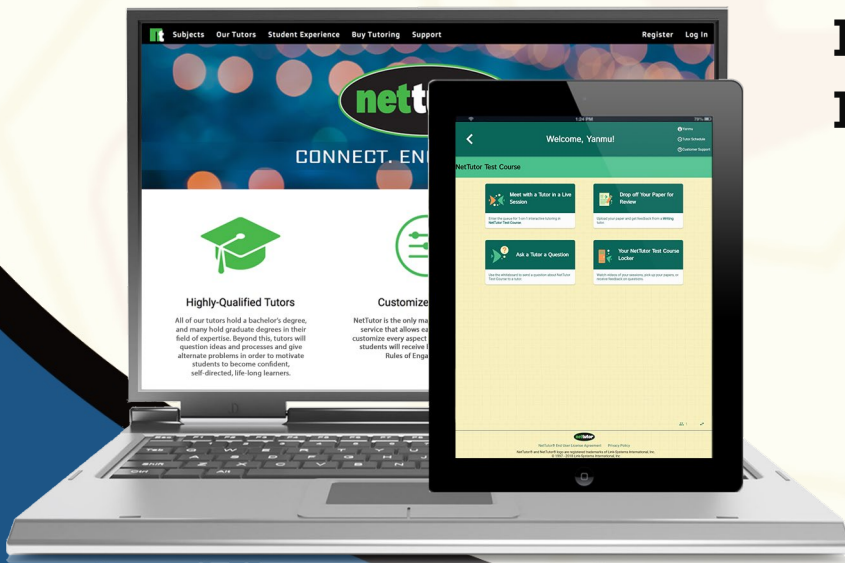




For more information,
please contact:
The Academic Success
& Tutoring Center at
ASTC@solano.edu

FREE ONLINE TUTORING IS AVAILABLE



FOR ACCESS TO FREE ONLINE TUTORING

- Log into your Canvas account
- Click on any course
- Choose NetTutor from the left navigation bar
- Then click on the subject in which you need a tutor and follow the prompts

SUBJECTS

Mathematics
Sciences
Computer
Science
Technology

English
Reading
Writing

Social Sciences
Languages
Humanities
Communication

Business
Economics
Health
Student Success
...and many more



The NetTutor Guide

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Need Assistance?

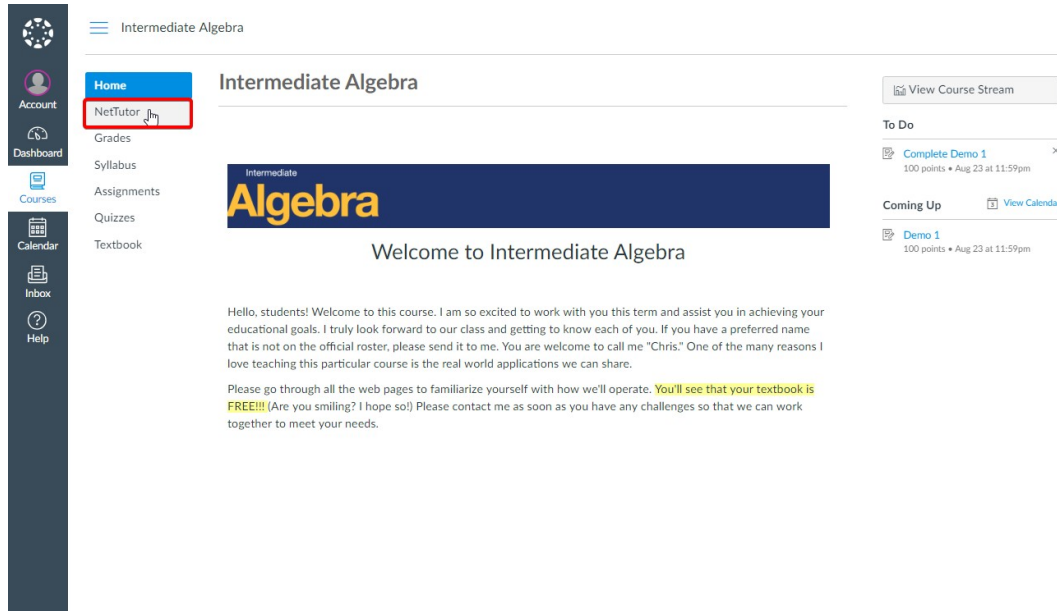
- To contact NetTutor's help center:
 - Phone: 813-674-0660, ext. 204
 - To submit a ticket or view the NetTutor help center click here: [NetTutor Help](#)
 - Please note that it is necessary to create an account in order to be able to submit a ticket
- Contact the **Academic Success and Tutoring Center** by emailing us at ASTC@solano.edu
 - We will respond as soon as possible
 - Go to the [ASTC webpage](#) more information about tutoring

