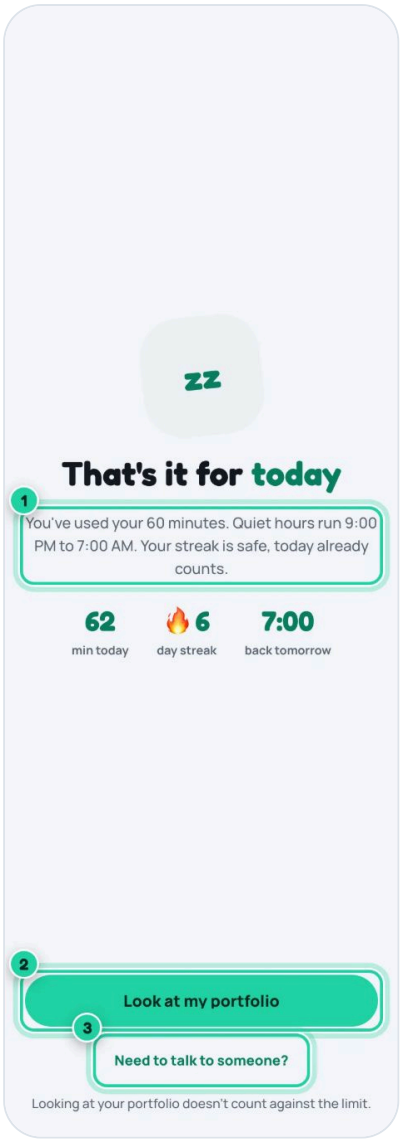
3 **Warn or Block**

What your child sees when Block applies

When a Block limit is reached, or quiet hours begin, your child sees **That's it for today**. It tells them:

- that they've used their minutes, or that it's quiet hours
- your quiet hours, if you set them
- how many minutes they learned today, their streak and, if you set quiet hours, the time they're back
- "Your streak is safe, today already counts", if they already learned today

They can still choose **Look at my portfolio** (which doesn't count against the limit) and read their old conversations.



What a child sees when a Block limit is reached, with the Need to talk to someone? link

1. **Why it has stopped**
2. **Portfolio still open**
3. **Help is never blocked**

SAFETY

Limits never block help. The screen always keeps **Need to talk to someone?**, and every message is checked for safety before the limit applies. A child who is struggling still sees helplines, at any hour.

How minutes are counted

TutorCat counts the time your child spends in tutoring sessions. Overlapping sessions count once, and a session left open all day can't take over the total. Time spent just reading an answer without doing anything isn't captured, so the figure is more likely to be a little low than too high.

Two parents, one limit

The limit belongs to the child, not to each parent. If two parents are linked, either can change it, and the latest change is the one that applies.

PARENTS

Safety alerts

What makes TutorCat alert you, what you will see, what to do next, and the one kind of message that stays private.

TutorCat checks everything your child sends, including messages, homework photos and wellbeing notes, for signs that they may be at risk. If a check finds a serious concern, two things happen:

1. **Your child sees helplines straight away**, with a kind message encouraging them to talk to a trusted adult. This always happens first.
2. **You are alerted**, by email and on your parent home.

Safety alerts and helplines are free on every plan. They are never behind a paywall.

What triggers an alert

Only **serious** concerns in these areas reach you:

- your child **may be having thoughts of hurting themselves**
- your child **may be in or near danger**
- your child **may have come across or been sent something sexual or inappropriate**
- your child **may be being bullied**

Some things are deliberately not alerts:

- **Smaller worries.** Possible concerns are recorded, but they don't alert you.
- **Ordinary homework that sounds alarming**, like a history question about a war or "how did the character die" in English. The checks are built not to raise alerts for these.
- **The tutor's own replies.** These are checked too, and an unsafe reply is replaced, but that never alerts you about your child.
- **A child telling us someone is hurting them.** This stays private to keep them safe. See the section below.

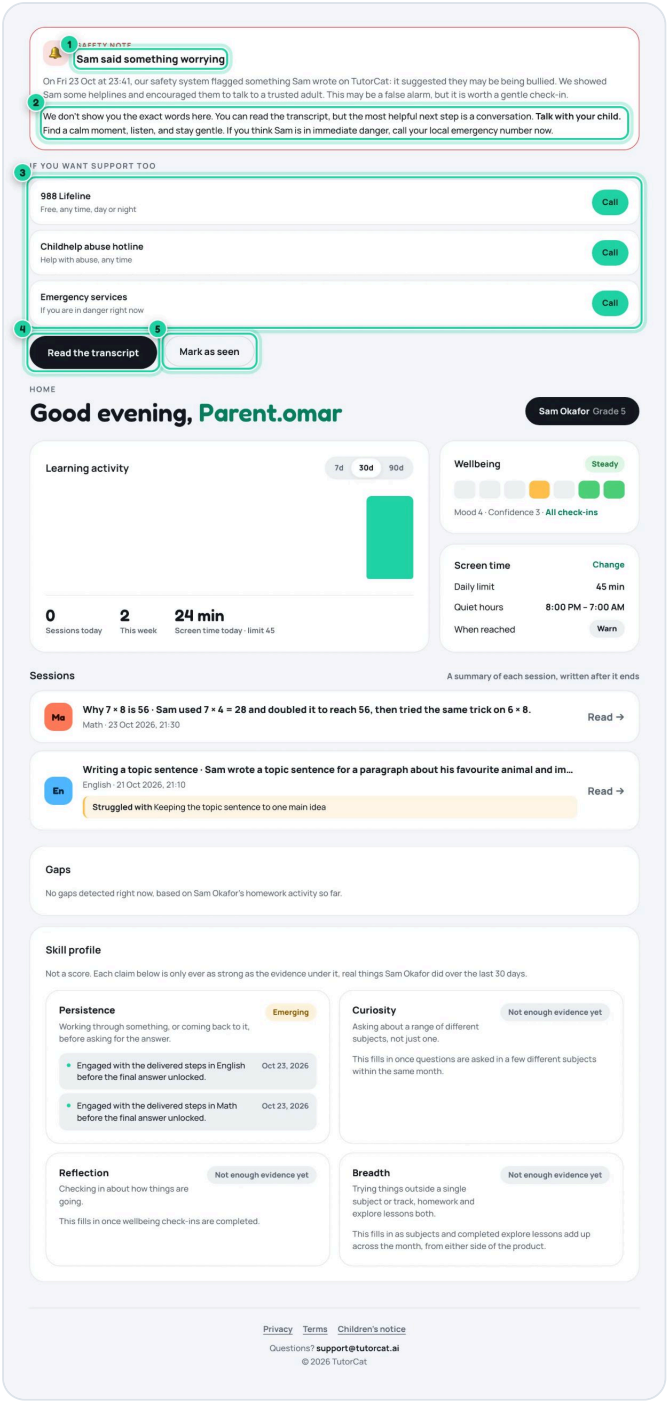
You get at most one alert email per child, per kind of concern, in any 24 hours, so a hard evening doesn't flood your inbox.

The alert email

The email's subject is **Important: a safety message about [name] on TutorCat**. It says what the concern seems to be, that it may be a false alarm, and what you can do. For your child's privacy, it never includes their messages.

The Safety note on your home page

When you next open TutorCat, a **Safety note** sits at the top of your home page, above everything else.



A Safety note about Sam at the top of the parent home

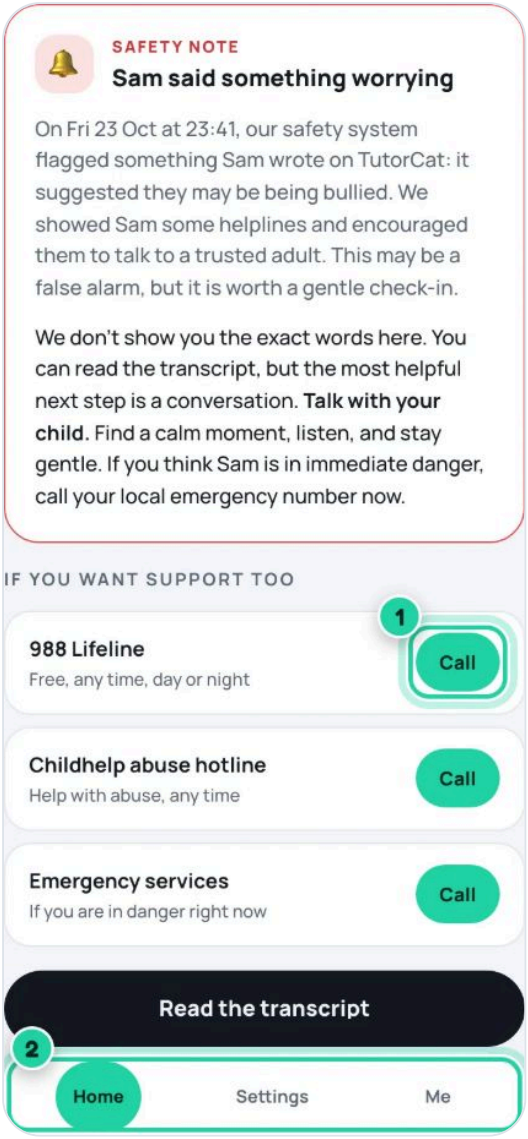
1. What happened
2. Talk with your child
3. Support for you too
4. Read the transcript
5. Mark as seen

It tells you:

- **What happened**, in a headline such as "Sam said something worrying", and when.
- **What raised it**: something your child wrote, a photo they shared, or a check-in note.
- **What the concern seems to be**, in the same words as the email.
- **What we did**: "We showed [name] some helplines and encouraged them to talk to a trusted adult."

