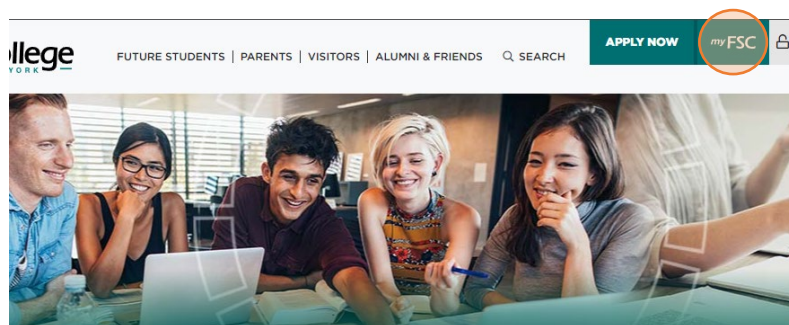# NetTutor Online Tutoring: First-Time User Tutorial

What is NetTutor?

NetTutor is a free online tutoring service available 24/7 through Brightspace to Farmingdale State College students for courses in which they are currently enrolled. For additional information, please visit farmingdale.edu/nettutor.
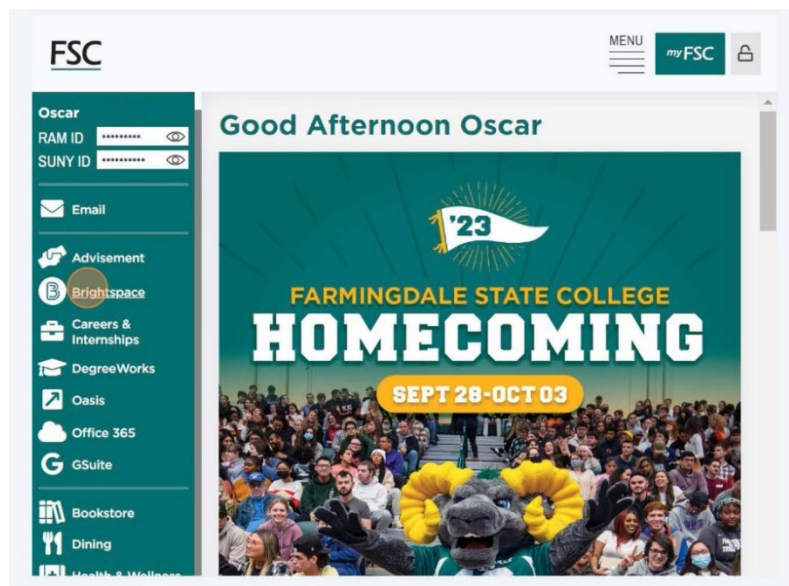
How to access NetTutor

To access NetTutor, you must sign in through Brightspace and enroll in the FSC Online Tutoring course.

1) To get started, open a web browser *(Google Chrome is preferred)*, and visit the FSC website. Click on *my*FSC on the top navigation bar and log in using your FSC e-mail credentials.

2) Once signed in, click on **Brightspace** from the left side menu.

