

# Making and Managing Writing Center Online Appointments Using TutorTrac

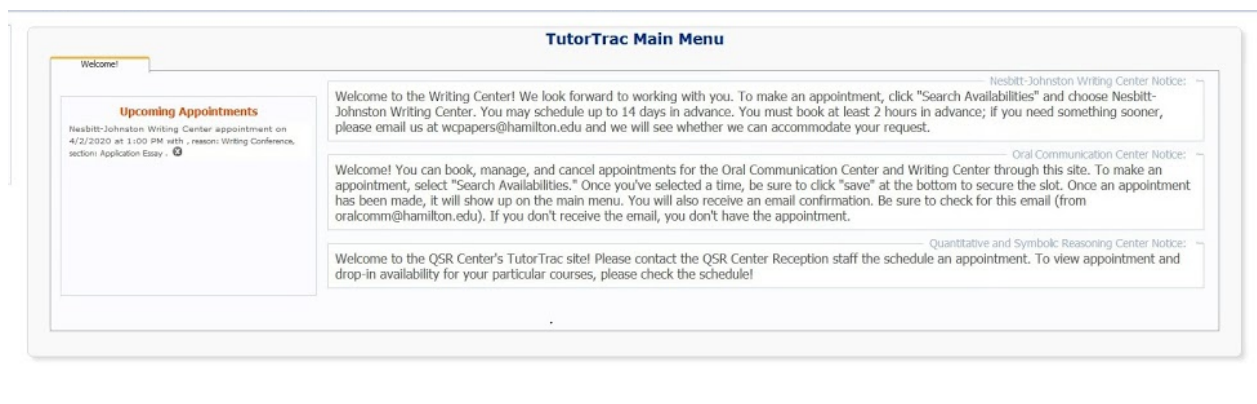
## Using Citrix to Access TutorTrac

To maximize security of student information, you must authenticate with Citrix to access TutorTrac from off campus. To start, go to <http://citrix.hamilton.edu/> and log in with your Hamilton credentials.

If you have never used Citrix before, you may be prompted to register (more information here: <https://www.hamilton.edu/offices/lits/rc/registering-and-logging-into-citrix>) and download the receiver (link: <https://www.hamilton.edu/offices/lits/rc/installing-the-citrix-client-on-your-computer>).

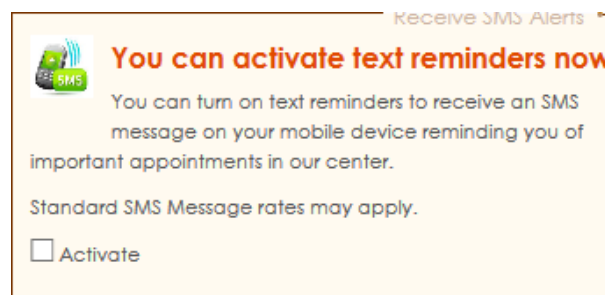
Once you have successfully logged in to Citrix, you will see a list of programs available through the service. Find (or search for) TutorTrac. Double clicking on its icon will launch a browser window that should automatically open to the TutorTrac log in page. From there, enter your Hamilton username and password again, and you will be logged in.

Once you've logged in, you will see a welcome message and a list of your scheduled appointments. You can use TutorTrac to make appointments, cancel appointments, and sign up for text alerts.



## Signing up for 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

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

Choose the Nesbitt-Johnston Writing Center. Under Reason, choose what type of conference you need. Then, you can limit your search in other ways:

- A. You can choose a date range to search. The system's default window is one week.
- B. If you want to look only for certain days or times, you can choose those restrictions.

Search Criteria:

Center: Nesbitt-Johnston Writing Center

Select the Reason for your visit. Choose "Pre-writing Conference" to discuss a thesis statement, outline, or a few paragraphs. Choose "Writing Conference" to discuss more than 2 paragraphs.

Reason: Writing Conference

From: 02/07/2020

To: 2/13/2020

Time: 9:00a to 10:00p

Days: MON TUE WED THU FRI SAT SUN

All None M-F

Search

*Note: you can book up to 14 days in advance and no less than 2 hours before an appointment time. If you are trying to make a last-minute appointment, please email us at [wcpaper@hamilton.edu](mailto:wcpaper@hamilton.edu) so that we can try to accommodate you.*

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

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

Key: drop in 1 on 1 multi-person class or group

move the mouse over an availability to view the location and other instructions.

Mon 2/10/2020	Tue 2/11/2020	Wed 2/12/2020	Thu 2/13/2020
Tutor 6:00 PM - 7:00 PM	Tutor 7:00 PM - 8:00 PM 8:00 PM - 9:00 PM	Tutor 3:00 PM - 4:00 PM	Tutor 6:00 PM - 7:00 PM
Tutor 7:00 PM - 8:00 PM 8:00 PM - 9:00 PM	Tutor 6:00 PM - 7:00 PM	Tutor 4:00 PM - 5:00 PM 5:00 PM - 6:00 PM	Tutor 11:00 AM - 12:00 PM
	Tutor 3:00 PM - 4:00 PM	Tutor 7:00 PM - 8:00 PM 8:00 PM - 9:00 PM	Tutor 11:00 AM - 12:00 PM
	Tutor 1:00 PM - 2:00 PM 2:00 PM - 3:00 PM	Tutor 6:00 PM - 7:00 PM 7:00 PM - 8:00 PM	Tutor 1:00 PM - 2:00 PM 2:00 PM - 3:00 PM
	Tutor 11:00 AM - 12:00 PM	Tutor 5:00 PM - 6:00 PM	Tutor 4:00 PM - 5:00 PM 5:00 PM - 6:00 PM
	Tutor 12:00 PM - 1:00 PM 1:00 PM - 2:00 PM	Tutor 10:00 AM - 11:00 AM 11:00 AM - 12:00 PM	Tutor 4:00 PM - 5:00 PM 5:00 PM - 6:00 PM
	Tutor 5:00 PM - 6:00 PM 6:00 PM - 7:00 PM	Tutor 11:00 AM - 12:00 PM 12:00 PM - 1:00 PM	Tutor 2:00 PM - 3:00 PM
	Tutor 5:00 PM - 6:00 PM	Tutor 8:00 PM - 9:00 PM 9:00 PM - 10:00 PM	Tutor 8:00 PM - 9:00 PM 9:00 PM - 10:00 PM

