



Getting Started: Signing In

1. Go to <https://monroecc.go-redrock.com>
2. Enter your myMCC username and password. Once you are logged in, your screen will look like this:

Monroe Community College
STATE UNIVERSITY OF NEW YORK
Monroe Community College - TutorTrac Profile

Campus
Monroe Community College
Welcome to Monroe Community College

Welcome! Please Log in

Login
Enter your username and password, then press your *Enter* key or click the *Login* button.

User Name:
Password:

Welcome to TutorTrac
Tracking Software
Welcome to TutorTrac **RedRock Software Corporation**
version 4.2.170210 ©Copyright 1999-2011
RedRock Software Corporation
Unauthorized Duplication of Software is Illegal and
Protected under Federal Law

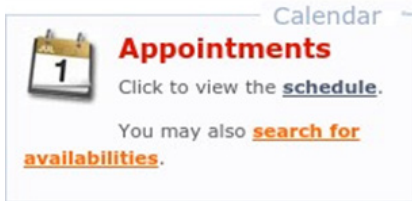
version 4.2.170210-B
www.go-redrock.com
www.monroecc.edu
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Monroe Community College
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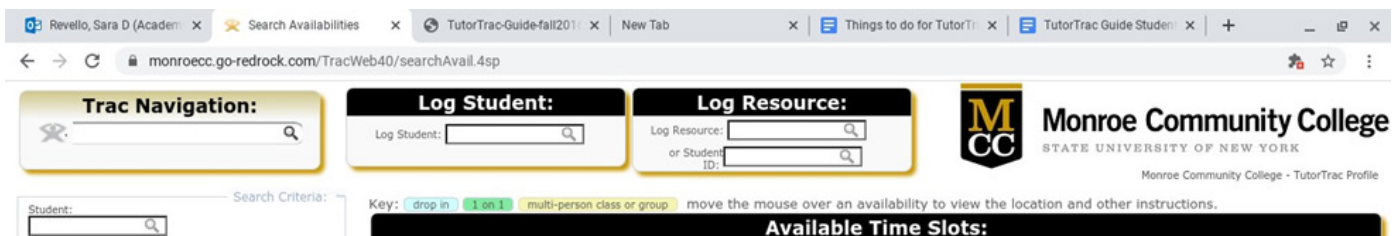
Searching for Tutor Availability

All tutor's schedules are programmed into TutorTrac. You can search for open appointments based upon the course for which you need tutoring.

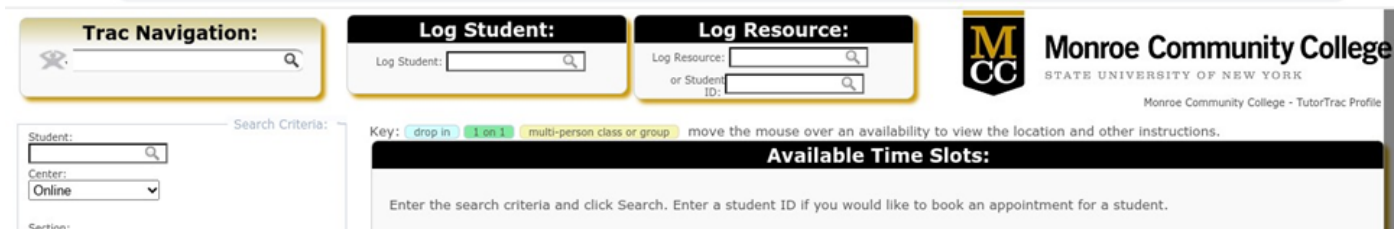
1. Look for the box labeled "Student Options" on the left side of the screen.
2. Select "Search Availability..."



