

Instructions for Virtual Tutoring through Teams

If you need assistance with **written assignments**, follow the below instructions.

1. From your Pellissippi State Webmail account, email your paper to ascatutor@pstcc.edu. The ASC in this email address stands for Academic Support Center. It is not the word “ask” as in “ask a tutor.”
2. Send your paper in the form of a **Microsoft Word** document. We are unable to provide comments to a pdf or other types of documents.
3. Be sure to include the instructions and rubric for the assignment.
4. Be patient. Your response could take up to 24 hours.

If you need assistance with **other assignments**, send an email to tutor@pstcc.edu with the following information.

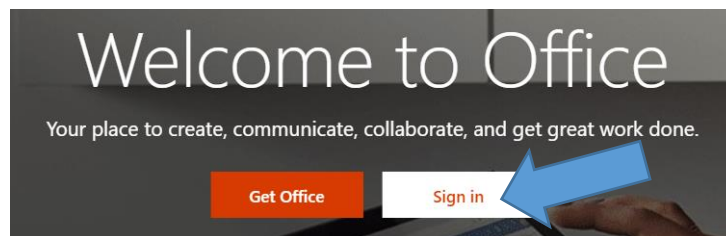
1. What subject? Example: MATH 1530
2. What topic? Example: Hypothesis Testing
3. Who is your instructor?
4. What is your Pellissippi ID Number(P#)?

A tutor will contact you as soon as possible through Microsoft Teams. Keep Teams open so the tutor can contact you. If you do not have Teams downloaded to your computer or phone, follow the **linked** instructions. This is a free download for all PSCC students.

Note: All tutoring sessions have a time limit of 30 minutes. If you have further questions after reaching the time limit, you will need to send another email to tutor@pstcc.edu to get back in the cue.

Microsoft Teams

Step 1: Go to Office.com and click the **Sign in** button.



Step 2: Enter your Pellissippi State username and password. You will need to include @pstcc.edu with your username. Then, click **Next**.



Sign in

xxxxxx@pstcc.edu

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Back

Next

Step 3: Select Work or school account.



It looks like this email is used with more than one account from Microsoft. Which one do you want to use?



Work or school account
Created by your IT department
jtsharp@pstcc.edu



Personal account
Created by you
jtsharp@pstcc.edu

Tired of seeing this? [Rename your personal Microsoft account.](#)

Back

Step 4: At this point, Microsoft will invoke the two-step authentication. If you do not have this set up, click [here](#) to learn how.



jtsharp@pstcc.edu

Enter code

We texted your phone +X XXX-XXX-XX85.
Please enter the code to sign in.

Code

Having trouble? [Sign in another way](#)

[More information](#)

Verify

****Note:** You will be asked if you want to reduce the number of times you are asked to sign in.



jtsharp@pstcc.edu

Stay signed in?

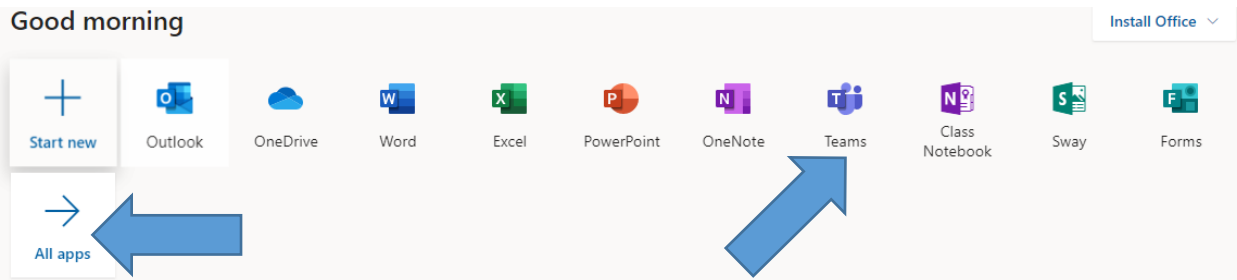
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes

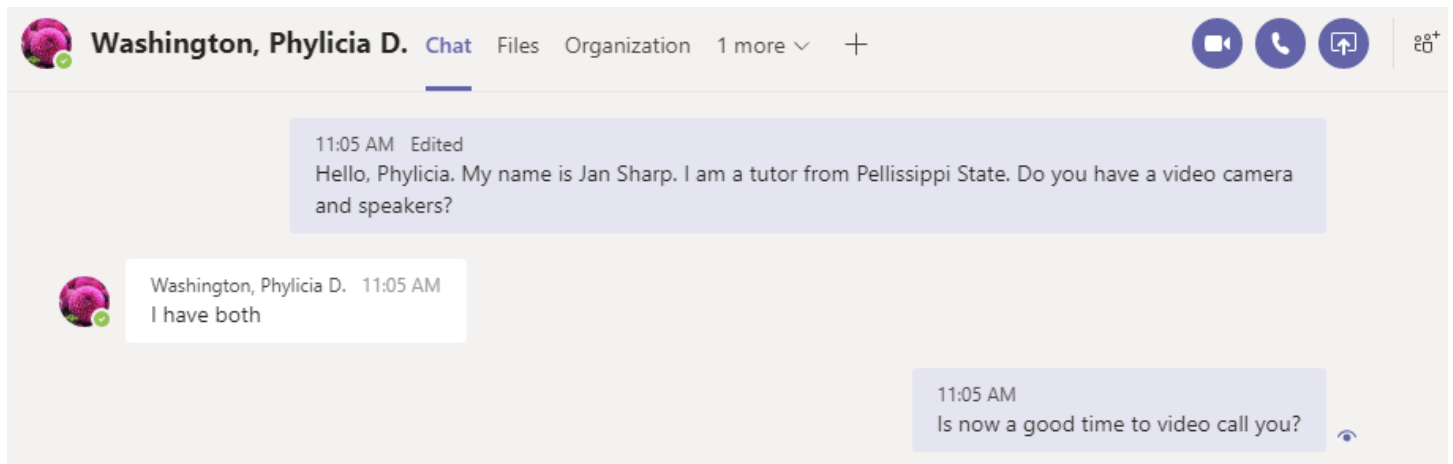
Step 5: If Teams is not displayed, choose **All apps**. Otherwise, select **Teams**.



Step 6: To download Teams to your desktop, phone, laptop, etc., click on the computer screen with the down arrow in the bottom left-hand corner.



Step 7: Leave Teams open so a tutor can contact you. We will chat with you first.



Note: If you have a video camera, you can choose to answer the “call” by clicking on the video camera icon. If you do not have a video camera, you will need to answer the “call” by selecting the phone.

