

The Panther Learning Lab is still here to help you. We want to ensure you are all successful in your courses and to provide some advice and resources for this transition:

### **How do I get tutoring help for my classes?**

- All Panther Learning Labs have moved to Canvas. We are here to help! To get started, click and enroll in our [Online Panther Learning Lab](#).

### **How do I find my SI leader sessions?**

- As soon as we have the schedules available, your instructor will post them on your Canvas course pages. For now, all of our awesome Academic Specialists are here to help you! Again, you can use this link to access the [Online Panther Learning Lab](#).

### **What subjects are available for online tutoring?**

- Check out the [schedule for our Online Panther Learning Lab](#) and visit our Canvas page(s) by clicking the link(s) in the left column.

### **This is all new to me, and I have some general questions about how to navigate Canvas. Who can I talk to?**

- **First**, if you are unable to see your courses or are having trouble getting started, visit the [Canvas Help for Students](#) page.
- **Next**, if you still have questions, join us on Monday or Tuesday live to speak to our Academic Support Specialists about Canvas, the Panther Learning Lab, or any other questions you may have. **We are here to help!**

### **I can't access Canvas and/or see my courses. What should I do?**

- Nothing, just wait. If you just enrolled, it takes one working day when classes are in session and one week during semester breaks for your Canvas account to be created or new courses to be added to Canvas.
- You may have received information from your professor(s) with information about your class(es). If you have not, we recommend contacting them immediately.
- Visit the [Canvas Help for Students website](#). There, you will find a video tutorial and guides.
- If you still need help with a password or have general questions about canvas, fill out the [Student PASS Help or Password Reset form](#). Once you complete this form, our staff will get back to you via email.

### **I'm having trouble with a username or password?**

- **Hartnell Email** - If you are unsure of your email address, look it up in the "My Profile" section of PAWS or contact Admissions and Records: (831) 755-6711. Your password should be your 8-digit date of birth (e.g. 01011990 if you were born on Jan 1st, 1990).
- **Canvas** - Your username is your Hartnell Student ID number (example: 0034567). Your initial password is your 8-digit date of birth (example: 01011990 if you were born January 1st, 1990) If you changed your password and forgot it, Canvas will allow you to reset it. When you request a new password, an email will be sent to your Hartnell email account with instructions. However, you won't receive an email if you just registered since your account takes a day to be created.
- **PAWS** - Allows you to reset your password. It will send a temporary password to your Hartnell email account.
- If you still need help with a password or have general questions, fill out the [Student PASS Help or Password Reset form](#). Once you complete this form, our staff will get back to you via email.

### **Are there any options for Wifi?**

- Yes. Hartnell College has options available for students. Visit the Computer and Internet section of the [Online Resources Page](#) for more information .
- You can also request a cellular hotspot using the form below.

### **Can I borrow a Chromebook or a cellular hotspot?**

- Yes. Fill out the following form to request a Chromebook and/or hotspot:  
<https://wapp1.hartnell.edu/equipment>

### **The Panther Learning Lab had chromebooks available, can I still borrow a chromebook?**

- The Panther Learning Lab is completely online, but the college can provide students with a chromebook (depending on availability). Please email [pll@hartnell.edu](mailto:pll@hartnell.edu) and we will contact you with more information.

### **I have a question about the Early Support Program (ESP). Who do I contact?**

- If you have a question about study strategies, time management, or need assistance with academic probation or general questions, contact the ESP office by calling the general counseling office line (831) 755-6820 - OR - complete this [online form](#) (and select ESP). You can also email [esp@hartnell.edu](mailto:esp@hartnell.edu) directly.

**We will continue to add more questions and answers, so check back soon!**