- That **it may be a false alarm**, but is worth a gentle check-in.

Under **If you want support too** are helplines for your child's country. On a phone, choose **Call** to ring one straight away.

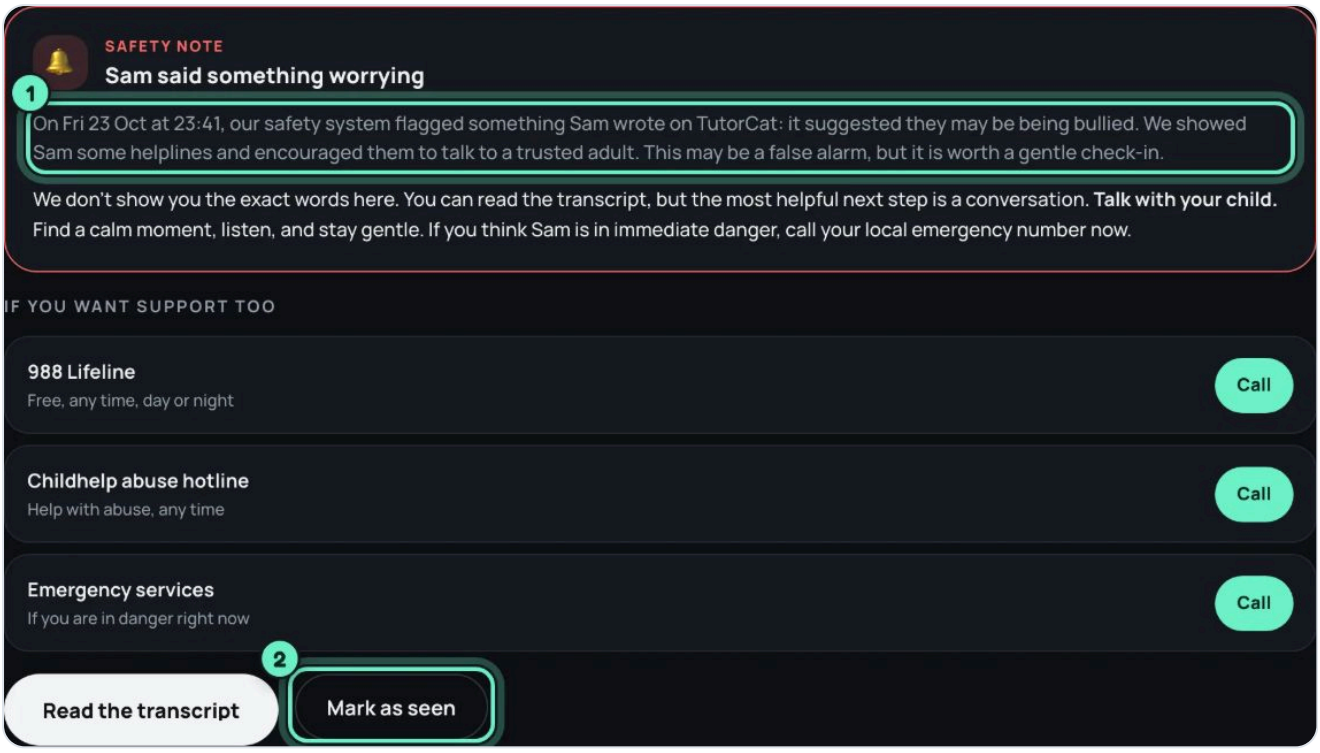


The Safety note on a phone, with helplines and Call buttons

1. **Tap to call**
2. **Mark as seen**

The note doesn't show your child's exact words. If the concern came from a conversation, you can choose **Read the transcript**. But the most helpful next step is usually a conversation, not the transcript.

When you've read it, choose **Mark as seen**. The note leaves your home page.



The Safety note in dark mode

1 What we noticed 2 Mark as seen

GOOD TO KNOW

Mark as seen is remembered on the device you used. If you open TutorCat on another phone or computer, the note may appear there again. Alerts from the last 90 days can show.

What to do next

SAFETY

If you think your child is in immediate danger, call your local emergency number now.

Otherwise:

1. **Talk with your child.** Find a calm moment. Listen more than you speak, and stay gentle. Thank them for being honest, even if the alert turns out to be a false alarm.
2. **Remember the alert may be wrong.** Automated checks sometimes misread a joke, a song lyric or a story they're writing.
3. **Get support for yourself too.** The helplines under **If you want support too** are there for you as well as your child.

4. **Keep the door open.** A child who feels safe telling you things is better protected than any tool can make them.

TutorCat is not an emergency service, and it doesn't watch your child in real time. Alerts arrive after your child has written something, and only while they're using TutorCat.

When a child tells us someone is hurting them

There is one kind of message TutorCat **never** shares with parents: when a child tells us **someone is hurting them**, such as harm at home or abuse.

When that happens, TutorCat:

- shows your child helplines straight away and encourages them to talk to a trusted adult
- does **not** send any parent an email or a Safety note
- keeps that message out of everything parents can see: the transcript, session summaries, the weekly digest, wellbeing notes and the data export

Those messages are simply left out. Nothing marks where they were.

Why we do this

We know this may be hard to read. Nearly every parent using TutorCat is doing exactly what you're doing: looking out for their child.

But when a child is being hurt, the person hurting them may live in the same home. TutorCat can't know who is involved. If we told the adults in the house, a child who reached out could be put in more danger, and might never ask for help again.

A child at risk at home must be able to ask for help safely. So we make the same promise to every child: if you tell us someone is hurting you, that stays private, to keep you safe. Keeping that promise for every child is what makes it safe for any child to speak up.

Your child is told about this in the app. You were told about it on the consent page, before you agreed.

Everything else still reaches you

This exception is narrow. Every other serious concern, including thoughts of self-harm, being in danger, bullying, or something sexual or inappropriate, **does** alert you as described above, and those messages stay visible in the conversation.

Safety replies in transcripts

When your child was shown a safety reply, you'll find it in the session's transcript, in full, exactly as your child saw it. See **Sessions and transcripts**.

