



## 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. These instructions assume that the student already has self-enrolled into the Academic Support Center organization within Blackboard. Self-enrolling into the ASC organization is a quick and easy process. For instructions on self-enrolling, as well as to view the on-campus tutoring lab schedules, view the instructions for having a tutor contact you, or find answers to frequently asked questions, please visit the [Academic Support Center homepage](#).

#### 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. Microsoft Internet Explorer is no longer supported by Blackboard. Safari is not fully compatible with Blackboard or other LMS software and should not be used. Make sure that you have the latest version of the browser you choose. Make sure that the browser's pop-up blocker is turned off or that you add "gntc.blackboard.com" (without the quotations) to your browser's safe sites list.

#### Step-2:

Go to the GNTC website home page and click on the Blackboard link. On the login screen that displays, sign in to your GNTC user account. Make sure your browser window is maximized (full screen).

### Step-3:

Once you have logged into your GNTC (OKTA) account, choose the Blackboard tile to access your GNTC Blackboard account. The browser tab will open to your Blackboard “Institution Page”.

### Step-4:

On your Blackboard home (Institution) page, you will have a navigation panel on the left side of the screen and a content panel on the right side of the screen. You should see a link in the navigation panel titled, “Organizations”. Click on the Organizations navigation link. The Organizations page loads and a link to the Academic Support Center organization is listed. Click on this link.

If the Organization navigation link or Academic Support Center organization link is missing, refer to the instructions found in the [Self-Enrolling in the Academic Support Center](#) documentation.

### Step-5:

You should now be on the Academic Support Center “Getting Started” page. The Getting Started page contains instructions on how to contact a tutor. To access a GNTC tutor through the ASC Virtual Lab choose Option 1, “ASC Virtual Lab - Connect with a Live Tutor”.

### Step-6:

After clicking on the Option 1 link, a Webex page will be displayed. If a cookies pop-up notification appears, click the Allow (or Accept) option. You may see another pop-up notification stating, “This site is trying to open Webex”. Click the Cancel button. Students do not have a GNTC Webex account, so do not try to open the Webex app or download it to your computer. Instead, always choose the “Join from your browser” link.

### Step-7:

After having clicked on the “Join from your browser” link, the next screen will ask you to enter your information. Enter your full name (first and last) into the Name box. Enter your GNTC student email address into the Email Address box. After entering your information, click the Next button.

### Step-8:

On the next Webex screen that displays you will make sure your device (computer) is set up and ready to join the Virtual Lab. If your computer has a microphone and/or a webcam, your browser may display a pop-up notification asking for permission to use each of these. Choose the Allow option. The Webex page will also display the audio connections (microphone and speakers) that it detects. If you have a webcam, the Webex page may also display a pop-up allowing you to preview the webcam. We do not utilize webcams in the Virtual Lab so you can ignore that pop-up notification. Click the Join Meeting button.

### Step-9:

After clicking the Join Meeting button, you will land in the “Main Room” of the Virtual Tutoring Lab. If the Virtual Lab is currently open, you should see the avatars of some of the tutors currently working. You should also see the Welcome screen. It shows the lab schedule for the day and gives you some basic information about the lab. If you do not see the tutor avatars or the welcome screen, then the lab is most likely closed. Be sure to review the current [Virtual Tutoring Lab Schedule](#).

### Step-10:

After entering the Main Room of the virtual lab, a tutor will welcome you to the lab with a chat message. Make sure your Chat panel is open by clicking on the Chat bubble icon in the lower-right of the screen. The tutor will then ask you with what subject you need help and you will be moved to a Breakout Room to work one-on-one with a tutor. This tutor will walk you through how to use the various Virtual Lab tools, as well as how to exit the lab when finished.

## Contact us

If you have any issues or questions, please contact [Marty Moorehead](#), the Academic Support Coordinator.