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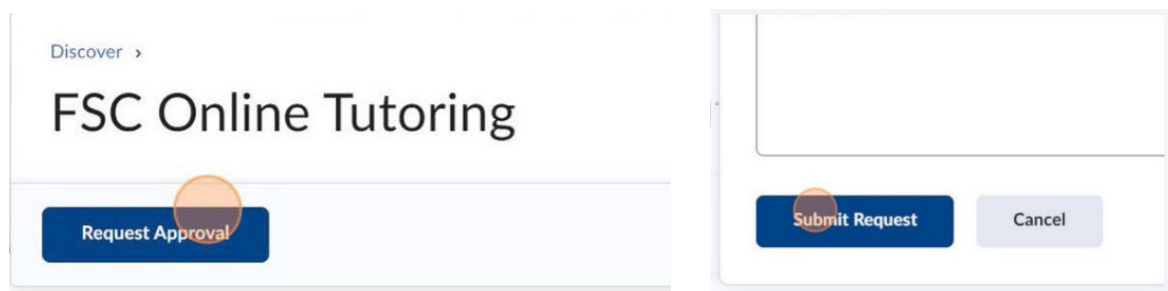934-420-2000
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3) You will then be directed to the Brightspace homepage. Locate the **Discover** module on the top navigation bar and click on it.
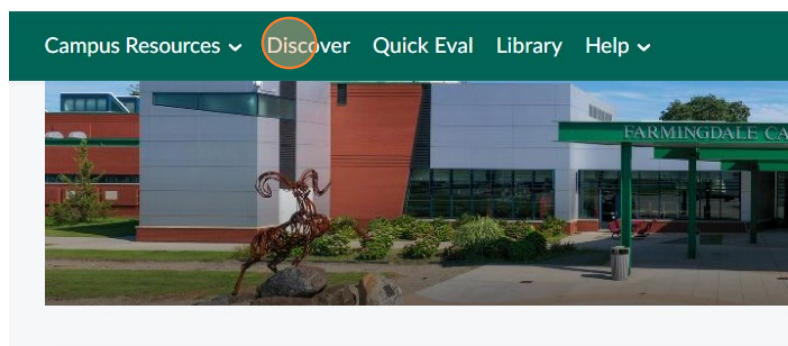
4) In the search area, type **FSC Online Tutoring** and click the search icon.
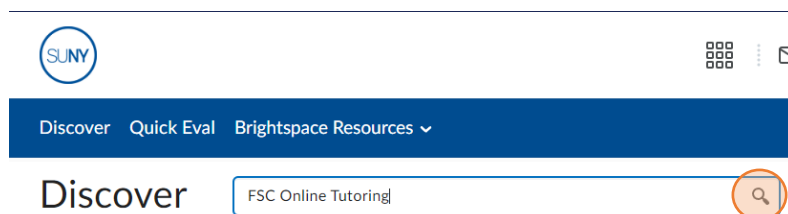
5) Click on the course when it appears, then click on **Request Approval**. When prompted, type in your RAM ID number and click **Submit Request**.

⚠️ **Note:** the approval process may take 24 hours during the week and up to 72 hours on the weekend. Please be patient for the staff to process the request. Once approved, you will be notified on Brightspace and will be given access to the course. You will not need to request approval again in the future. Only currently enrolled FSC students will be permitted to enroll in the course.

Please monitor your Brightspace notifications for the approval notification. If you do not receive a notification message or experience issues with trying to request approval, please contact the Center for Academic Success & Tutoring at TutoringCenter@farmingdale.edu for assistance.

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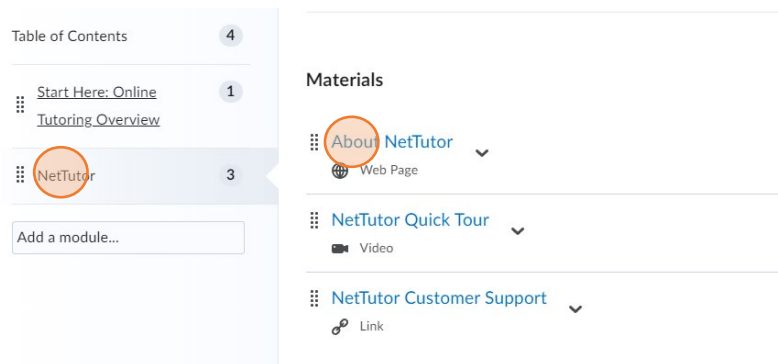6) Upon opening the FSC Online Tutoring course for the first time, click on **Start Here: Online Tutoring Overview.**
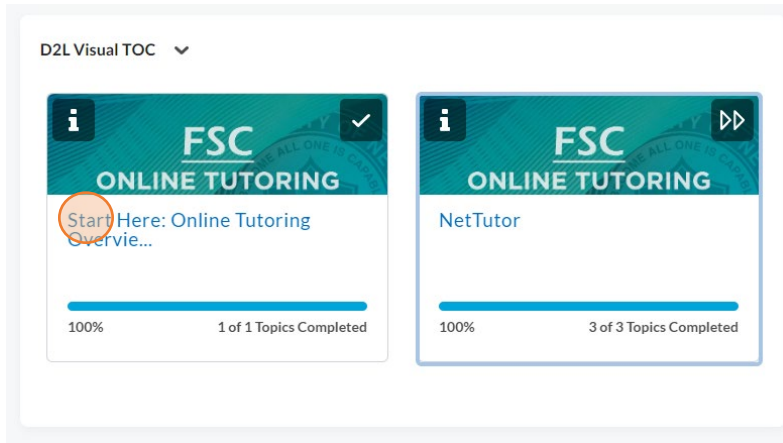
7) Click on **Online Tutoring Overview** to read more about the available online tutoring options.