PARENTS

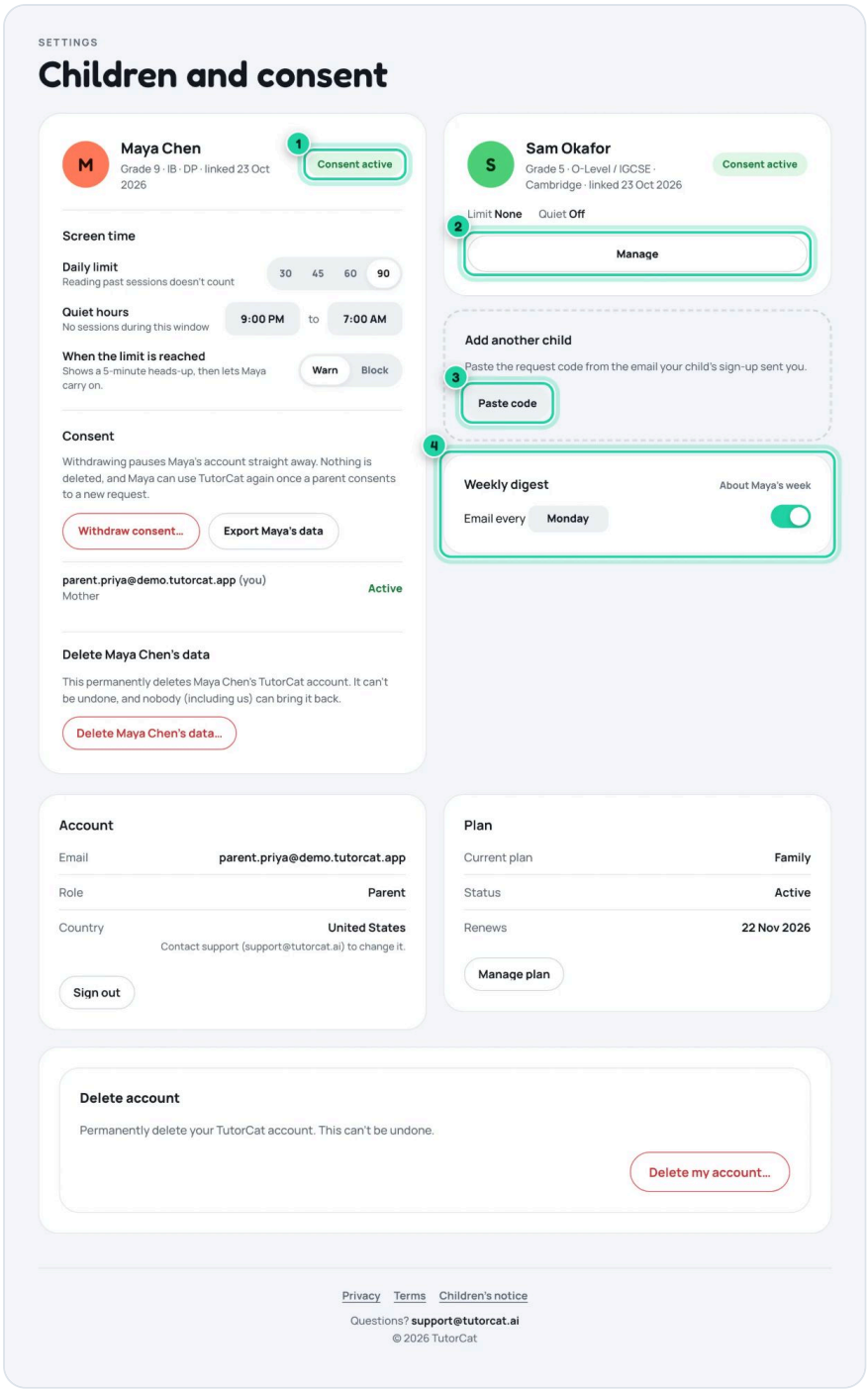
Family, consent and a second parent

Manage each child in Settings, add another child, link a second parent, and withdraw your consent if you need to.

Everything you can change about a child lives in **Settings**, under **Children and consent**. Nothing here is behind a paywall: consent, screen time, export and deletion are free on every plan.

Find your way around Settings

1. Choose **Settings** in the sidebar (or at the bottom of your phone screen).
2. One child's card is open on the left. It shows their name, grade, curriculum, the date you linked, and **Consent active**.
3. Inside it, in order: **Screen time**, **Consent**, and **Delete [name]'s data**.
4. Your other children appear as smaller cards on the right, with their limit, quiet hours and mode. Choose **Manage** to open one.
5. Below them are **Add another child** and the **Weekly digest** for the open child.



Settings: Maya's card open, Sam's card with Manage, Add another child and the Weekly digest

1. **Consent active**
2. **Open another child**
3. **Add another child**
4. **Weekly digest**

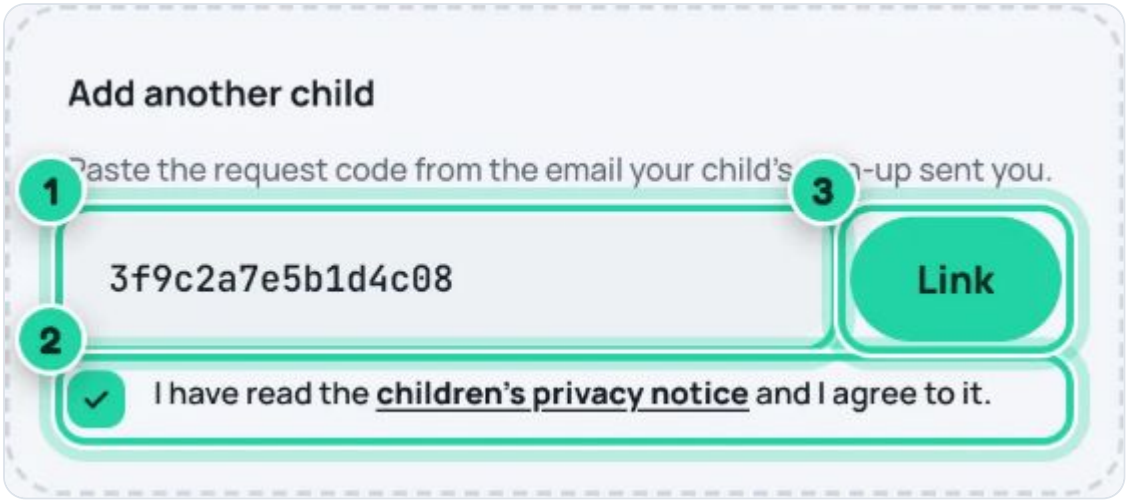
Add another child

When another of your children signs up and adds you, you'll get a new consent email. Follow its link, as in **Getting started**. Or paste the code here:

1. In **Add another child**, choose **Paste code**.
2. Paste the code from the email.

3 Tick **I have read the children's privacy notice and I agree to it.**

4 Choose **Link**.



Add another child, with the code field, agreement box and Link button

1 Paste the code 2 Tick to agree 3 Link

> **GOOD TO KNOW**
> You can't create a child's account for them. Your child signs up first and sends you the request.

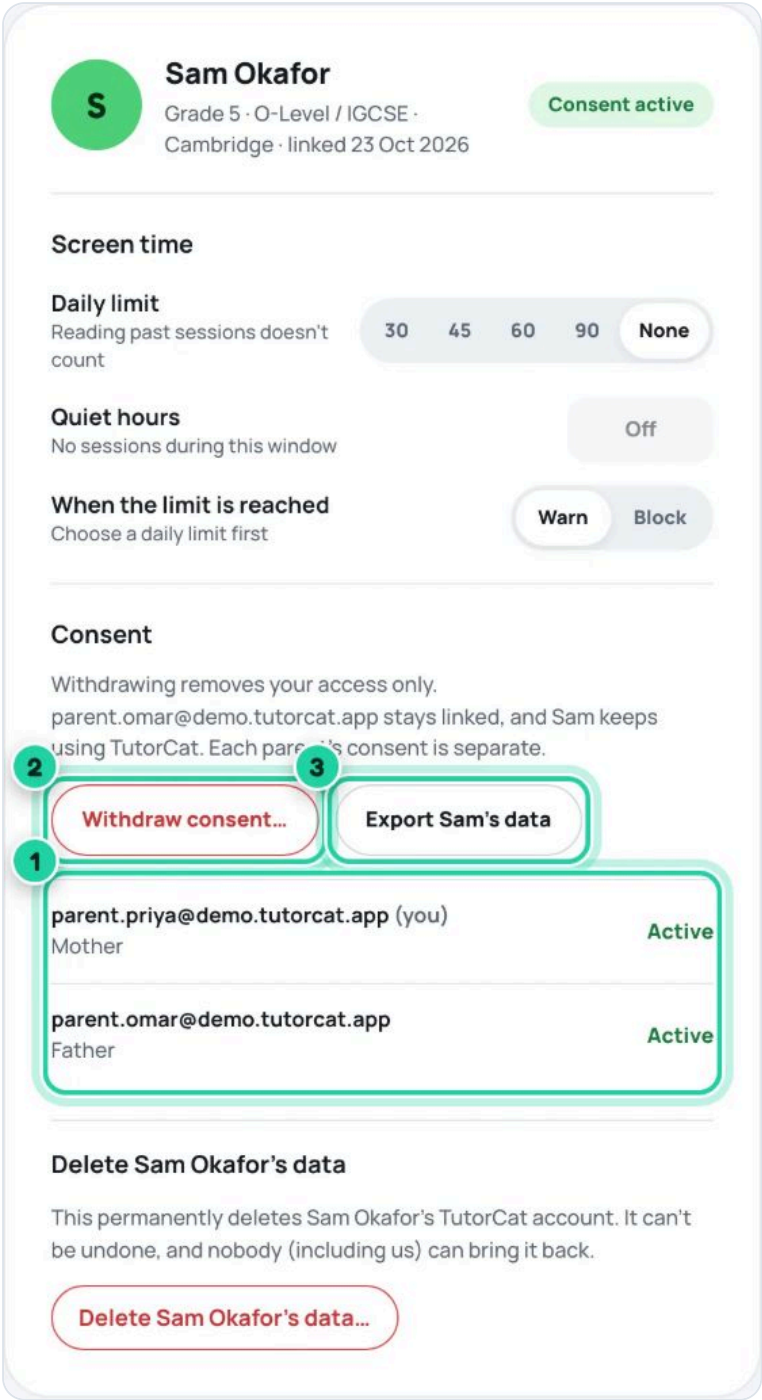
Linking a second parent

Both parents (or guardians) can be linked to the same child. They count equally: there is no main parent.

- **Your child adds the other parent.** In their own **Settings**, under **Your parents**, they choose **Add another parent**, enter the parent's email and relationship, and choose **Send request**.
- **The other parent confirms separately**, from their own email and their own parent account. You can't confirm for them, and they can't confirm for you.
- **You'll be told.** When another adult gives consent for your child, you get an email: **Consent for [name] on TutorCat**. If you didn't expect it, sign in and check.
- **Both of you see the same things**: sessions, wellbeing, screen time, gaps, skills and safety alerts.
- **Some settings are shared, some are yours.** The screen-time limit belongs to the child, so either parent can change it. The weekly digest day is your own.

