



Academic Support Center

Virtual Tutoring Lab
Quick Guide

How to Access the GNTC Virtual Tutoring Lab

The instructions on the following pages are designed to guide students through the process of accessing a GNTC tutor through the Virtual Tutoring Lab in the Academic Support Center organization within Blackboard.

Step-1:

Open a browser window.

It is recommended that you use the Google Chrome browser to access Blackboard. You can use Google Chrome, Microsoft Edge, or Mozilla Firefox. Make sure that you have the latest version of the browser you choose. Make sure pop-ups and notifications are enabled for Blackboard sites. Microsoft Internet Explorer is no longer supported by Blackboard.

Step-2:

Go to the GNTC website home page and click on the Blackboard link.

Step-3:

On the GNTC Blackboard page, click on the LOGIN image link and login to your GNTC Blackboard account, as normal.

Step-4:

You will arrive at the “GNTC Home” Blackboard home page.

To access the GNTC Virtual Tutoring Lab, you must be enrolled in the Academic Support Center (ASC) Blackboard organization.

If you have already self-enrolled in the ASC, skip to **Step-7**.

Step-5:

Self-enrolling in the ASC organization is a simple two-step process.

First, locate the Tools panel on the right-side of the screen and click on the “Tutoring Assistance for GNTC” link.

Step-6:

The “Self Enrollment” pop-up displays.

Simply click the **Submit** button to be automatically enrolled in the Academic Support Center organization.

Step-7:

After having clicked on the Submit button, should have been taken to the Academic Support Center landing page.

If you were taken back to the Blackboard GNTC Home page, look to the lower middle of the page for the My Organizations panel and click on the Academic Support Center link.

Step-8:

Click on the GNTC Remote Tutoring link. To access the Virtual Tutoring Lab, on the GNTC Remote Tutoring page, click the “Enter the Virtual Tutoring Lab” link.

Step-9:

The Virtual Tutoring Lab is only available during the hours noted on the page. Outside of these days and times, a “Currently Closed” message will display and the “Enter the Virtual Tutoring Lab” link will not work.

Step-10:

You will be asked to enter your name. Please enter your full name (first and last). This makes it easier for the tutors to keep track of students in the virtual lab. After typing your full name, click on the Join Session button.

Step-11:

Before entering the Virtual Tutoring Lab, you should be asked to test your microphone and webcam to make sure they are working correctly.

Step-12:

You will land in the “Main Room” of the Virtual Tutoring Lab.

Your first step is to let the tutors know you are there. To do this, “raise your hand”.

(See instructions provide on the Main Room page.)

Once you have clicked the “Raise Hand” icon, click on the purple Open Collaborate Panel icon in the lower right of the screen to display the panel.

(See the instructions provided on the Main Room page.)

Step-13:

Shortly after raising your hand, a tutor will welcome you to the lab with a chat message. The tutor will then ask you with what subject you need help and you will be moved to a Breakout Room.

Step-14:

You will see a graphic display letting you know you are being transferred to a breakout room. You will briefly be alone in the room until a tutor joins you.

If you should find yourself alone in a breakout room for an extended period, simply click the Raise Hand icon to get the attention of a tutor.

Step-15:

Once you have finished working with the tutors, it is time to exit the virtual lab. To do this, click on the Session Menu icon in the upper-left of the screen and choose the Leave Session option.

Contact [Marty Moorehead](#) if you have any problems accessing the Virtual Tutoring Lab.