

TutorTrac Navigation for Students

A Guide to Logging in & Creating/Canceling Appointments

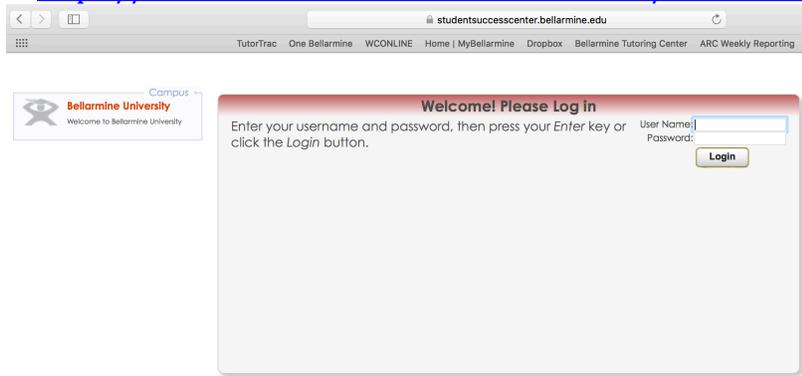
Welcome to TutorTrac! This new system, run out of the Tutoring Center, will allow you to log on with your Bellarmine credentials and create/cancel your own tutoring appointments. Directions on how to do so are below.

A couple of things to note:

- If the page will not load, there may just be too many people trying to access it at once. During busy times, the server may not support the amount of people that wish to create tutoring appointments. Try again at another time, and if you are still unable to log in, contact the Tutoring Center at 502-272-7400 or tutoring@bellarmine.edu
- There are times when processes take a little longer than normal to load in the system. If this is the case, simply close out of the window or try refreshing the page. More than likely, the task was completed, but the page was having trouble loading due to server traffic.

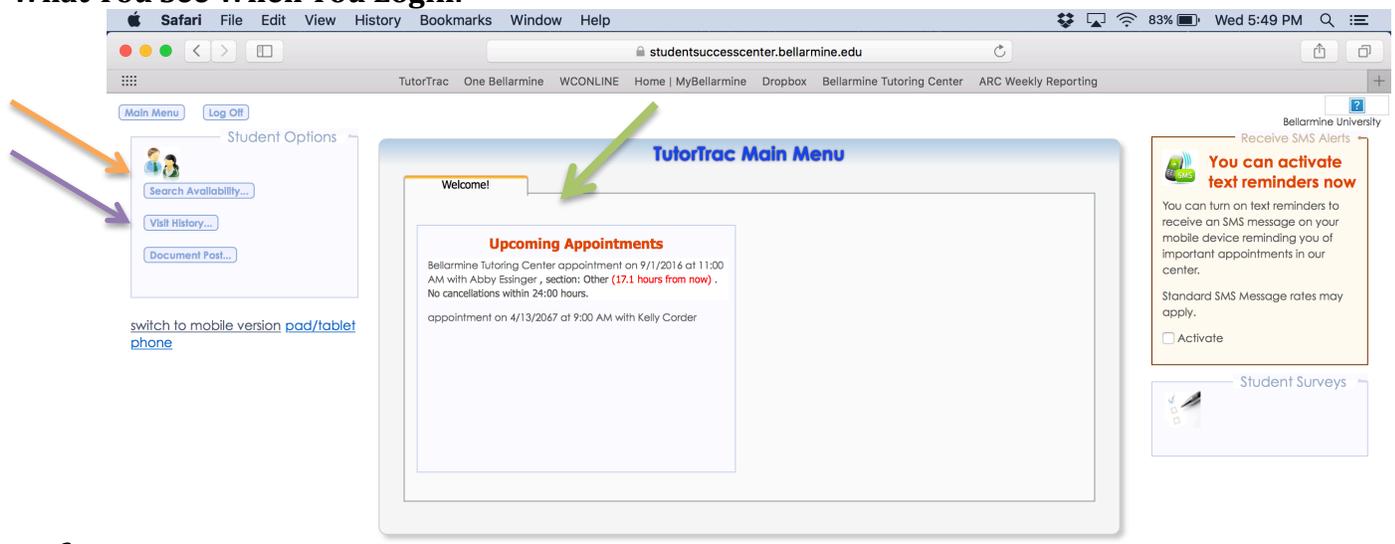
1. Logging In:

- a. Website: <https://studentsuccesscenter.bellarmine.edu/TracWeb40/Default.html>



- i.
- b. Your login:
- Username = Email handle without “@bellarmine.edu” – example: `jsmith01`
 - Password = One Bellarmine password

2. What You See When You Login:



- a.
- b. Your initial “Welcome” window will not show much of anything until you have scheduled appointments. Once you have booked appointments, they will populate in that window. Indicated by the **green arrow** above.
- c. Your “Visit History” will be accessible on the left-hand side of the screen, indicated by the **purple arrow**.

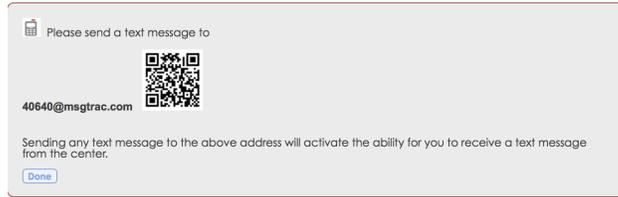
- d. The link to search for tutor/session availability is also on this page to the left-hand side of the screen, indicated by the **orange arrow**.

