

# Getting Started: Signing In to TutorTrac

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...

The screenshot shows the TutorTrac login interface for Monroe Community College. At the top right, the college logo and name "Monroe Community College STATE UNIVERSITY OF NEW YORK" are displayed, along with the text "Monroe Community College - TutorTrac Profile".

In the center, a large white box with a black header titled "Welcome! Please Log in" contains the login instructions: "Login Enter your username and password, then press your Enter key or click the Login button." To the right of the text are two input fields labeled "User Name:" and "Password:", and a "Login" button below them.

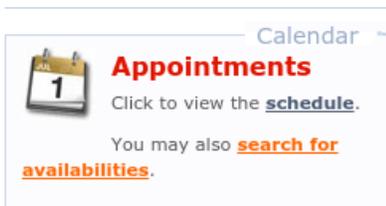
On the left side, there is a small box with the Monroe Community College logo and the text "Campus Monroe Community College Welcome to Monroe Community College".

On the right side, there is a yellow box titled "Welcome to TutorTrac Tracking Software" with the text "Welcome to TutorTrac Redrock Software Corporation" and a copyright notice: "version 4.2.170210 ©Copyright 1999-2011 Redrock Software Corporation. Unauthorized Duplication of Software is Illegal and Protected under Federal Law".

At the bottom left, the college logo and name are repeated. At the bottom right, there are icons for a printer, a mouse, and a network connection, along with the text "version 4.2.170210-B", "www.go-redrock.com", "www.tutortrac.com", "©1999-2011 All Rights Reserved", and "00000000".

# Searching for Tutor Availability:

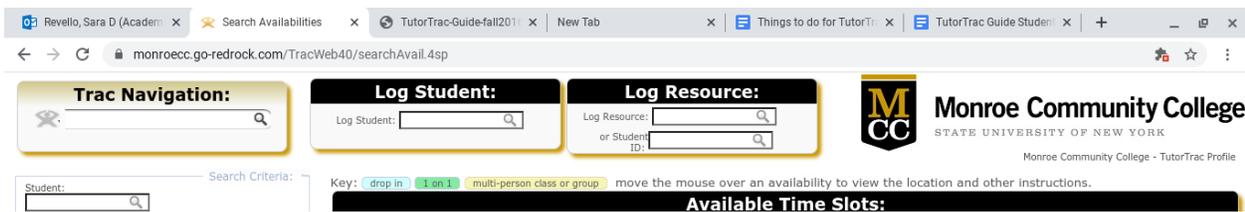
All tutor's schedules are programmed into TutorTrac. You can search for open appointments based upon the course for which you need tutoring.



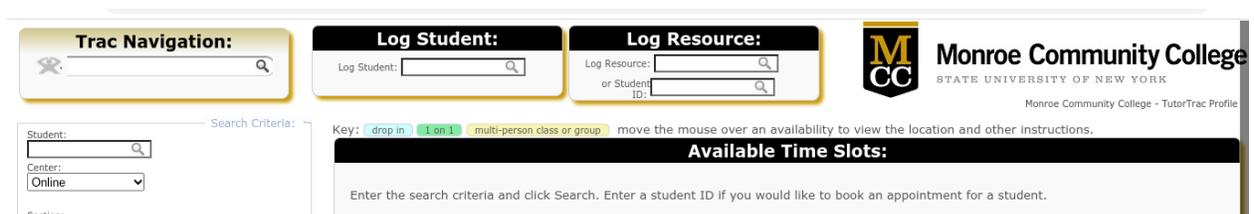
1. Look for the box labeled "Student Options" on the left side of the screen.

2. Click on the link "Search Availability..."

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



Click the drop down menu labeled "Center" in the Search Criteria box and choose the center you wish to book. Please be careful to select the correct center.



After choosing your center, the search criteria options will automatically change to look like this:

The screenshot shows a 'Search Criteria' form with the following fields and options:

- Student:** A text input field with a search icon.
- Center:** A dropdown menu with 'Online' selected.
- Section:** A dropdown menu with 'ACD-140 SL1 202050' selected.
- Reason:** A dropdown menu with 'Writing Consultation' selected.
- From:** A date picker set to '07/22/2020'.
- To:** A date picker set to '08/06/2020'.
- Time:** A time range slider set from '0:00a' to '11:59p'.
- Days:** A row of buttons for 'MON', 'TUE', 'WED', 'THU', 'FRI', 'SAT', and 'SUN', all of which are highlighted in green.
- Below the days are three buttons: 'All', 'None', and 'M-F'.
- A 'Search' button is located at the bottom of the form.

1. **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.
2. **Section:** Choose the course you wish to see a tutor for. Only courses you are enrolled in will appear.
3. **Reason:** Choose the reason you wish to see a tutor or leave blank.
4. **From/To:** Specify the dates in which you would like to search for availabilities (default is a span of 7 days).
5. **Time:** Specify the time span in which you would to search for availabilities (default is 24 hours).
6. **Days:** Specify the days in which you would like to search for availability (default is all days).

When finished setting up search options, click "Search." Availabilities will appear in the box to the right labeled "Available Time Slots" (example pictured below).

Search Criteria:

Student:

Center:

Section:

Reason:

From:

To:

Time:

Key: drop in 1 on 1 multi-person class or group move the mouse over an availability to view the location and other instructions.

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.

Search... Key: drop in 1 on 1 multi-person class or group

Week Schedule 1/21/2013 Jane Doe Demo Learning Center

Date	Mon 1/21+	Tue 1/22+	Wed 1/23+	Thu 1/24+
6:00 AM				
7:00 AM				
8:00 AM	8:00a ACCTG110 205 20112 Homework <b>8:00/5</b>		8:00a ACCTG110 205 20112 Homework <b>8:00/5</b>	
9:00 AM	9:00a ACCTG110 205 20112 Homework <b>9:00/5</b>		9:00a ACCTG110 205 20112 Homework <b>9:00/5</b>	
10:00 AM	10:00a ACCTG110 205 20112 Homework <b>10:00/5</b>		10:00a ACCTG110 205 20112 Homework <b>10:00/5</b>	
11:00 AM				
12:00 PM				
1:00 PM		1:00p ACCTG110 205 20112 Homework <b>1:00/5</b>		1:00p ACCTG110 205 20112 Homework <b>1:00/5</b>
2:00 PM		2:00p ACCTG110 205 20112 Homework <b>2:00/5</b>		2:00p ACCTG110 205 20112 Homework <b>2:00/5</b>
3:00 PM		3:00p ACCTG110 205 20112 Homework <b>3:00/5</b>		3:00p ACCTG110 205 20112 Homework <b>3:00/5</b>
4:00 PM				

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

**Appointments Entry**

Student: **Sam Smith**  
R000000001  
555-555-5555

Staff: Jane Doe

**Appointment Info**

Center: Demo Learning Center      Location: Library

Subject: [ ]      Status: [ ]

Reason: [ ]      Time: 8:00 AM To: 9:00 AM

Date: [ ]      Appointment Duration: 60 minutes

Phone: [ ]

Notes: Tutor Work Sign On  
Work

Created 00/00/00 at 00:00:00 by [ ]  
Modified 00/00/00 at 00:00:00 by [ ]

**Save**       Automatically create the visit when this appointment is saved.  
 Override and send confirmation when this appointment is saved.

# Cancelling an 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.

