

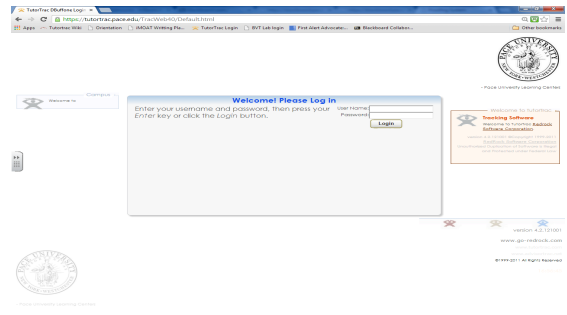
MAKING & ATTENDING APPOINTMENTS WITH YOUR STUDENT TUTORTRAC ACCOUNT

Logging in to TutorTrac through the URL on campus:

<https://tutortrac.pace.edu/>

Once on this page please use your Pace credentials to log in (same login as your Pace Portal)

Note: Suggested Browser is Mozilla Firefox (Internet Explorer won't work well)

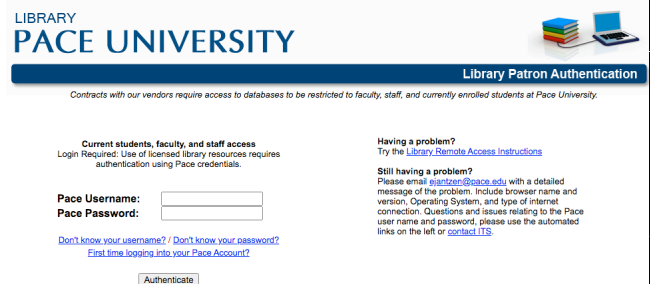


Logging in to TutorTrac through the URL off campus:

<http://rlib.pace.edu/login?url=https://tutortrac.pace.edu>

Log in using your Pace credentials twice – once for library then again for TutorTrac (same login as your Pace Portal)

Note: Suggested Browser is Mozilla Firefox (Internet Explorer won't work well)

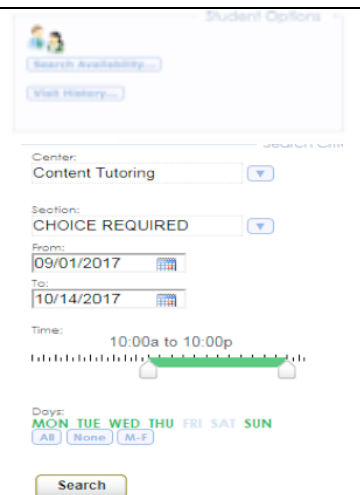


Searching Availability

- Select 'Search Availability' from the main page
- Dropdown on the left: **select your desired center**

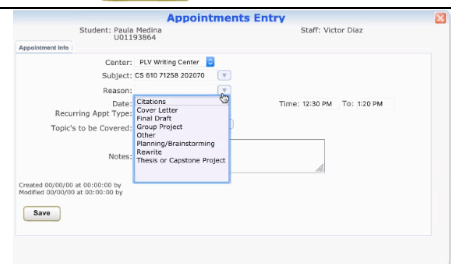
{NOTE: Both the "PLV In Person Supports" and "NYC In Person Supports" centers are in person appointments. All other centers are online sessions through ZOOM.}

- **Select a course** you would like tutoring for
- **Select a time-frame** and hit **Search**
- Tutor availability for the selected course will be displayed
- Select the time you wish to attend



Make an Appointment

- After selecting your desired time, fill out the information including the reason and the topics to be covered
- You will get an automated email confirming your appointment



Subject: Appointment Reminder (name of center)

Dear _____,

You have scheduled the following appointment:

Tutor: _____
Date: _____
Time: _____
Subject: _____

If you are taking part in a remote session. The required password is _____.

Please be on time.

Access for Online Appointments (via ZOOM)

- The password can be found in your confirmation / reminder email.
- **Ten minutes** prior to your scheduled appointment you will see an option to “Enter ONLINE Appointment (as seen to right). Click to enter and use the password provided in your email. This link will be here for the duration of the appointment should you get disconnected.
- **Note:** The link will not be available if you are too early (i.e. for a 10:00 appointment the **earliest** you will have access to the link is 9:50.)

The screenshot shows the TutorTrac Main Menu. At the top, it says 'Welcome!' and 'Class Schedule'. Below this, there are two main sections. The left section is titled 'Upcoming Appointments' and lists two appointments: 'NYC Academic Skills Workshops appointment on 8/18/2020 at 1:30 PM with Sven Latinovic, section: Other (-1.3 hours from now) - No cancellations within 03:00 hours.' and 'NYC Individual Academic Development appointment on 8/18/2020 at 3:00 PM with Sven Latinovic, section: ECO 400 70677 202070 Seminar in Economic Theory (0.1 hours from now) - No cancellations within 03:00 hours. Enter ONLINE Appointment'. A button labeled 'Click to enter the ONLINE appointment' is visible. The right section is titled 'Welcome to your Pace University Student TutorTrac Account!' and includes instructions on how to access visit history and search for available tutoring sessions. It lists three steps: 1) Clicking on 'Search Availability', 2) Select either the NYC or PLV Tutoring Center, and 3) Select the course, date, and time period. A fourth step states that a schedule will then appear with all available tutors. At the bottom, there is a note about contacting support via email.

Cancelling an Appointment

- Click the “x” found next to the appointment. Enter the reason and click “Confirm Cancellation”
- If there is not an “x” next to the appointment that means it is too late to cancel. There are no cancellations within 3 hours of the appointment. (This is indicated in red on the image in the row above.)
- If you miss 3 sessions during the semester you will be blocked from making any more appointments. This includes any type of appointment in TutorTrac for Academic Skills, Content or the Writing Center.

The screenshot shows the 'Appointment Cancellation' dialog box. It asks 'Are you sure you want to cancel this appointment?' and prompts the user to 'Enter a reason for the cancellation and click Confirm Cancellation.' Below this, there are 'Details:' for a 'PLV Writing Center appointment on 8/20/2020 at 12:30 PM with Victor Diaz, reason: Cover Letter, section: CS 610 71258 202070 Intro to Parallel & Dis Comp'. A text input field labeled 'Reason:' is provided. At the bottom, there are two buttons: 'Keep Appointment' and 'Confirm Cancellation'.