



## 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

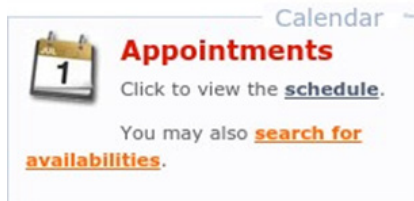
version 4.2.170210-B  
www.go-redrock.com  
©1999-2011 All Rights Reserved

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

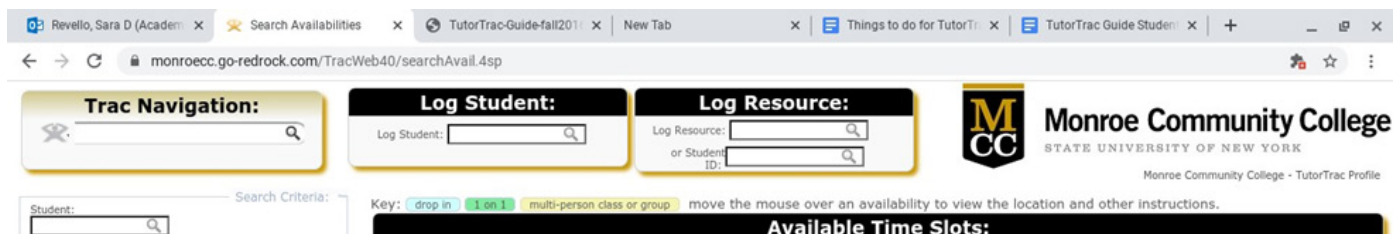
## Searching for Tutor Availability

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

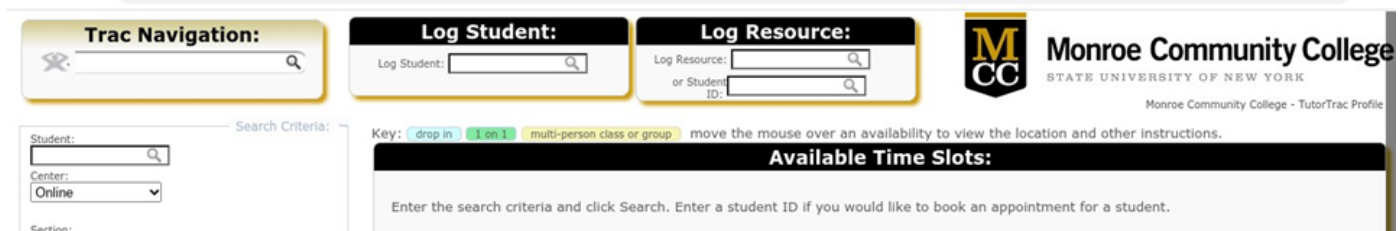
1. Look for the box labeled "Student Options" on the left side of the screen.
2. Select "Search Availability..."



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.

Search Criteria:

Student:

Center:

Section:

Reason:

From:

To:

Time:

Days:

- 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' section includes:
 

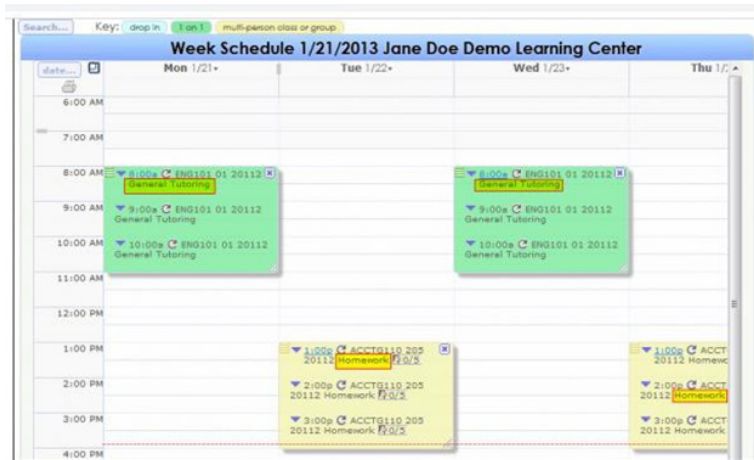
- Student: (empty search box)
- Center: Online (dropdown menu)
- Section: ACC-101 SL3 202050 (dropdown menu)
- Reason: Writing Consultation (dropdown menu)
- From: 07/22/2020 (calendar icon)
- To: 08/06/2020 (calendar icon)
- Time: 0:00a to 11:59p (time range selector)

On the right, the 'Available Time Slots' section displays a grid of slots for the dates 7/22/2020 through 7/30/2020. A key indicates that a blue box represents '1 on 1' and a yellow box represents 'multi-person class or group'. The slots are as follows:

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.

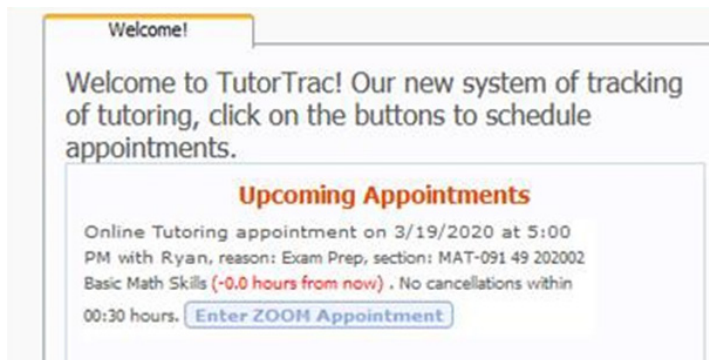


2. The directions will be at the top of the box. Please read all directions carefully.
3. Enter all required information.
4. Choose a 30 min or 60 min appointment.
5. Click "Save" when finished.
6. After you have saved your appointment, you will receive an appointment confirmation email as well as a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

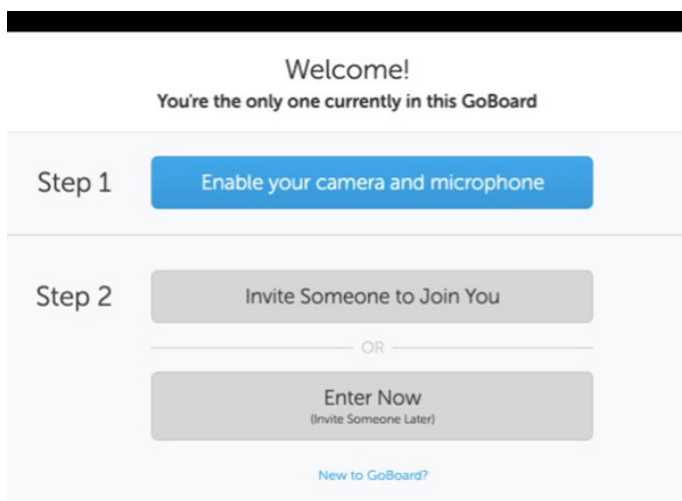
A screenshot of the 'Appointments Entry' form. The form is titled 'Appointments Entry' and shows the student 'Sam Smith' and staff 'Jane Doe'. The 'Appointment Info' section includes fields for 'Center' (Demo Learning Center), 'Subject', 'Reasons', 'Date', 'Phone', and 'Notes'. The 'Location' is set to 'Library', 'Status' is 'Open', and 'Time' is '8:00 AM To: 9:00 AM'. The 'Appointment Duration' is set to '60 minutes'. A 'Save' button is at the bottom left. There are 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.