3. Searching for Session/Tutor Availability

- a.
- b. To search for availability for your desired subject, start by clicking the blue button indicated by the **orange arrow** from above, then follow the instructions outlined below:
- Select “Tutoring Center” from the drop-down menu, indicated by the **blue arrow**. After you do this, the rest of the search options will populate
 - You will then need to select the class you wish to receive tutoring for. Your list of classes should be present for you to choose from in the “Section” drop-down menu. You cannot perform the search without choosing your desired “Section”, indicated by the **red arrow**.
 - If it’s not, please contact the Tutoring Center at tutoring@bellarmine.edu
 - You do not need to select a “Reason”
 - Next you will select the dates you would like to search in.
 - Your search start date should be 09/06/2016 and later.
 - You can then select the time and days that you’d like to search in.
 - You’ll then click “Search”

- c.
- d. Once your search has been run, results will be populated on the right side of the screen (blue arrow), **OR a message will appear letting you know that your search did not bring up any results.** If that's the case, try expanding your search if possible.
- i. **If you are unable to find a tutoring session that fits with your schedule,** please contact the Tutoring Center at tutoring@bellarmine.edu. From there, we will try our best to find an availability that matches yours, but unfortunately, no guarantees can be made as our availability depends on the tutors' scheduled.
- e. Once your options have been populated, you will be able to select your preferred date and time. Once you have done so, click on that session to be generate a pop-up window that will take you through the final steps of booking the session
- i. You CANNOT schedule less than 24 hours in advance without someone in the Student Success Center doing it for you. It will not be an option on TutorTrac.

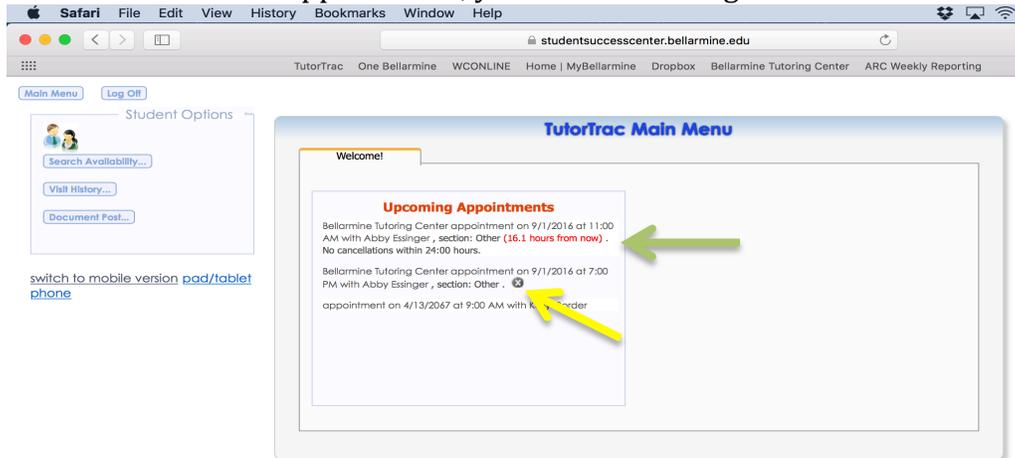
- f.
- i. You will need to adjust in this window is whether or not you'd like the appointment to be weekly or not. To choose weekly, you'll need to check the box above the "Notes" entry that says "Recurring Weekly Appointment." This will set the appointment to occur on this day and time every week until the end of the semester, with the exception of the dates that the university is closed.
 - ii. Next, you are able to opt into text message alerts for the sessions. If you would like to receive text message reminders, click "yes."



- 1.
2. Follow the directions provided and you will receive the notifications. Click “Done” once you have done everything that is required.
- iii. Once you have made both of the above designations – text messages and recurring appointment options – you will click save.
- g. Navigate back to the Main Menu via the blue button in the top left corner of your screen. Your “Welcome” window should now show your appointment(s).

4. To Cancel an Appointment

- a. In order to cancel an appointment, you’ll need to navigate to the “Welcome” window.



- b.
- c. Next to each of the appointments, there is a gray circle with an “x” in the middle, indicated by the **yellow arrow** above. By clicking this “x”, you’ll be prompted to confirm that you’d like to cancel. Once you do, that appointment will be removed from your schedule.
 - i. **AN IMPORTANT NOTE:** If the appointment is part of a weekly occurrence and you want to cancel all of the following appointments, you will have to cancel each individually. The best way to ensure that all appointments are taken out is to contact the Tutoring Center at tutoring@bellarmine.edu or 502-272-7400, and have them take care of it.
- d. The **green arrow** above indicates an appointment that occurs within 24 hours of the current date. You’ll notice that there is a countdown in red lettering. Once an appointment is within 24 hours of the current date/time, you will not be able to cancel it yourself. **You will need to email/call your tutor or the Tutoring Center to cancel.**
 - i. **Cancelling less than 24 hours before the appointment will be counted as a “missed appointment.”** Once you have “missed” two appointments, your account will be locked. You will need to contact the Tutoring Center Director to get your account unlocked.