Compliant Service (including Requests for Accommodations)

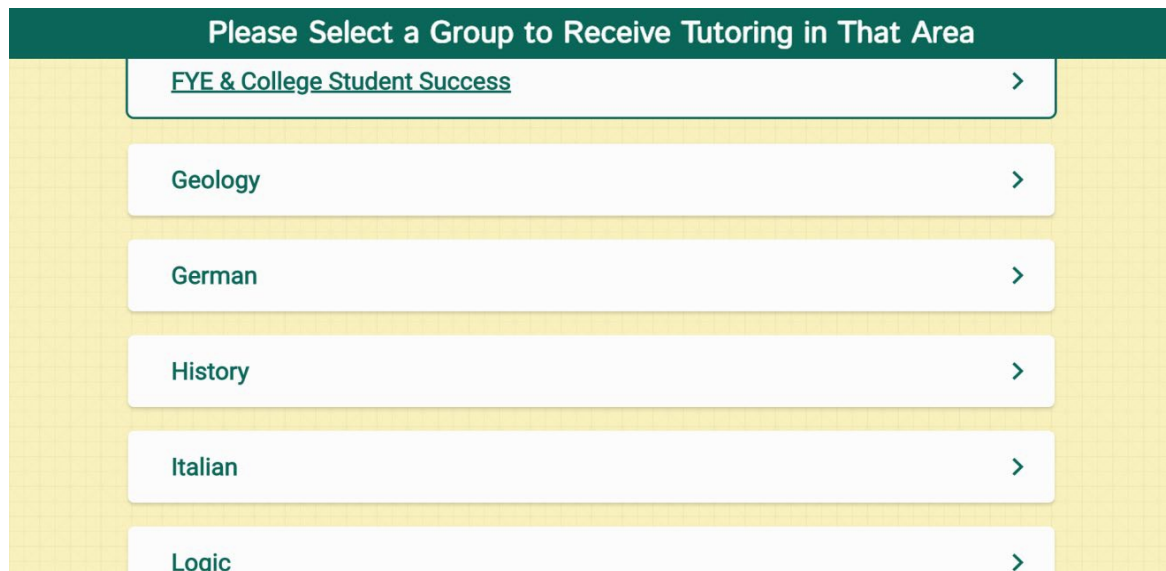
- Tutoring – Our tutors are trained to offer accessible support to all learners. This includes training on both assistive technologies (like screen readers) and also the most inclusive tutoring strategies.
- End-User Support – Reported accessibility issues are automatically escalated as top priority. We will also respond to accommodation requests by the next business day. Contact our Support team at accessibility@link-systems.com for assistance.