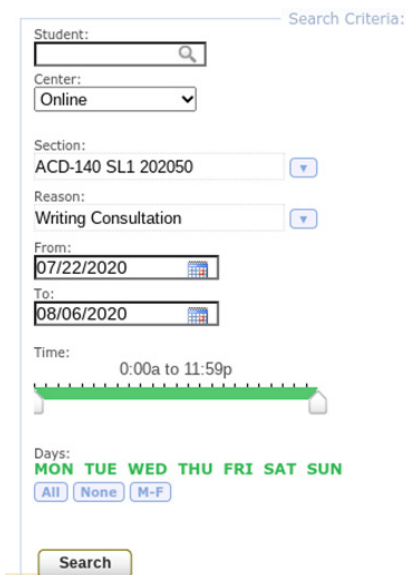
3. You will be brought to a screen that looks like this:



4. Click the drop-down menu labeled "Center" in the Search Criteria box and choose the center you wish to use--for now, select "Online" as all appointments will be online.



5. After choosing your center, the search criteria options will automatically change.



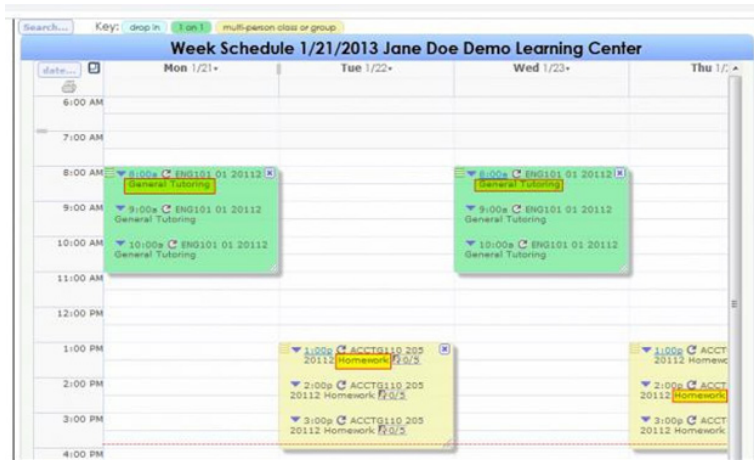
- a. Consultant: If you do not know tutor you wish to work with, leave this box blank. If left blank, all the tutors and their availabilities that fit within your search criteria will appear.
 - b. Section: Choose the course you wish to see a tutor for. Only courses you are enrolled in will appear.
 - c. Reason: Choose the reason you wish to see a tutor or leave blank.
 - d. From/To: Specify the dates in which you would like to search for availabilities (default is a span of 7 days).
 - e. Time: Specify the time span in which you would like to search for availabilities (default is 24 hours).
 - f. Days: Specify the days in which you would like to search for availability (default is all days).
6. When finished setting up search options, select "Search." Availabilities will appear in the box to the right labeled "Available Time Slots" (example pictured below).

The screenshot shows a tutoring search interface. On the left, the 'Search Criteria' panel includes fields for Student, Center (set to 'Online'), Section (set to 'ACC-101 SL3 202050'), Reason (set to 'Writing Consultation'), From date (set to '07/22/2020'), To date (set to '08/06/2020'), and Time (set to '0:00a to 11:59p'). On the right, the 'Available Time Slots' panel displays a grid of slots for the dates 7/22/2020 through 7/30/2020. The slots are organized by day and tutor. A key at the top indicates that a green box represents '1 on 1' and a yellow box represents 'multi-person class or group'. The text below the key states: 'Your account has overrides, allowing you to override any scheduling restrictions.'

| Wed 7/22/2020 | Thu 7/23/2020 | Mon 7/27/2020 | Tue 7/28/2020 | Wed 7/29/2020 | Thu 7/30/2020 |
|-----------------------------|------------------------------|------------------------------|------------------------------|-----------------------------|------------------------------|
| Frank 12:00 PM - 5:00 PM | Frank 3:00 PM - 6:00 PM | Frank 1:00 PM - 4:00 PM | Frank 11:00 AM - 3:00 PM | Frank 12:00 PM - 5:00 PM | Frank 3:00 PM - 6:00 PM |
| | Emidio 8:00 AM - 12:00 PM | Emidio 8:00 AM - 12:00 PM | Emidio 8:00 AM - 10:00 AM | | Emidio 8:00 AM - 12:00 PM |