See who has consent

Open the child's card in Settings. The **Consent** section lists every parent who has given consent for this child: their email, "(you)" next to yours, their relationship, and **Active** or the date it was revoked.



The Consent section for Sam, listing both parents' consent records

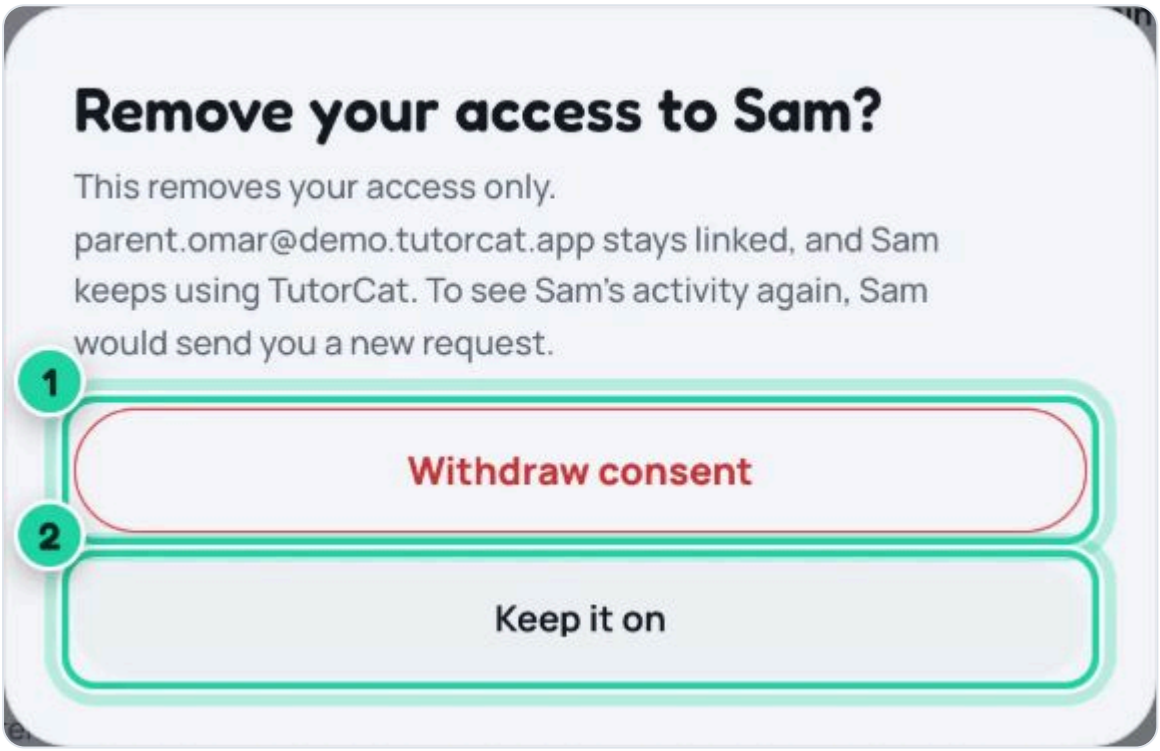
1. Every parent's consent
2. Withdraw your consent
3. Download Sam's data

From here you can also choose **Export [name]'s data**. See **Downloading your child's data**.

Withdraw your consent

You can withdraw your consent for a child at any time. You only ever withdraw **your own** consent, never another parent's.

1. Open the child's card in Settings.
2. Under **Consent**, read the line above the buttons. It tells you exactly what will happen in your situation.
3. Choose **Withdraw consent…**.
4. Read the confirmation, then choose **Withdraw consent**, or **Keep it on** to change your mind.



The confirmation when another parent is still linked: Remove your access to Sam?

1 **Confirm withdrawal** 2 **Changed your mind?**

What changes

If another parent is still linked, you'll see **Remove your access to [name]?** Only your access ends. The other parent stays linked, and your child keeps using TutorCat.

If you're the only parent who gave consent, you'll see **Pause TutorCat for [name]?** What happens next depends on your child's age:

- **Below the consent age in their country:** your child sees a screen saying consent was withdrawn and can't start sessions until a parent consents again. Their portfolio, streak and points are kept.

- **At or above the consent age:** your child can keep using TutorCat on their own. You just stop seeing their activity.

In every case:

- **Nothing is deleted.** Withdrawing is not the same as deleting.
- **You stop seeing the child's activity** straight away, and the weekly digest stops for that child.
- **There's no undo button.** To link again, your child sends you a new request.
- **You can still delete their data.** The child stays on your home page and in Settings as **Consent withdrawn**, with only the delete option. See **Deleting your child's data**.

PARENTS

Deleting your child's data

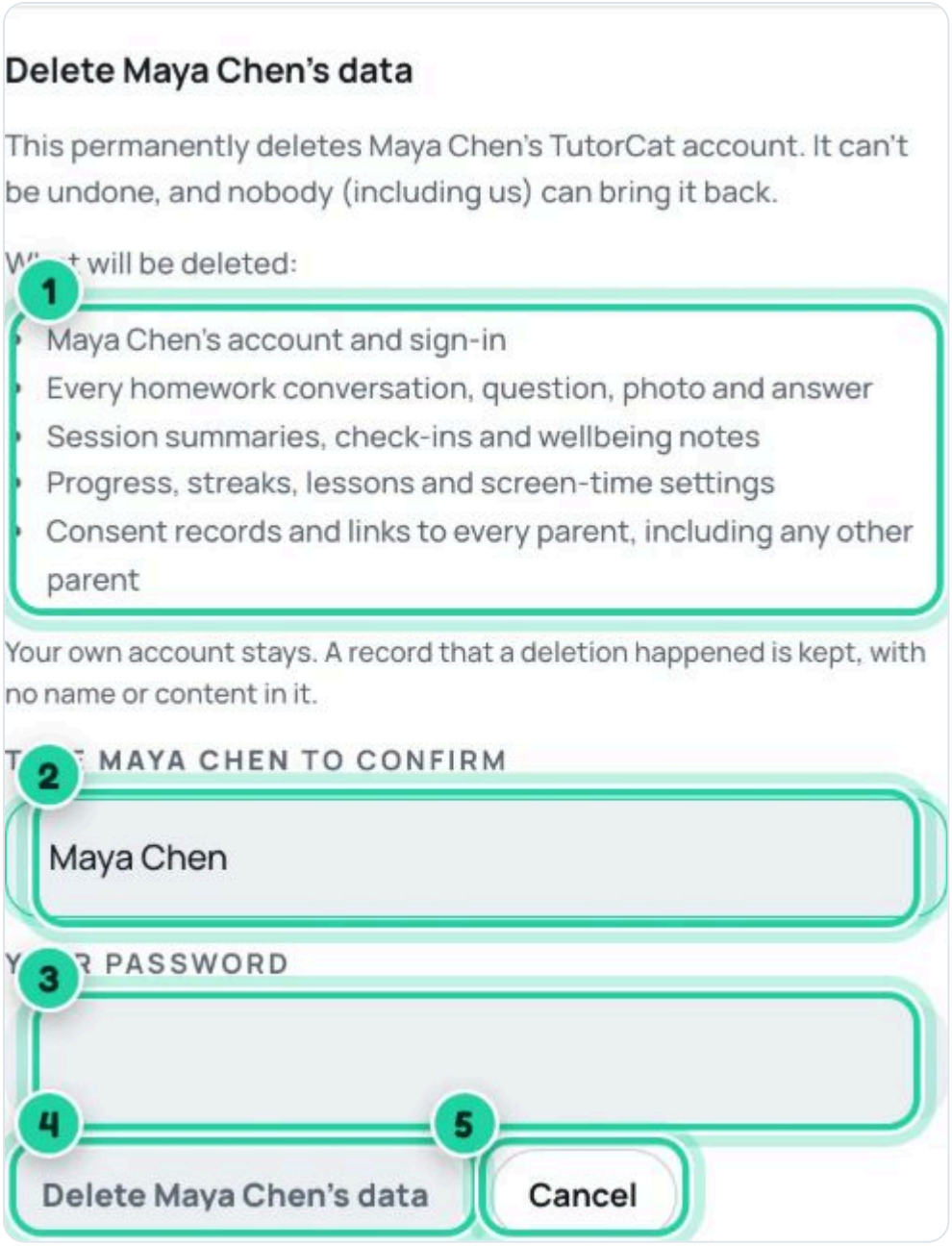
Permanently delete a child's TutorCat account and everything in it. It happens straight away, after you confirm with your password.

You can permanently delete your child's TutorCat account and everything under it. It's free on every plan, and it happens **immediately** once you confirm with your password. There's no waiting period, and nobody (including TutorCat) can bring it back.

