

Students,

Academic Support Center (ASC) tutors are available to assist you virtually from January 19 through May 5, 2021.

Our operating hours are as follows.

Monday: 9:00-6:00	Tuesday: 9:00-7:00
Wednesday: 9:00-6:00	Thursday: 9:00-6:00
Friday: 9:00-4:00	Saturday and Sunday: Closed

*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.
2. Send your paper (from your PSCC email account) 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. Also, include your P#, course name (Ex. ENGL 1010), and instructor's name in your email.
5. If you prefer to be contacted by a tutor via *Microsoft Teams*, please indicate that in your email.
6. Be patient. It could take a while for a response.

*If you need assistance with **OTHER ASSIGNMENTS**, send an email (from your PSCC email account) 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?
 3. What is your Pellissippi ID number (P#)?
 4. Do you have Teams downloaded?
- **A tutor will contact you as soon as possible through *Microsoft Teams*.** Attached, you will find instructions on how to download *Microsoft Teams*. Go ahead and open Teams before you send the email to tutor@pstcc.edu. If you do not have Teams downloaded to your computer or phone, follow the instructions below. This is a free download for all PSCC students. Don't forget [helpdesk](#) is a simple email, text, or call away if you need help with your download.
 - **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 queue.

We want to help you succeed in your classes and look forward to hearing from you soon.

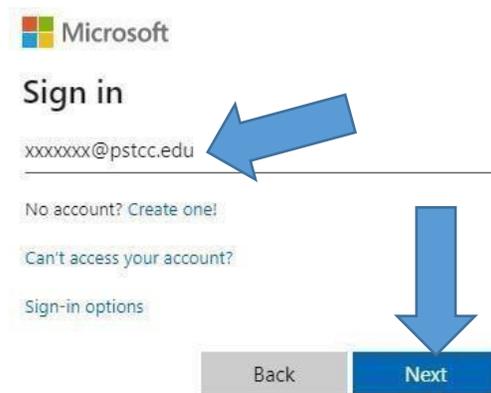
ASC Team

Microsoft Teams Download Instructions

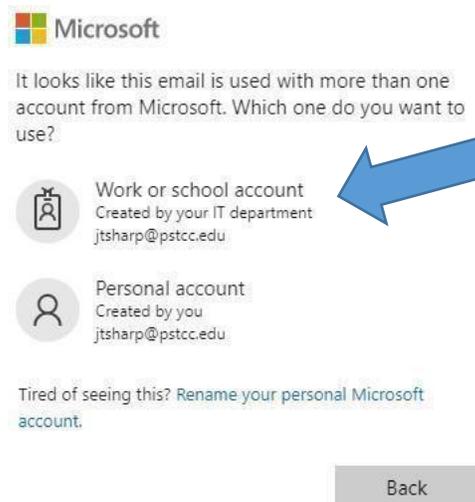
Step 1: Go to Office.com and click the **Sign in** button.



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



Step 3: Select **Work or school account**.



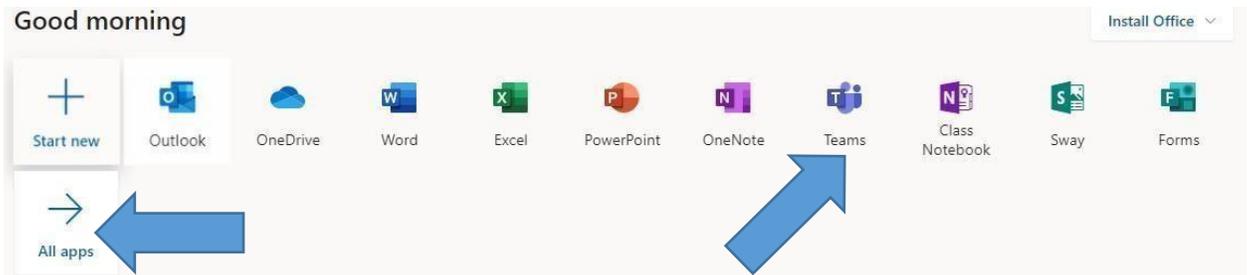
Step 4: At this point, Microsoft will invoke the two-step authentication. If you do not have this set up, click [here](#) to learn how.



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



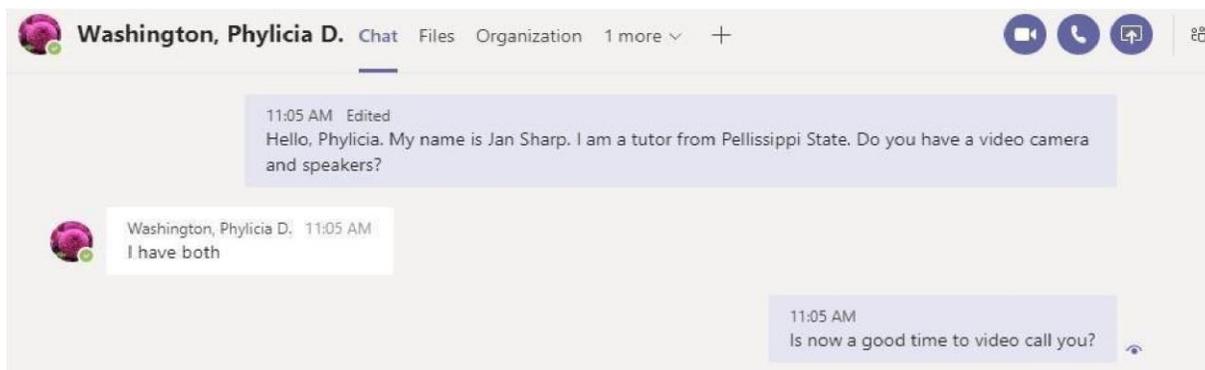
Step 5: If Teams is not displayed, choose **All apps**. Otherwise, select **Teams**.



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.