Scheduling an Appointment

1. Click on the appointment time that you wish to book. The Appointments Entry box will automatically appear.

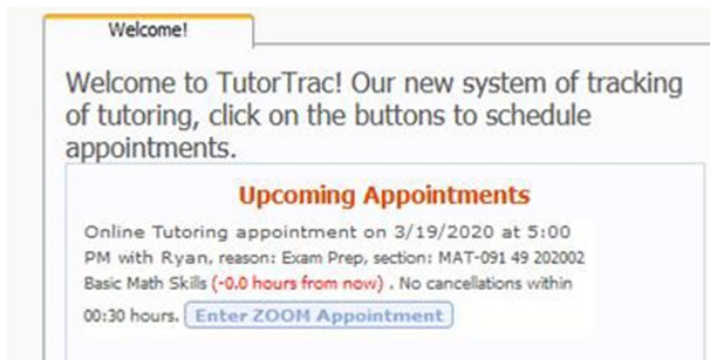


2. The directions will be at the top of the box. Please read all directions carefully.
3. Enter all required information.
4. Choose a 30 min or 60 min appointment.
5. Click "Save" when finished.
6. After you have saved your appointment, you will receive an appointment confirmation email as well as a reminder the night before your appointment.

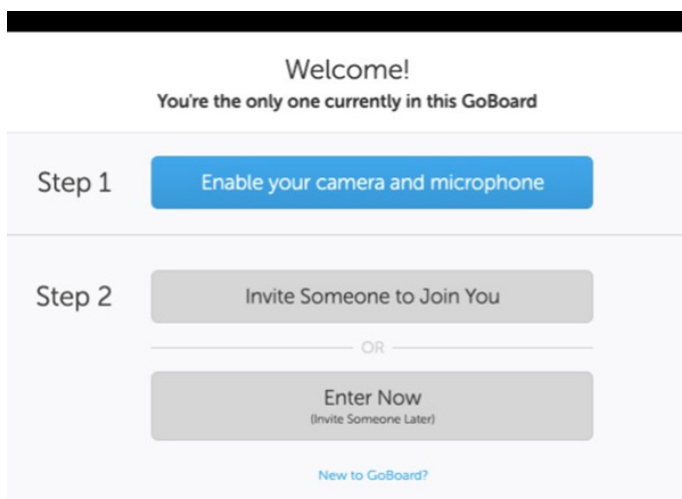
A screenshot of the "Appointments Entry" form. At the top, it shows "Student: Sam Smith" and "Staff: Jane Doe". The form is divided into sections: "Appointment Info" with fields for "Center" (Demo Learning Center), "Location" (Library), "Subject", "Reason" (with a dropdown menu open showing options like "Extra Help", "General Tutoring", "Homework", "Online Session", "Peer Study Group", "Research", "Tutor Work Sign On", "Work"), "Date", "Time" (8:00 AM To: 9:00 AM), and "Appointment Duration" (60 minutes). At the bottom, there is a "Save" button and two checkboxes: "Automatically create the visit when this appointment is saved." and "Override and send confirmation when this appointment is saved."

Starting your Appointment

1. Using Chrome, Firefox, or iPad login to your TutorTrac account at least 15 minutes prior to your scheduled appointment. Once in your TutorTrac account you will see your scheduled appointment. Click the Enter ONLINE Appointment button.



2. You will be sent to a Welcome Screen, which will allow you to enable your camera/microphone or enter the board.



3. You will then be directed to your tutor's GoBoard system. Use the text tool to put your name on the board so your tutor knows who you are.

Cancelling your Appointment

All appointments can be cancelled up to 30 minutes prior to the appointment start time.

1. Log into TutorTrac. Upcoming appointments will be listed on your main page within the TutorTrac Main Menu box



2. Click on the X at the end of the appointment description.
3. You will be prompted to confirm that you wish to cancel your appointment.