8) Once finished, click on **NetTutor** from the Table of Contents to access the NetTutor related materials. Click on **About NetTutor** to read more about the service including important policies.

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9) After you have finished reading About NetTutor, click on **NetTutor Quick Tutor** for a quick overview video on NetTutor.
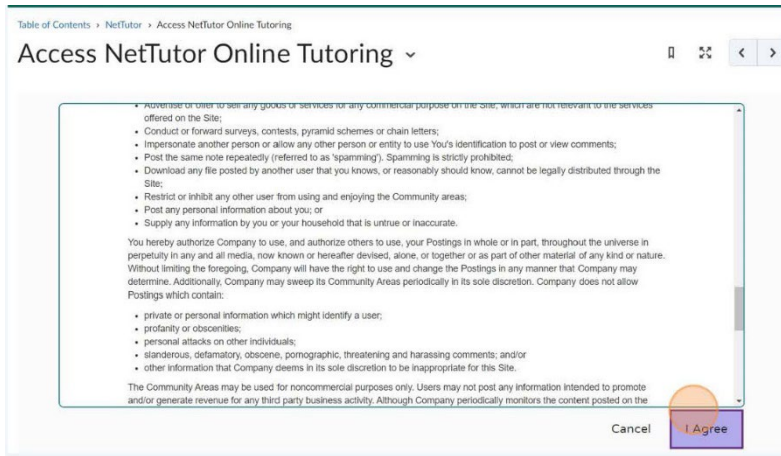

10) Upon viewing all topics in the module, Brightspace will automatically unlock the link to access NetTutor. Click on **Access NetTutor Online Tutoring**.

⚠️ ***Please Note***:

> **A.** When accessing NetTutor for the first time, you will be presented with an End User License Agreement. Please read the document, scroll down, and click ***Accept and Continue*** to proceed.

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B. You will also see a Welcome message. After reading the message, click ***Don't show this message again*** and then ***Continue***.

Welcome to NetTutor, provided by Farmingdale State College!

Farmingdale State College has established that students may use NetTutor for content specific help in a wide range of subject areas. Click the "Continue" button below to view the list of subjects and connect with a tutor.

Farmingdale State College also offers assistance through the Tutoring, Writing, and Math Centers on campus. Please visit the Tutoring Center homepage (https://farmingdale.edu/tutoring) for additional support options.

Please contact the Tutoring Center at 934-420-2066 or OnlineTutoring@farmingdale.edu during normal business hours for additional guidance.

☐ Don't show this message again.

Continue

11) You will then be taken to the **Pisces® Student Hub for Academic Support** where you can select subject tutoring through NetTutor Tutoring Center, or writing tutoring through NetTutor Writing Center.

Access NetTutor Online Tutoring ⌄

Welcome to the Student Hub! Choose one of the options below to access student services and academic support.

NetTutor Tutoring Center
Connect with a friendly tutor. Help is just a click away.

NetTutor Writing Center
Need help with your writing? Drop off a paper or join a live session to get feedback from a writing tutor.

