

Student ID Number = Public Library Card



How to access Live one-to-one help with Tutor.com through the Hillsborough County Public Library

- Go to: <https://hcplc.org/haalpass>
- Click on My Account at the top left of the page, at the Log In screen, for the Username, key in your Student's 7 Digit Student ID Number and default PIN is 4321 and click on Log In
- At the Welcome screen, click on 'Continue to Account Setup', verify information and key in your email address and select continue
- At the Account Set Up screen, key in a username (You can choose this), read and accept the following terms and click Complete Account Setup
- You will receive a message that your account is now set up and you can Continue to My Account
- Select '**Learning & Research**' at the top menu and then scroll down and under Categories, select '**Homework Help**' and then click on the '**Tutor.com**' button
- You will then enter your Student 7 Digit Student ID Number and PIN: 4321
- You can then select 'Connect with a Tutor now at the top of the page
Live one-to-one help is available between 2pm and midnight, 7 days a week!

If you have any questions, the Library can help you via the **Chat with a librarian button**, found here: <https://askalibrarian.org/local.php?LibraryName=Hillsborough%20County%20Public%20Library%20Cooperative&DepartmentNumber=22899>

Librarians are available through Chat 7 days a week from 9am - 6pm if you have any questions about accessing their site