> **TIP**
>
> Want a copy first? Download your child's data before you delete. See **Downloading your child's data**.

Steps

1. Open **Settings**.
2. Open the child's card. Use **Manage** if it isn't already open.
3. At the bottom of the card, find **Delete [name]'s data**.
4. Choose **Delete [name]'s data…**. The card now lists exactly what will go.
5. Type your child's name, exactly as shown, into **Type [name] to confirm**. Capital letters don't matter.
6. Enter **Your password**: your own parent password, not your child's.
7. Choose **Delete [name]'s data**. The button only works once the name matches and the password is filled in.
8. Changed your mind? Choose **Cancel**. Nothing is deleted.



Deleting Maya's data: the list of what will be deleted, the name typed in, and the password field

1. **Everything that goes**
2. **Type the name**
3. **Your own password**
4. **Deletes immediately**
5. **Or cancel**

If the password is wrong, you'll see a message and nothing is deleted.

What is deleted

- your child's account and sign-in
- every homework conversation, question, photo and answer
- session summaries, check-ins and wellbeing notes
- progress, streaks, lessons and screen-time settings
- consent records and links to every parent, **including any other parent**

What stays

- **Your own account.** Only your child's data goes.
- **A record that a deletion happened**, with no name or content in it.

Things to know before you delete

- **It affects the other parent too.** If two parents are linked, deleting removes the child for both of you. It may be worth talking to them first.
- **You can delete after withdrawing consent.** A child you withdrew consent for still shows on your home page and in Settings, marked **Consent withdrawn**, with only this delete option.
- **If your child is younger than the consent age**, they can't delete their own account. If they try, TutorCat tells them to ask you, and points them to this option.
- **If a session is in progress**, it stops quietly when the account is deleted.

PARENTS

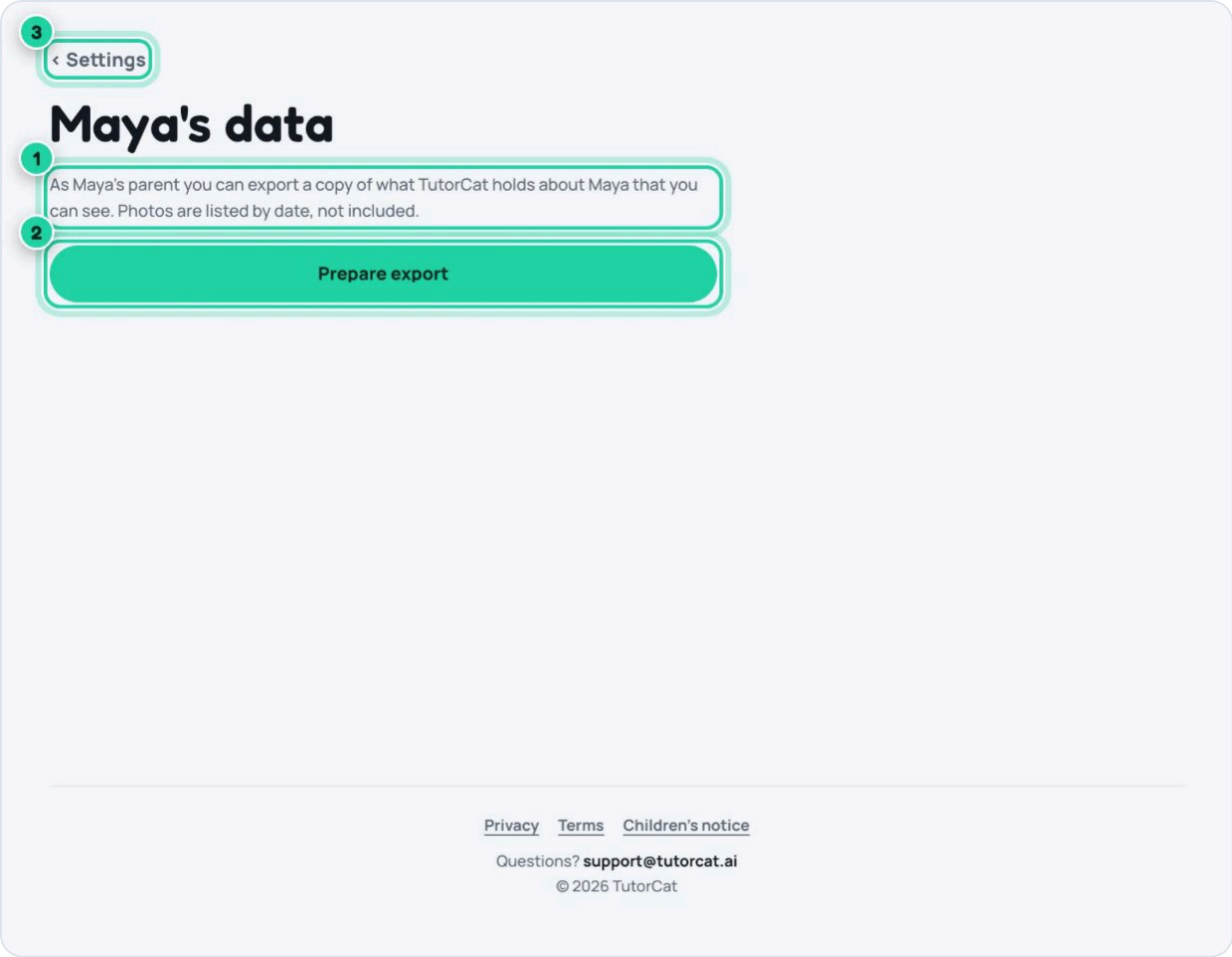
Downloading your child's data

Get a copy of what TutorCat holds about your child that you can see, as a file you open or save.

You can download a copy of what TutorCat holds about your child that you, as their parent, can see. It's free on every plan.

Steps

1. Open **Settings**.
2. Open the child's card. Use **Manage** if it isn't already open.
3. Under **Consent**, choose **Export [name]'s data**.
4. The **[Name]'s data** page opens. Choose **Prepare export**.

