

# Stetson SSC – How to Troubleshoot Sign In

## If a Student is having trouble signing in to a service...

Try the following steps.

1. Make sure the student is not picking “One of my courses” at the blow screen. They should just be picking the subject right away.

**Welcome, Matthew** Please choose an option below. **Log Out**

I need help from a Tutor in  
**One of my courses**

I'm here for  
**Tutoring-Accounting**

I'm here for  
**Tutoring-Business Statistics**

I'm here for  
**Tutoring-Economics**


I'm here for  
**Tutoring-Finance**

**Hollis Family Student Success Center** Powered by **EAB Campus**

2. Make sure the tutor has entered their hours correctly into SSC. They can reference the guide in the tutor section of the Resources for Student Employees page on our Academic Success page. [Stetson.edu/administration/Academic-Success](http://Stetson.edu/administration/Academic-Success)

**Academic Success**

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Coaching for Academic Success

3. Check the time, if the tutors hours are set for 6pm – 9pm and the student attempts to sign in at 5:59pm it won't activate tutoring until 6pm.
4. Email Matt specifics, student who tried to sign in, tutor who was working, time, subject etc.