nettutor®
Online Tutoring Service

A Student Guide to NetTutor
Live One-on-One Tutoring

NetTutor is a comprehensive online tutoring service for all levels of college courses. All of our tutors are highly trained, and experts in the course that you are taking. We're ready to help.

How do I get started?

Farmingdale State College offers you the opportunity to improve your grades by helping you master the skills and concepts you need to succeed in your classes and reach your goals. The professional and highly qualified tutors of NetTutor are available 24/7 to tutor you in course material and to clarify challenging topics and concepts. You can access NetTutor services from your computer at home, a campus computer, or a laptop from any location that has wifi. This service is free of charge to Farmingdale students. Simply log onto NetTutor from the Online Tutoring community in Blackboard and get the help you need to make this semester one of your best. For Blackboard log in help, please contact the help desk at 631-420-2754.

To Access NetTutor:

- Log into **Blackboard Learn** with your campus account
- Navigate to the lower left side of the homepage
- Under the Online Services module, click on *"Online Tutoring"*

What happens in a tutoring session?

When a tutor is available, you will automatically be brought into a tutorial room. A cowbell will ring. This lets you know that the session has begun.

Tutors will help you work out specific problems, as well as concepts and skills throughout a course. Please come prepared to learn.

What if I don't have time to chat with an online tutor?

The Q&A Center allows you to ask a question offline, which a tutor will usually answer within 24 hours. When an answer has been prepared, you will receive an email notifying you that your question is ready. After you review the answer, you can ask a follow-up question.

Will it work on my computer?

NetTutor works with Windows and Macintosh, and on almost any browser. After you log in, a browser test will confirm that your computer is compatible with NetTutor. If anything is missing, the test will tell you where to find it. You may try the browser test directly by visiting: **html5test.com**

What if I need technical help?

If you have any questions or technical difficulties, click the Customer Service Request link and fill out the form. There is a comprehensive Online Manual that includes an extensive Frequently Asked Questions section, which can also be found at: **nettutor.com/support**.

To get started with NetTutor, log into your Blackboard account.