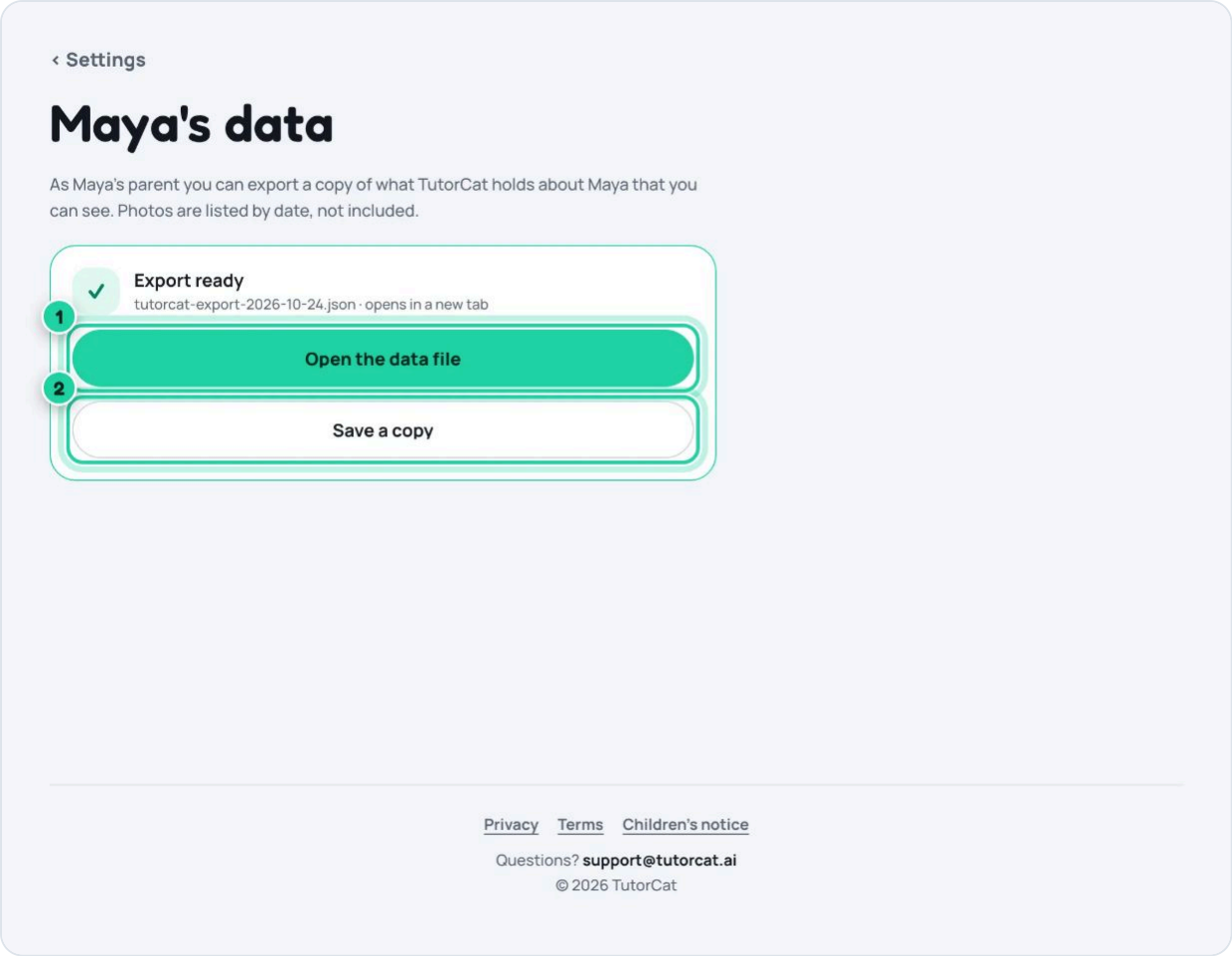


The export page for Maya with the Prepare export button

1 **What the file holds** 2 **Prepare export** 3 **Back to Settings**

5 When it's ready, you'll see **Export ready** and the file's name.

6 Choose **Open the data file** to look at it in a new tab, or **Save a copy** to keep it on your device.



Export ready, with Open the data file and Save a copy

1 **Open in a new tab** 2 **Save to your device**

7 Choose ‹ **Settings** to go back.

What's in the file

The file is a structured text file (JSON). It's built the moment you ask, so it's always up to date. It includes what you can see as a parent, such as your child's sessions, summaries, check-ins and activity.

- **Photos** are listed by date, but the pictures themselves aren't included.
- **Anything your child told us about someone hurting them** is left out, exactly as it is everywhere else parents can see. See **Safety alerts**.

GOOD TO KNOW

The file is downloaded straight to your device. It isn't emailed, and there is no link that expires. If you'd like a fresh copy later, just prepare a new one. You can prepare up to 10 exports an hour.

TIP

The file holds your child's conversations and notes. Store it somewhere private, and delete it when you no longer need it.

PARENTS

Plans and pricing

TutorCat is free during the beta, and nothing that protects your child is ever behind a paywall.

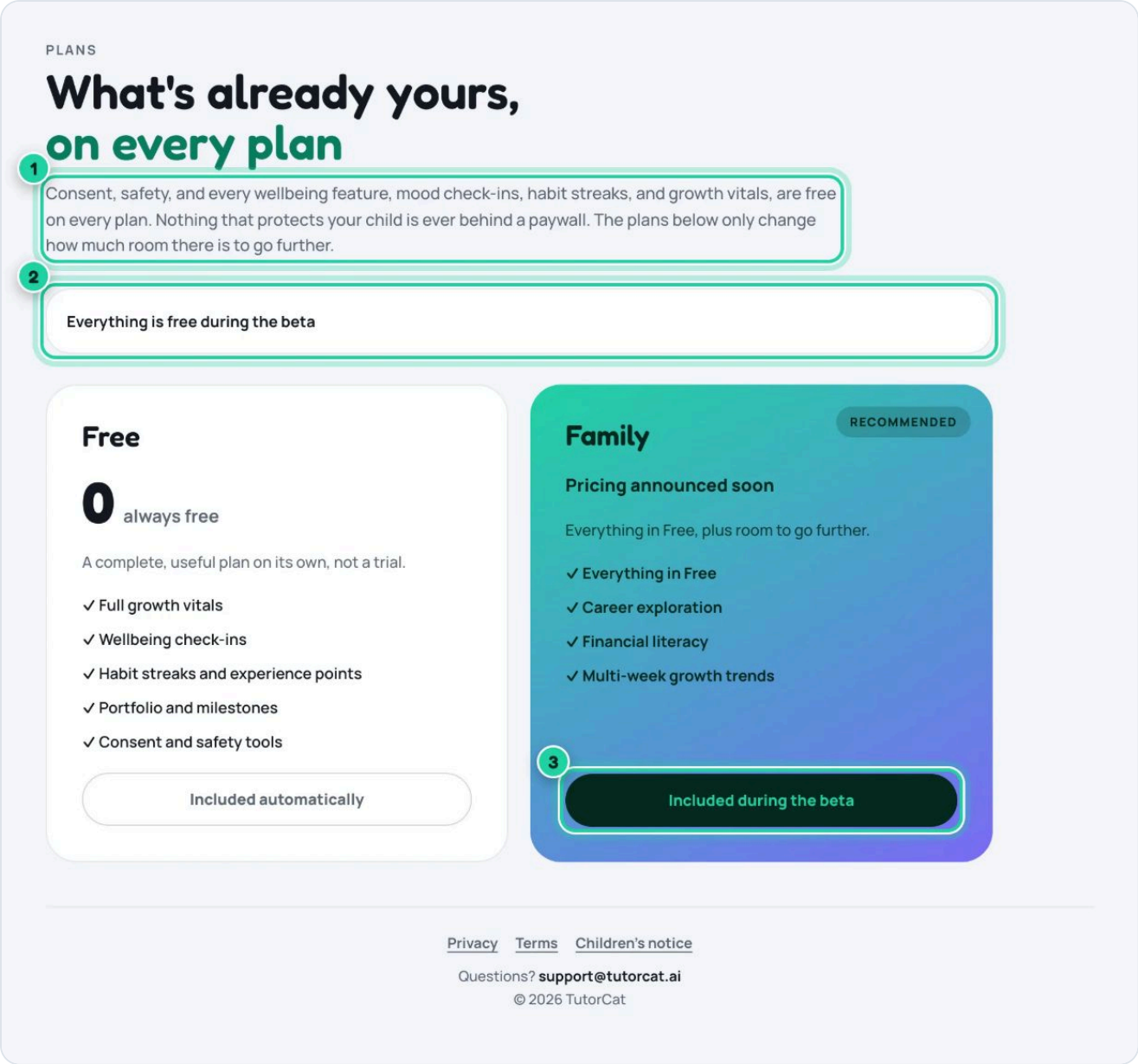
Free during the beta

While TutorCat is in its closed beta, **everything is free**. Payments are switched off, and every family gets the Family plan's features at no cost.

To see your plan:

1. Open **Settings**.
2. Scroll to the **Plan** card and choose **See plans** (or **Manage plan**).

The **Plans** page says "**Everything is free during the beta**", and the Family card is marked **Included during the beta**.



The Plans page during the beta: Free and Family, with Family included during the beta

1 **Protection is always free** 2 **Free during the beta** 3 **Family included**

What's free on every plan, always

Consent, safety and every wellbeing feature are free on every plan. That includes:

- consent tools, safety alerts and helplines
- wellbeing check-ins
- screen-time limits
- downloading and deleting your child's data
- full growth vitals, habit streaks and experience points
- portfolio and milestones

Nothing that protects your child is ever behind a paywall.

What the Family plan adds

Family includes everything in Free, plus:

- career exploration
- financial literacy
- multi-week growth trends

Family pricing hasn't been announced yet. The page says **Pricing announced soon** until it is. When a price is set, it will appear on the Plans page.

> **GOOD TO KNOW**
> One Family plan covers the children linked to you. On a phone, the Family card lists them by name.