How to log in to NetTutor

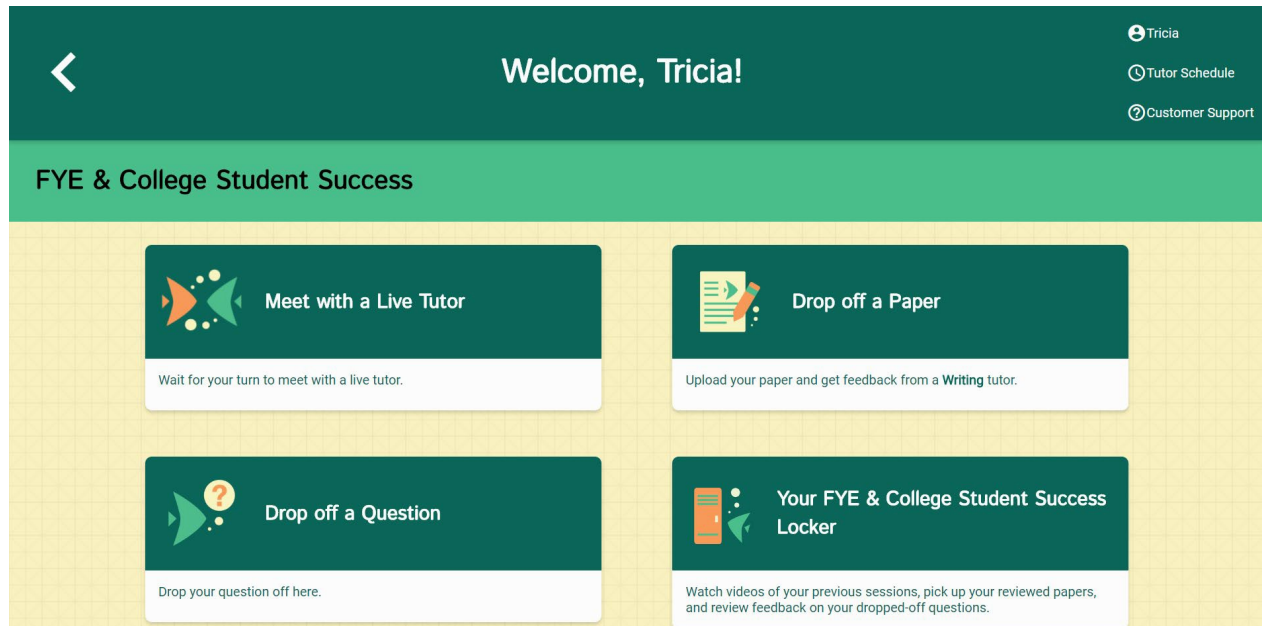
To access **free online tutoring** support from NetTutor, first sign in to Canvas. Click on a course and choose NetTutor from the left navigation bar.



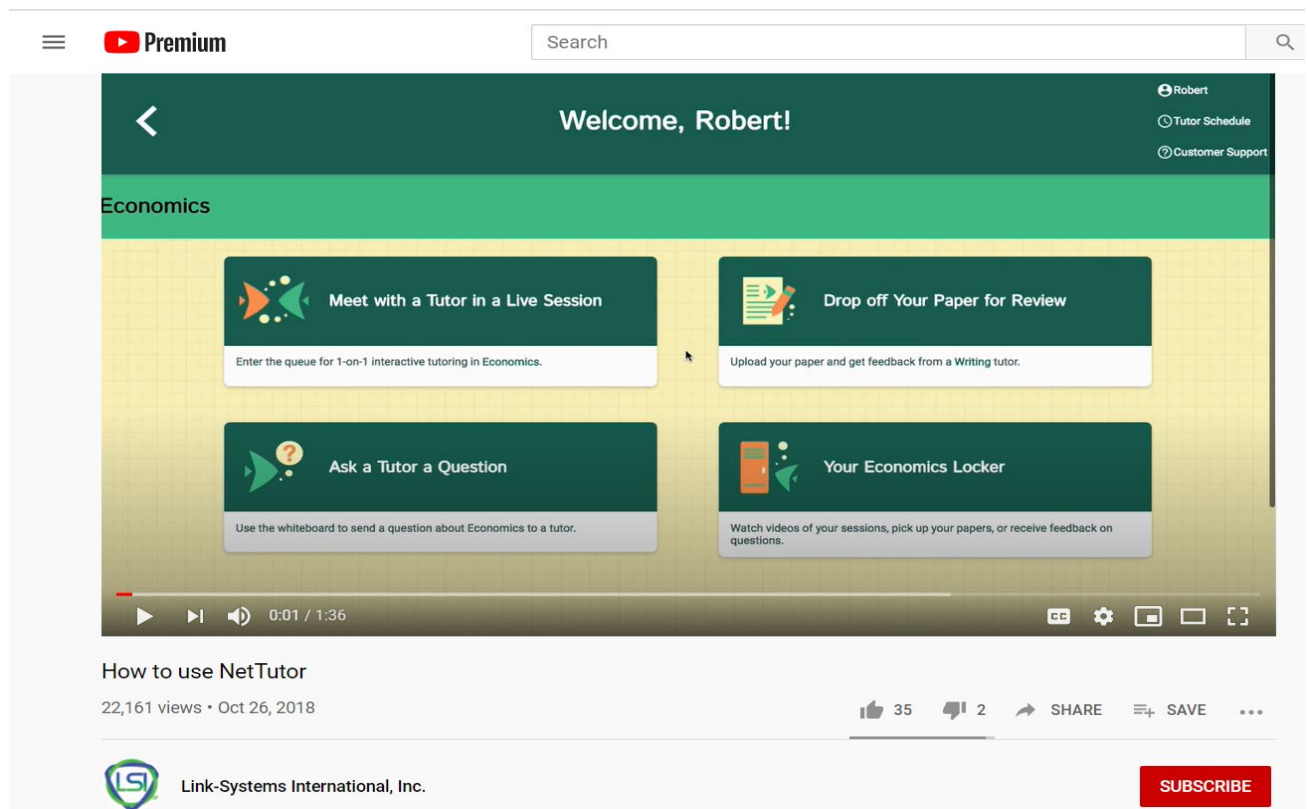
Choose the content area for which you need help.



