Northcentral TECHNICAL COLLEGE
Academic Resource Center

NetTutor Online Tutoring Overview

Accessing NetTutor

Canvas: From the Global Navigation menu select Help. Select NetTutor from the list.

Accept the terms & conditions.

NetTutor Instructions

You must allow pop-ups in your browser or NetTutor will not open. To do that in Google Chrome, you must disable pop-up blocker.

On the main screen is a list of classes NetTutor offers tutoring for; click the class you need help with.

Icons: At the top of the page is a Tutor Schedule Icon for a list of days and time live tutoring is available. Please expect a 5-10 min wait during peak times during the semester. If there are students ahead of you, turn on your sound so that you will hear an alert when it is your turn. If a tutor is not available, you can still drop off a question by selecting the Drop Off a Question icon. *Please expect 24 hours for a response.

Go to the Locker to access questions you had dropped off and for recorded videos of your sessions with tutors.

To get back to the list of all classes, click the back arrow.

Assistance

If you need help or have questions, please submit a [Customer Support Request](#)

Or select the Customer Support icon on the top right corner to access the Help Center. Note: For **first time users**, you will need to sign up for an account. Follow instructions to create account for the Help Center. Then login to the Help Center and submit your questions to the NetTutor Help Center.

If you need further technical assistance or have questions, please contact the ARC.

Additional Resources

There are several YouTube videos on using NetTutor, including:

NetTutor Overview With Ashley

Connecting to a Live Session in NetTutor

How do I ask an offline question to a NetTutor tutor?

For more information, search for the videos on YouTube.