12) From the list, select the subject in which you need assistance by clicking on the group name. If you are not sure of which group to access, open a new browser tab and visit **farmingdale.edu/nettutor** to view a listing of FSC courses and their matching NetTutor subject group.

Table of Contents › NetTutor › Access NetTutor Online Tutoring

Access NetTutor Online Tutoring ⌄

Please Select a Group to Receive Tutoring in That Area

Accounting 〉

Anatomy and Physiology 〉

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13) Once you have selected the desired subject group, you will be presented with one of two options depending on the tutoring schedule: "***Drop in and Meet with a Live Tutor***" or "***No Tutors Currently Available for Drop-in Tutoring.***"

If tutoring is currently available, click to meet with a tutor.
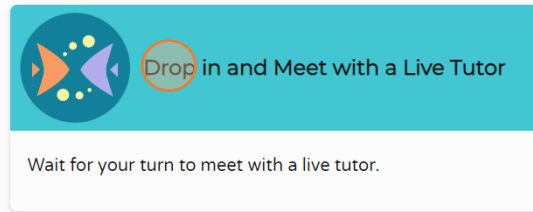
If tutoring is not currently available, click to view the tutoring schedule and return during that time.

Drop in and Meet with a Live Tutor

Wait for your turn to meet with a live tutor.

No Tutors Currently Available for Drop-in Tutoring

Click here to view the drop-in tutoring hours for **Anatomy and Physiology**.
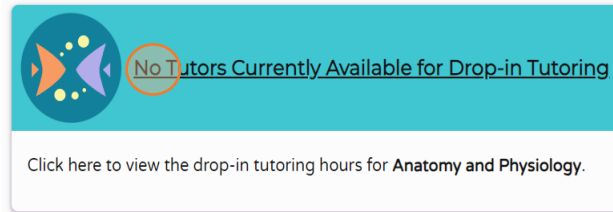
14) If a tutor is available, you will be brought into a live tutoring session and see the interactive Whiteboard. During peak times, there may be a short wait with the estimated wait time. Please wait patiently and pay attention to the screen as you will be brought into the room as soon as the tutor is available.

To start your session, you can reply to the tutor's greeting by typing into the chat area, typing or drawing on the Whiteboard, or using audio/video. A sample tutoring session is shown below.

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Reviewing Previous Sessions

All sessions are automatically recorded and archived. You can go back and review them at any time.

1) To review a previous tutoring session, navigate to the subject area where you received tutoring. Scroll to the bottom of the page and click **Your [*Subject*] Locker.**

Your Anatomy and Physiology Locker

Watch videos of your previous sessions.
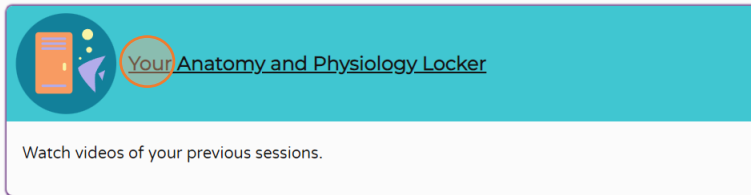
2) You will be presented with several different options, including: downloading a PDF version of the Whiteboard, playing a video of the tutoring session, viewing the text chat log, and viewing images of the Whiteboard pages.

NetTutor Session (ntt2712185)

Session Started   10/03/2023, 2:40 PM
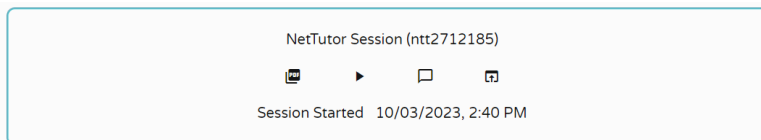
Getting Support

For general information about NetTutor, contact the Center for Academic Success & Tutoring during normal business hours at 934-420-2066 or TutoringCenter@farmingdale.edu.

For any technical issues with using NetTutor (such as the Whiteboard, audio/video, etc.), contact NetTutor Customer Support and submit a service ticket to their helpdesk.

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