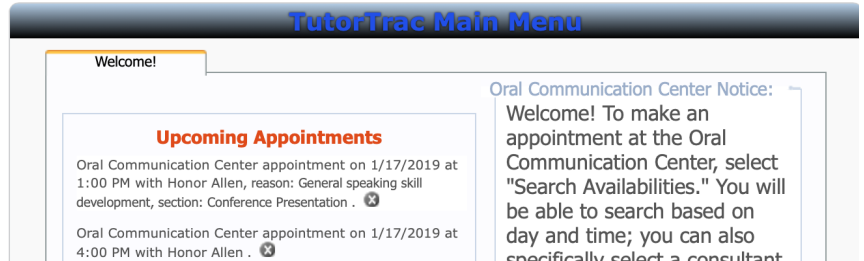# Making and Managing Appointments Using TutorTrac

The OCC, QSR Center, and Writing Center have upgraded our appointment scheduling systems, making it easier for you to book conferences, confirm appointments, and provide feedback. To get started, go to https://tutortrac.hamilton.edu and log in using your Hamilton username and password. When you log in, you'll see a welcome notice as well as a list of any upcoming appointments you have scheduled.

Note: TutorTrac works best in Firefox.

Signing up for Text Alerts

You can choose to receive text reminders and messages that confirm appointments and cancellations. After you've logged in to TutorTrac, look for a block to the right of the welcome screen that says "Receive SMS Alerts." Check the "Activate" box and a set of directions and options will appear. Regardless of whether you opt in to receive text messages, you will receive email notifications and reminders.

Making an Appointment/
Viewing Availability

Student Options

Search Availability...

Confirm Bio...

Visit History...

1. Click on "Search Availability" (to the left of the welcome message), which will bring up the search criteria screen.

Search Criteria:

Center:
Oral Communication Center

If you are coming for a language presentation, please select the appropriate reason to restrict your results to consultants who are fluent in that language. **If you are not coming for a language, you do not need to enter a reason for your search.**

Reason:

From:
01/16/2019

To:
01/30/2019

Time:
0:00a to 11:59p

Days:
MON TUE WED THU FRI SAT **SUN**
All None M-F

Search

2. On the search criteria screen, choose the Center for which you would like a conference. Be sure to check for directions from each Center about how to search for available appointments. You can also limit your search in other ways:
   a. You can choose a date range to search. The system will give a default window based the Center you are searching.
   b. If you want to look only for certain days or times, you can choose those restrictions as well.
   Note: At the OCC and Writing Center, you can book up to 60 days in advance. You must book at least 4 hours before an appointment time. If you are trying to make a last-minute appointment, please call:
   OCC: 315-859-4401 Writing Center: 315-859-4363

3. You will be presented with a list of available appointments or drop-in times that meet your criteria, sorted by day. Each green block is an available appointment. Each blue block is a drop-in time (available at QSR only).
   Note: If you are coming to the OCC or Writing Center with a group (all working on the same project), only one group member should schedule the appointment.

Availab

Thu 1/17/2019	Mon 1/21/2019
Consultant	Consultant
1:00 PM - 2:00 PM	9:00 AM - 10:00 AM
2:00 PM - 3:00 PM	10:00 AM - 11:00 AM
3:00 PM - 4:00 PM	11:00 AM - 12:00 PM
6:00 PM - 7:00 PM	

4. To make an appointment: click on the time that you want to book. You will then be asked some additional questions to help us prepare for your conference.

a. **Subject:** Choose the class you're coming in for. If you are not coming in for a class, you can select from the other options to tell us what best fits your visit.
b. **Reason:** If you searched with a reason, it will already be selected here. If not, please choose from the available options.
c. **Other Questions:** Each Center will ask different questions under field C and may request different information in the Notes box. There may also be questions under the Notes box for you to answer.
d. Be sure to click "save." You should now see the appointment on the Welcome screen and also have an email confirming the appointment.

What if the search doesn't show any appointments?

If your search finds no results, you can try adjusting your criteria to see other options. If that doesn't work, contact the correct Center with information about your needs and we will do our best to find an appointment for you.

Canceling an Appointment

1. *On the TutorTrac Welcome screen, find the* appointment on your list of Upcoming Appointments. Click the X next to the appointment. **You must cancel at least 4 hours in advance of your appointment time.** If you need to cancel closer to your appointment, you must contact the Center directly.

   Excessive last-minute cancellations or missed appointments may affect your ability to book future appointments.

2. Verify that you have selected the correct appointment to cancel. Enter a note about why you are canceling (e.g., "my assignment due date changed").

3. Be sure to click "Confirm Cancellation."