The NetTutor dashboard provides 3 support resources, as well as a locker.

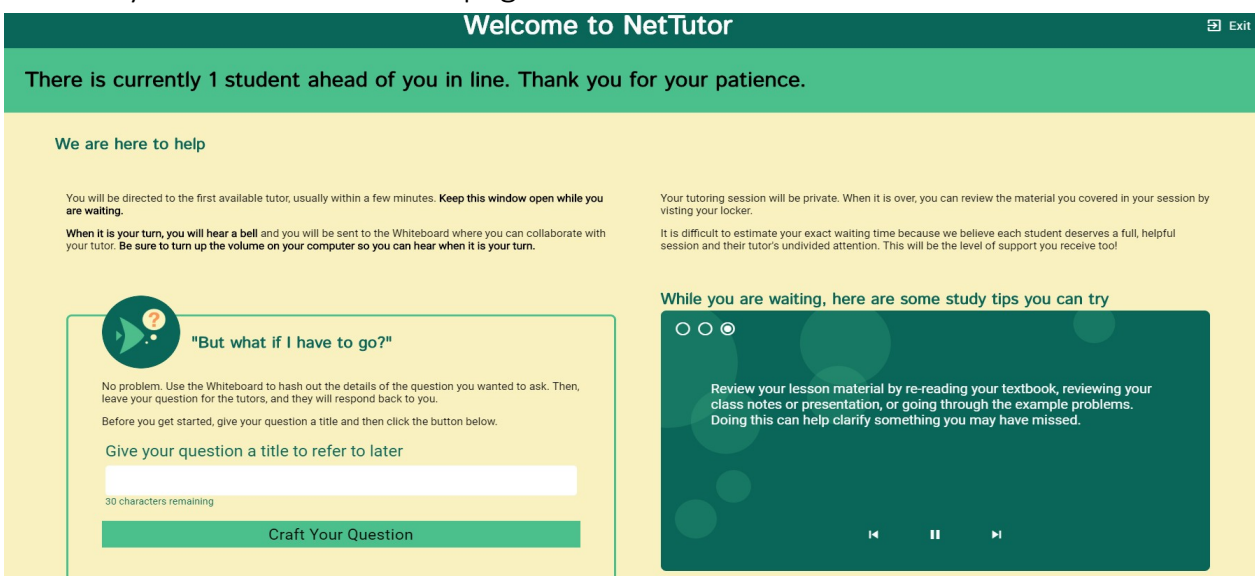


Click on the following picture to view a quick YouTube video on how to use NetTutor:



Meet with a Live Tutor:

Directs you to an information page where a tutor will be available soon.



If a tutor is not available you can click **Drop In Tutoring Hours** on the upper right corner to see all the days and times a tutor is available for that subject.

- **How do I use audio and video in a live session?**

Audio and video options are available in the lobby and on the whiteboard. *The tutor will initiate the audio and video in all sessions.*

- **How should I prepare for an audio and video session?**

Please make sure that you have your microphone/camera plugged in before joining the session or asking the tutor to turn on audio and video.

