Best practices document

This document is to help students with their initial NetTutor Session. For connection problems contact NetTutor at 1-813-674-0660 xt.204. Provide you username institution you are calling from and the nature of your issue.

1. To check tutor availability on NetTutor, click on your subject. In front of your name, click on the clock icon for times the tutor will be available.

2. Use Google Chrome or Mozilla FireFox to access NetTutor. Run the browser test for compatibility.

3. Disable your pop-up blocker to use the Whiteboard.

4. Have your questions prepared for working with the tutor.

5. Be patient while waiting for the tutor. Do not leave the queue once in. You will lose your place in line and potentially be locked out of your session.

6. If you need help in more than one subject area, log out of NetTutor. Then log back in with the desired course subject.

7. If you need steps re-explained after your session has ended, instead of asking for another session, review the session by clicking on the My NetTutor Tutorial Archive.

8. To check your remaining balance of tutoring hours, click on the wallet icon beside the schedule icon.

9. For other questions click on the manual button.

Revised December 10, 2015