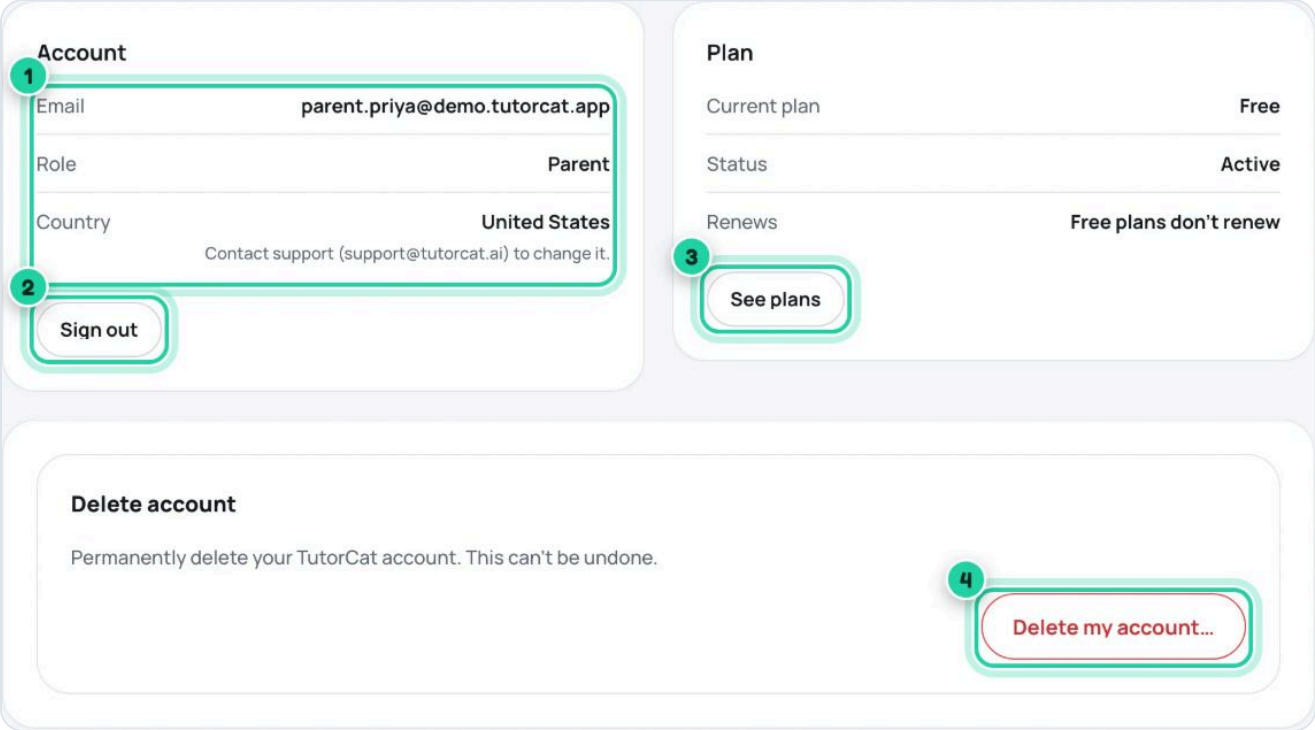
PARENTS

Your account, theme and feedback

Your email and country, light and dark mode, sending feedback, signing out, and deleting your own account.

Your account details

1. Open **Settings**.
2. Scroll past your children to the **Account** card. It shows your **Email**, your **Role** (parent) and your **Country**.



The Account, Plan and Delete account cards at the bottom of Settings

1 **Email, role, country** 2 **Sign out** 3 **See plans** 4 **Delete your account**

Country. If your country is shown, it's already set. To change it, contact support at support@tutorcat.ai. If no country is shown yet, pick yours from the list and choose **Save**. You can set it once.

Light and dark mode

The parent area follows your device's own light or dark setting. Switch your phone or computer to dark mode, and TutorCat follows. There's no separate theme switch in your parent Settings.

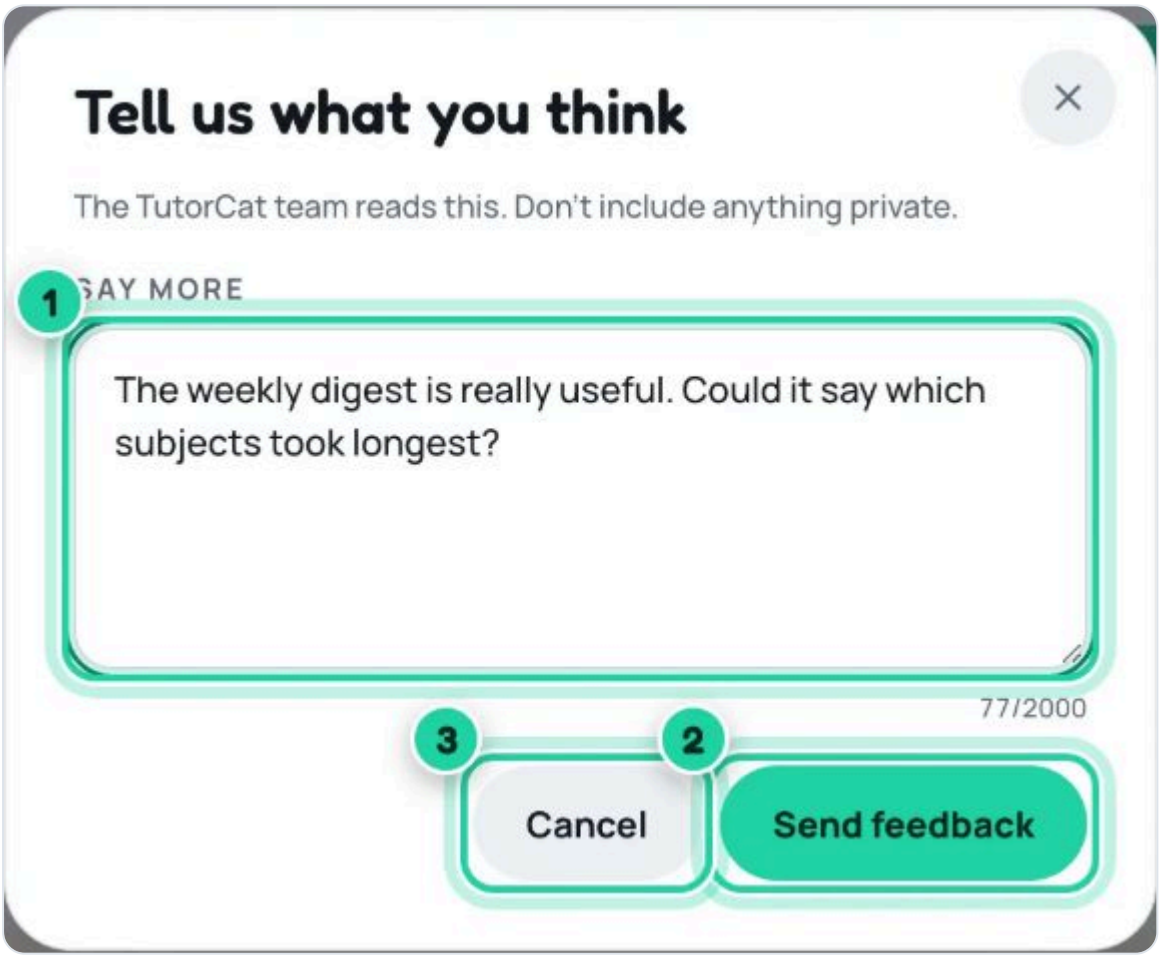
GOOD TO KNOW

The theme is remembered per browser. If your child has picked a theme in TutorCat on the same browser, that choice applies to you too.

Send feedback

We read every message.

1. Choose **Feedback** in the sidebar. On a phone, choose **Me**, then **Feedback**.
2. Under **Tell us what you think**, write in **Say more**. Don't include anything private.
3. Choose **Send feedback**. Or **Cancel** to close. If you've written something, TutorCat checks before throwing it away.



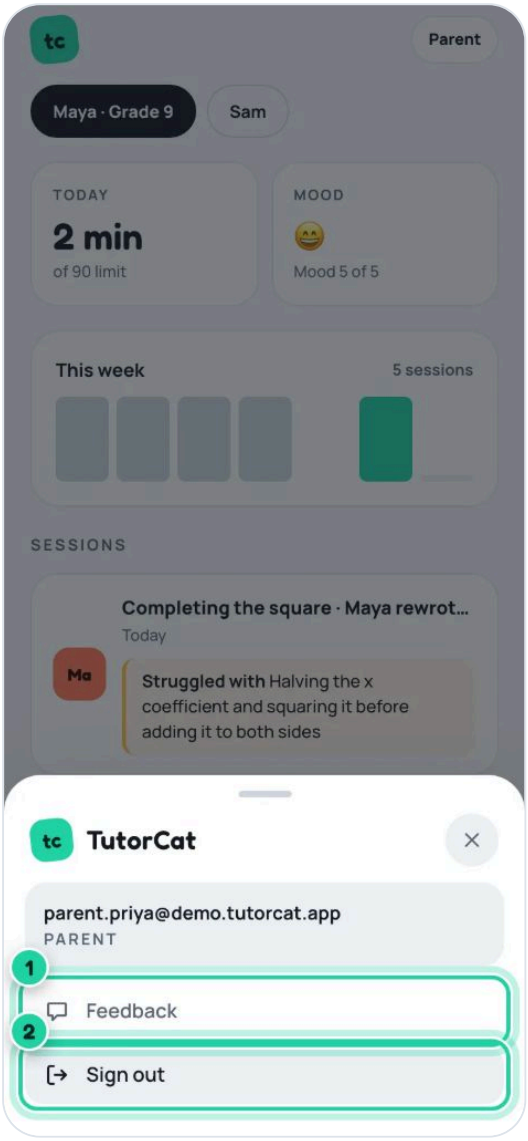
The feedback window: Tell us what you think, with the Say more box and Send feedback

1 Write your feedback 2 Send it 3 Or cancel

You'll see **Thanks**: "A real person reads every one of these." Feedback doesn't get an automatic reply, so if you need help with something specific, email support@tutorcat.ai.

Sign out

- On a computer, use the sign-out button next to your email at the bottom of the sidebar, or **Sign out** on the **Account** card in Settings.
- On a phone, choose **Me**, then **Sign out**.



