How to Chat with IT (the technical department)
HawkNet

HawkNet is a term used to describe the Web-based resources for students, faculty, and staff at Hillsborough Community College. Please find information about each resource below:

**HAWKNET RESOURCES**

- **WebAdvisor**
  - Search and register for classes, view grades, and access educational records.
  - Availability: System maintenance each night between midnight and 6:00 a.m. and every Sunday from midnight to noon.

- **NetID**
  - Manage NetID profile and password.
  - [log in instructions](#)

- **Directory**
  - Find contact information for HCC faculty, staff and administration.

- **Smarthinking Online Tutoring**
  - Access online tutoring service for HCC students. Confirm with instructor prior to using Smarthinking.

- **Wireless**
  - On-campus access to the HCC Wireless Network is automatic.

- **HCC Live Help Desk**
  - Search knowledgebase, chat or call to find answers to your technology and student services questions.

- **Library**
  - Access online library resources.

- **Employed Email**
  - Access Outlook email.

- **Employee VPN**
  - Access the HCC network remotely.

- **HawkMail365**
  - Access HawkMail account, calendars, contacts, Office Web Apps, Lync instant messaging and Skype applications from nearly any Web browser. [tutorial and more information](#)

- **MyHCC**
  - Access learning management system and online learning portal. [log-in instructions](#)

- **Search for Class Sections**
  - Search for sections outside of WebAdvisor. Section data is updated every hour.

- **Bookstore**
  - Access online bookstore resources. Use Mozilla Firefox Web browser.

- **Office 365 For Free**
  - Office 365 in coordination with Microsoft is offering Office 365 free for currently enrolled students. 
  - Click the link above to view instructions on how to download today.
Welcome to HCC Live, your technical and student services support center.

Please read below to make your support selection.

For questions about Admissions, Advising, Registration, Financial Aid, or Cash Payments please call 855-333-4626. Please note that Chat or Submit an Online Help Ticket options are not available at this time for student services support center.

For Login, Password Reset, Blackboard, Computer Issues, Network, Phones, Email and other technical support issues please call 877-736-2575. You can also use Live Chat Support or Submit a Help Ticket options from the Support Options group on this page for online technical help.
You will have to be patient as there may be a delay in their response. They help several students at once. Make sure you answer all the questions they ask you. They will reset your password and help you get back in to your account.