***If nothing happens when the tutor initiates the audio and video, the pop-up blocker in your browser might have blocked the new tab from opening. ***

- **How to Enable pop-ups or disable pop-up blocker:**

- [How do I disable the Pop-up blocker in FireFox?](#)
- [How do I disable the Pop-up blocker in Google Chrome?](#)
- [How do I disable the Pop-up blocker in Microsoft Edge?](#)
- [How do I disable the Pop-up blocker in Safari?](#)

Drop off a Paper:

Directs you through three prompts to drop off your paper. First, name your paper and describe the assignment.

The screenshot shows the 'Drop off your Paper' interface. The top header is dark green with a back arrow, the title 'Drop off your Paper', and links for 'QA', 'Tutor Schedule', and 'Customer Support'. Below the header is a navigation bar with three tabs: 'Basic Information' (active), 'Format', and 'File'. The main content area has a yellow grid background. It contains a 'Paper Name' section with a text input field and a '100 characters remaining' indicator. Below that is a 'Tell us about your assignment and how we can help' section with a larger text input field and a '300 characters remaining' indicator. At the bottom left is a checkbox labeled 'English is not my first language.' At the bottom right is a green button with a right arrow and the text 'Next'.

Second, tell the tutor what you need help with.

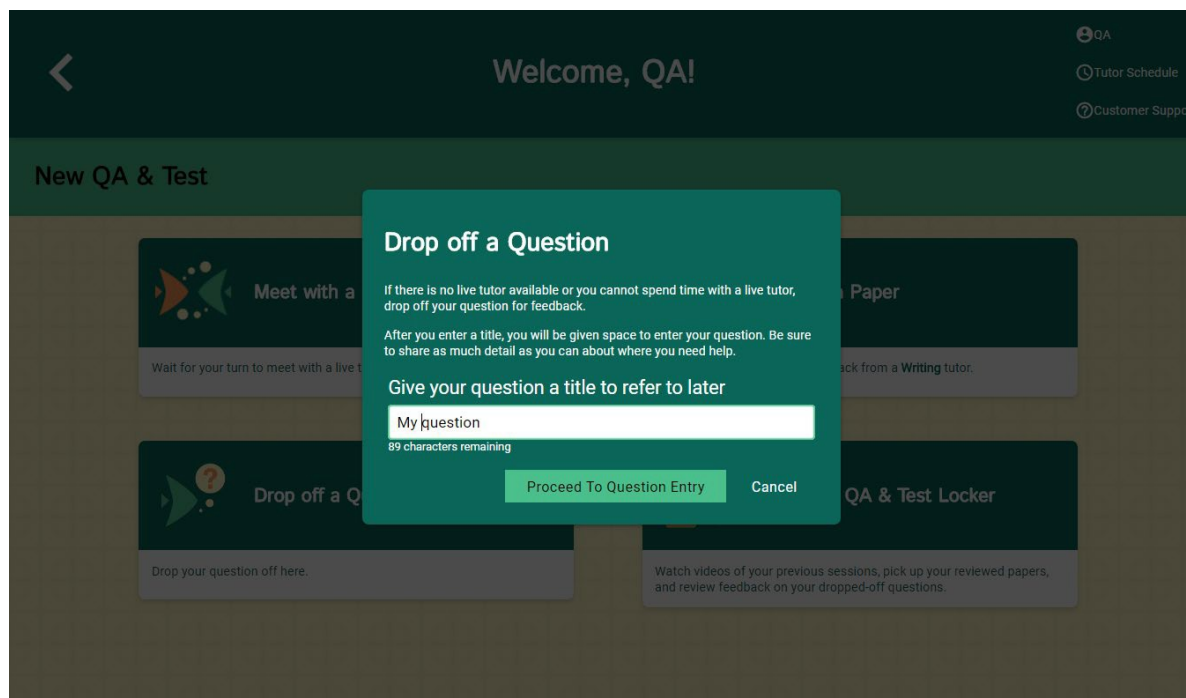
The screenshot shows the 'Drop off your Paper' interface, now on the 'Format' tab. The navigation bar has 'Basic Information', 'Format' (active), and 'File'. The main content area has a yellow grid background. It starts with the instruction 'Select **two** areas of feedback.' followed by a grid of ten checkboxes: 'Topic Development', 'Focus/Thesis Statement', 'Organization', 'Grammar & Mechanics', 'Word Choice', 'Sentence Structure', 'Sentence Variety', 'Transitions & Fluency', 'Paper Format', and 'Citations & References'. Below this grid are two dropdown menus: 'Citation Style' with the prompt 'Select the citation style of your paper.' and 'Paper Type' with the prompt 'Select the paper type.'. At the bottom is a section 'How long should your paper be?' with a text input field showing '0' and a 'Pages' label with a dropdown arrow.

