Making and Managing OCC Appointments Using TutorTrac

The Oral Communication Center is upgrading our appointment tracking system, making it easier for you to find and book appointments, confirm your visits, and provide feedback to us. To get started, go to https://tutortrac.hamilton.edu and log in using your Hamilton username and password. Once you’ve logged in, you will see a welcome notice as well as a list of upcoming appointments. You also have the option to receive text message alerts and reminders.

Signing up for Texts

You can choose to receive text messages that confirm appointments and cancellations as well as reminders. When you’ve logged in to TutorTrac, look for a block to the right. Check the “Activate” box and a set of directions and options will appear. Regardless of this setting, you will still receive email notifications and reminders.
Making an Appointment

1. Click on “Search availability” (to the left of the welcome message).

2. On the search criteria screen, verify that “Oral Communication Center” is selected. You can also limit your search in other ways:
   a. If you are coming for a presentation in another language, select that language under Reason. Otherwise, you can leave the reason blank.
   b. You can choose the date range to search if you are looking for a future appointment. If you do not change this setting, the default dates are the next two weeks.
   c. If you want to only look for certain days or times, you can choose those restrictions as well.

Note: you can book up to 60 days in advance and no less than 4 hours before an appointment time. If you are trying to make a last minute appointment, please call (315-859-4401) or email (oralcomm@bamilton.edu).

3. You will be presented with a list of available appointments that meet your criteria, sorted by day. Each green block is an available appointment.

4. Click on the time that you want to book. You will then be asked some additional questions to help us prepare for your appointment.
5. The next screen will ask you to provide a little more information:

![Appointments Entry](image)

- **Subject**: Pick which of your classes you are 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.
- **Reason**: Give us an idea of what you hope to accomplish. If you searched with reason, that information will be already completed.
- **Is this a group appointment?** Select yes or no to let us know if we should expect just you or some friends as well. If you have group members, enter their names in the “notes” section.
- **Be sure to click “save.”** You should now see the appointment on the main menu of TutorTrac 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 search to see other options. If that doesn’t work, email us at oralcomm@hamilton.edu with information about your needs and we will do our best to get you set up.
Canceling an Appointment

1. From the main page of TutorTrac, find the appointment on your list of Upcoming Appointments. Click the X next to the appointment.

2. Verify that you have selected the right 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.”