**Appointments Entry**

Student: Eliza Hamilton      Staff: Kyra Richardson

**Appointment Info**

Please provide more information so we can prepare for your conference.

Center: Nesbitt-Johnston Writing Center ▾

Subject: Application Essay ▾

Reason: Writing Conference ▾

Date: 2/19/2020      Time: 11:00 AM To: 12:00 PM

In the drop-down menu, indicate whether this conference is required, voluntary, or recommended. In the "Notes," indicate 1. Approximate length of draft; 2. What you would like to work on:

Voluntary ▾

Notes:

Created 00/00/00 at 00:00:00 by  
Modified 00/00/00 at 00:00:00 by

**Save**

**Subject:** Choose the class you're coming in for. You can also select other options not for a class, like resume or application essay.

**Other Questions:** Indicate in the drop-down menu under the date whether the conference is Required, Voluntary, or Recommended. In the Notes, indicate the approximate length of the draft and what you would like to work on in your conference.

**Click "save."** You should now see the appointment on the Welcome screen and also have an email confirmation.

*Note: If you are coming to the Writing Center with a group (all working on the same paper), only one group member should schedule the appointment.*

## What if the search doesn't show any appointments?

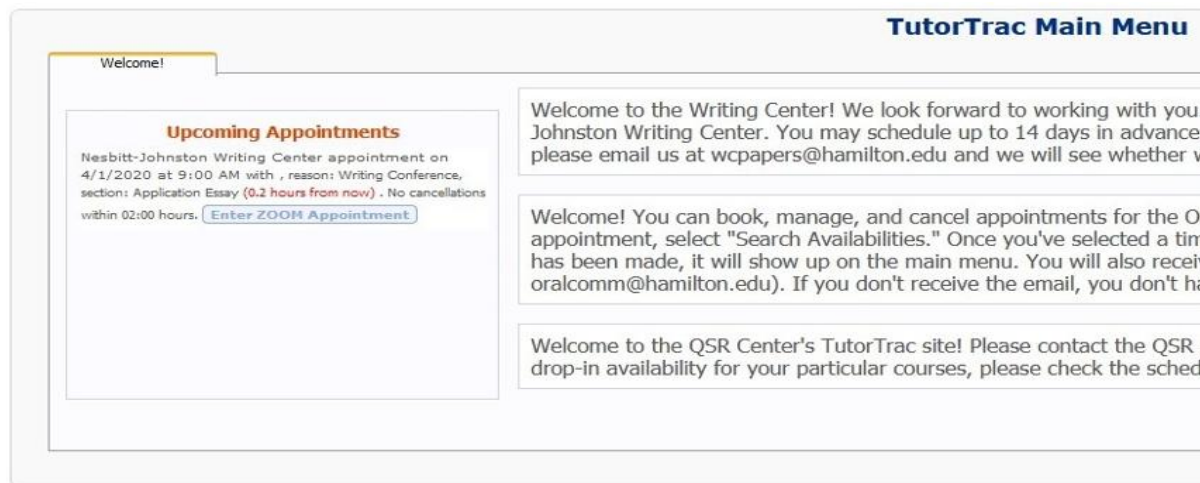
If your search finds no results, you can try adjusting your restrictions. If that doesn't work, email us at [wcpapers@hamilton.edu](mailto:wcpapers@hamilton.edu) and we will do our best to help.

## Accessing Your Zoom Appointment

You can get to your appointment in one of two ways:

1. Log in to TutorTrac. Fifteen minutes before your appointment time, a link will appear on the main screen next to the appointment information. Clicking on the blue block will open the Zoom session.
2. Click the link that is provided in your reminder email.

The reminder email will also have instructions for submitting your draft in .doc or .docx format.



The screenshot displays the TutorTrac Main Menu interface. At the top right, the text "TutorTrac Main Menu" is visible. On the left side, there is a "Welcome!" header above a box titled "Upcoming Appointments". This box contains the following text: "Nesbitt-Johnston Writing Center appointment on 4/1/2020 at 9:00 AM with , reason: Writing Conference, section: Application Essay (0.2 hours from now) . No cancellations within 02:00 hours." Below this text is a blue button labeled "Enter ZOOM Appointment". To the right of the appointment box, there are two separate text blocks. The first block says: "Welcome to the Writing Center! We look forward to working with you. Johnston Writing Center. You may schedule up to 14 days in advance please email us at [wcpapers@hamilton.edu](mailto:wcpapers@hamilton.edu) and we will see whether v". The second block says: "Welcome! You can book, manage, and cancel appointments for the O appointment, select 'Search Availabilities.' Once you've selected a tim has been made, it will show up on the main menu. You will also receiv oralcomm@hamilton.edu). If you don't receive the email, you don't ha". The third block at the bottom right says: "Welcome to the QSR Center's TutorTrac site! Please contact the QSR drop-in availability for your particular courses, please check the sched".