Third, upload your paper. Papers have a turnaround time of 48-72 hours.

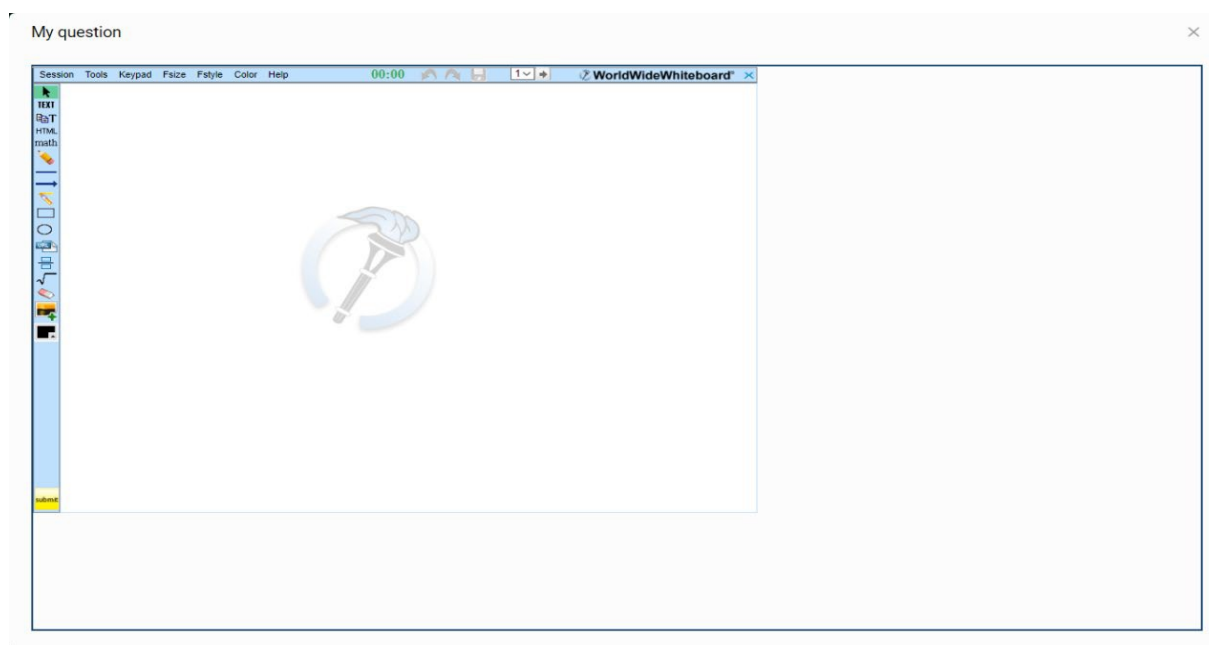
The screenshot shows a web interface for uploading a paper. At the top, a dark green header contains a back arrow, the title 'Drop off your Paper', and links for 'QA', 'Tutor Schedule', and 'Customer Support'. Below the header is a dark green navigation bar with three tabs: 'Basic Information', 'Format', and 'File'. The main content area has a light yellow background with a grid pattern. It features a large dark green box with the text 'Drop Your File Here' and a white upward-pointing arrow. Below this box is a button labeled 'Choose A File'. At the bottom of the page, there are two buttons: 'Previous' on the left and 'Drop Off Your Paper' on the right, which is highlighted with a green checkmark icon.

Drop off a Question:

Directs you through two prompts to drop off your paper. First, name your question.



Second, use the white board to ask your question. Once you have finished your question, click the “Submit” button in the lower left-hand corner.



The Locker:

Your locker stores all your NetTutor sessions. You can review your live tutoring sessions, retrieve papers you have submitted for feedback, or gather responses to your submitted question.



NetTutor Schedule:

To view the live tutor schedule for NetTutor, please go to:

<https://www.nettutor.com/schedule>.