The Me menu on a phone, with your email, Feedback and Sign out

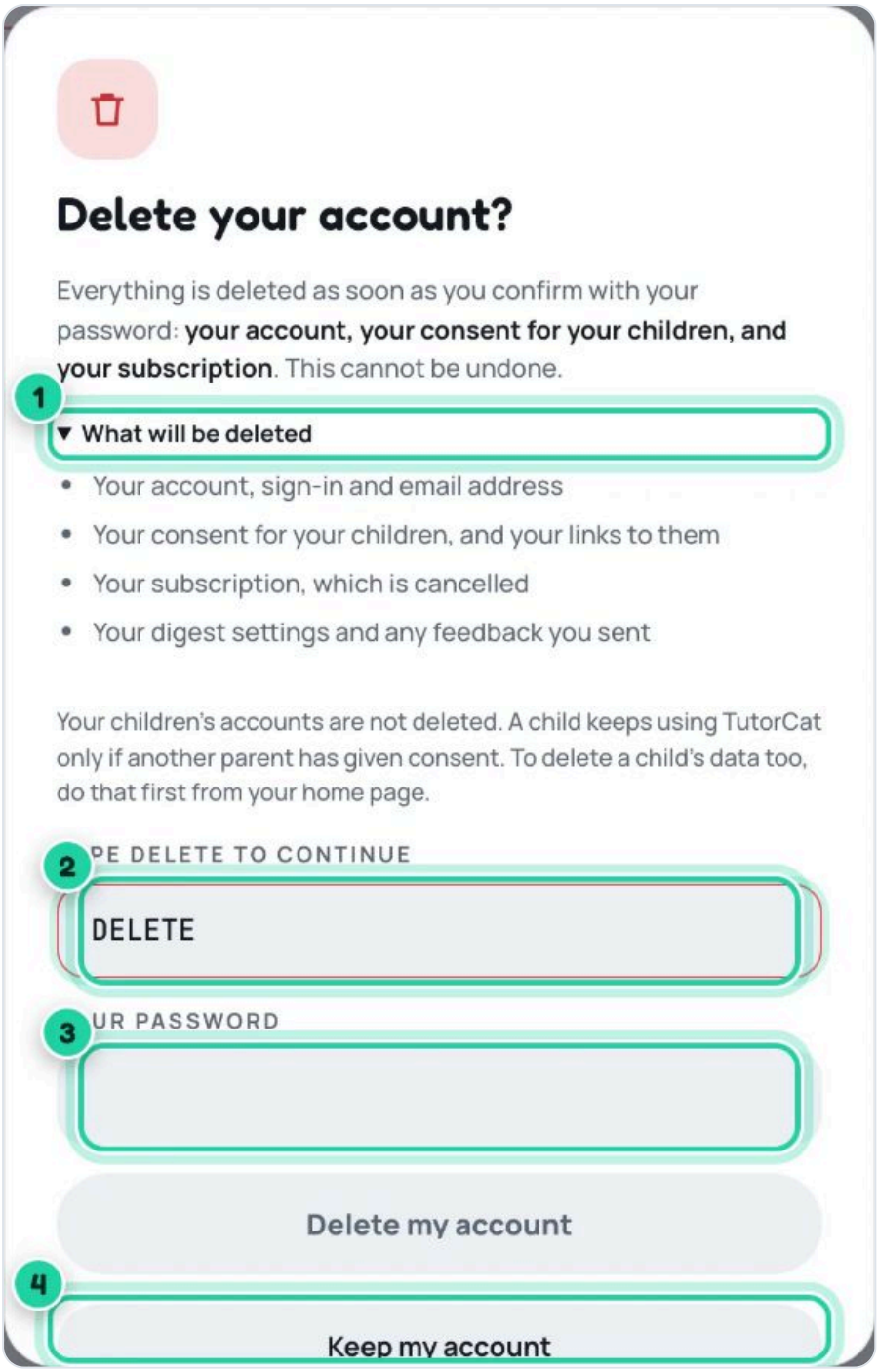
1 **Feedback** 2 **Sign out**

Delete your own account

You can delete your parent account at any time. It happens **immediately** once you confirm with your password, and it can't be undone.

1. Open **Settings** and scroll to the bottom.
2. Under **Delete account**, choose **Delete my account…**.

3. Open **What will be deleted** if you'd like the full list:
   - your account, sign-in and email address
   - your consent for your children, and your links to them
   - your subscription, which is cancelled
   - your digest settings and any feedback you sent
4. Type `DELETE` into **Type DELETE to continue**.
5. Enter **Your password**.
6. Choose **Delete my account**. Or **Keep my account** to stop.



The Delete your account? window, with the list of what is deleted, the DELETE box and the password field

1 What is deleted 2 Type DELETE 3 Your password
4 Or keep your account

GOOD TO KNOW

Deleting your account does **not** delete your children's accounts. Your consent ends with your account. A child below their country's consent age keeps using TutorCat only if another parent has given consent. If you want a child's data deleted too, do that first from **Settings**. See **Deleting your child's data**.

PARENTS

Questions parents ask

Straight answers about what you can see, safety, consent, screen time, data and cost.

What you can see

Can I see everything my child types?

Almost everything. As a linked parent you can read your child's full tutoring conversations, see the photos they shared and the spoken messages TutorCat turned into text, read session summaries, and see their wellbeing check-ins, including any note.

There is one exception. If your child tells us someone is hurting them, that stays private to keep them safe, and it's left out of everything parents can see. A child at risk at home must be able to ask for help safely. The **Safety alerts** page explains more.

Every other worry, including thoughts of self-harm, stays visible to you, and serious ones alert you.

You also don't see the feedback your child sends to the TutorCat team.

What is the whiteboard my child's tutor draws?

When your child asks the tutor to explain something, it can answer as an animated handwritten board that is read aloud with captions. In the transcript you see the text version of the board. The same safety checks and privacy rules apply as for any other reply. See Sessions and transcripts.

Does my child know I can see their sessions?

Yes. Your child is told in the app that a linked parent can see their sessions and check-ins, including in the Learning Studio and before they write a wellbeing note. Each transcript also shows "**[Name] knows you can read this**".

Why does my child's session list look empty?

A session shows up once it ends and TutorCat has written its summary. If your child has only just started, check back later. If they haven't used TutorCat yet, the list stays empty until they do.

Can I see what my child does on other apps or websites?

No. TutorCat only knows what happens inside TutorCat.

Safety

Will I be told if my child might be in danger?

Yes, for serious concerns: possible self-harm, danger, something sexual or inappropriate, or bullying. Your child sees helplines first, and you get an email and a **Safety note** on your home page. The one exception is when your child tells us someone is hurting them, which stays private to keep them safe. See **Safety alerts**.

Is TutorCat watching my child in real time?

No. TutorCat checks what your child sends while they use it, and alerts you afterwards. It isn't an emergency service. If you think your child is in immediate danger, call your local emergency number.

I got a safety alert. Should I read the transcript first?

You can, but it's usually more helpful to talk with your child first. Find a calm moment, listen, and stay gentle. The alert may also be a false alarm.

Can a screen-time limit stop my child getting help?

No. Every message is checked for safety before a limit applies, and the limit screen always keeps **Need to talk to someone?**

Consent and family

My consent link doesn't work. What now?

Links last 7 days and work once. Paste the code from the same email into your home page instead. If the code has expired too, ask your child to send the request again.

I wasn't expecting a consent email. What should I do?

You can ignore it. Nothing happens unless the link or code is used.

Can both parents be linked?

Yes. Your child sends each parent a request, and each confirms separately. Both see the same things, and either one's consent is enough.

What happens if the other parent withdraws consent?

Only their access ends. Your consent still stands, and your child keeps using TutorCat.

What's the difference between withdrawing consent and deleting data?

Withdrawing stops your access and, if you were the only parent and your child is below the consent age, pauses their account. Nothing is deleted. Deleting removes your child's account and everything in it, permanently, straight away.

Screen time

Can I remove a screen-time limit once it's set?

Not at the moment. You can change it to any of the choices, including **90** minutes, but you can't go back to no limit.

Does a limit cut my child off in the middle of an answer?

No. With **Block**, a reply that's already on its way always finishes. New questions pause, and old conversations stay readable.

Does reading old sessions count towards the limit?

No. Reading past sessions and looking at their portfolio don't count.

Data and privacy

Can TutorCat staff read my child's conversations?

No. TutorCat's staff tools can't show your child's conversations, photos or check-ins. They only show counts.

Do you show ads or sell my child's data?

No. TutorCat shows no ads, never sells your child's information, and uses no third-party tracking.

How long are homework photos kept?

Homework photos are deleted automatically after 90 days. Voice recordings are never stored: TutorCat turns them into text and discards the audio.

How do I get a copy of my child's data?

In **Settings**, open your child's card and choose **Export [name]'s data**, then **Prepare export**. See **Downloading your child's data**.

If I delete my child's data, is it really gone?

Yes. It's deleted from TutorCat as soon as you confirm with your password, and nobody can bring it back. A record that a deletion happened is kept, with no name or content in it. The children's privacy notice explains how our encrypted backups are cleared over time.

Cost

Does TutorCat cost anything?

Not during the beta: everything is free. Consent, safety, wellbeing, screen time, export and deletion are free on every plan, always.