

## How to Make an Appointment using Tutortrac:

1. Go to **[tutoring.sunypoly.edu](https://tutoring.sunypoly.edu)** and log into TutorTrac using your SITNET ID (SUNY Poly email without @sunypoly.edu) and the same password used for email and Banner.
2. Click on “Search Availability” on the left of your screen under Student Options

The screenshot shows the TutorTrac search interface. At the top, it says "Search Criteria:". The "Student:" field contains "Tom Walter Wildcat". The "Center:" dropdown menu is set to "In Person Tutoring". Below this, there is a note: "Please choose Online or In Person, and the course then click Search to find available tutors." The "Section:" dropdown menu is set to "Writing Help". The "From:" date is "10/01/2021" and the "To:" date is "10/15/2021". The "Time:" field shows a range from "8:00a to 11:00p" with a green bar on a timeline. The "Days:" field shows "MON TUE WED THU FRI SAT SUN" with "All", "None", and "M-F" buttons. A "Search" button is at the bottom. The SUNY POLYTECH INSTITUTE logo is visible in the background.

**2a)** Under Search Criteria, click on “Center” drop down menu and select either ***In Person Tutoring*** or ***Online Tutoring*** for the Center.

**2b)** Click on “Section” and select the course or service (i.e. Writing Help, Citation Help, etc.)

TutorTrac links to each student’s Banner schedule. Any class not listed does not have a tutor.

All students have access to Writing, Citation, Research, and Study Skills Help for any class requiring a writing or presentation project. If scheduling for one of these services you will not select a class, just the name of the service.

3. Click “Search” and a list of times for all available tutors for that class will display. You will only see availability for the following two weeks.

Available Time Slots:		
Mon 10/4/2021	Wed 10/6/2021	Wed 10/13/2021
Your account has overrides, allowing you to override any scheduling restrictions.		
<b>Kayla Blatchley</b> blatchk@sunypoly.edu 10:00 AM - 10:30 AM 10:30 AM - 11:00 AM	<b>Kayla Blatchley</b> blatchk@sunypoly.edu 10:00 AM - 10:30 AM 10:30 AM - 11:00 AM	<b>Kayla Blatchley</b> blatchk@sunypoly.edu 10:00 AM - 10:30 AM 10:30 AM - 11:00 AM
<b>Alexander Bulson</b> bulsona@sunypoly.edu 12:30 PM - 1:00 PM 1:00 PM - 1:30 PM	<b>Alexander Bulson</b> bulsona@sunypoly.edu 12:30 PM - 1:00 PM 1:00 PM - 1:30 PM	<b>Alexander Bulson</b> bulsona@sunypoly.edu 12:30 PM - 1:00 PM 1:00 PM - 1:30 PM

4. Select the available day/time and complete appointment by making sure you enter your email address and a reason for your visit in the Notes field. **Please indicate a specific topic(s) in the Notes field (not just homework or test).** Click "Save" to finalize appointment; you will receive a confirmation email.

The screenshot shows a window titled "Appointments Entry" with a sub-tab "Appointment Info". The window contains the following fields and options:

- Center:** In Person Tutoring (dropdown menu)
- Subject:** Writing Help (dropdown menu)
- Date:** 10/4/2021
- Time:** 10:00 AM (From) To: 10:30 AM (To)
- Status:** (dropdown menu)
- Email:** (text input field)
- Notes:** (large text area)
- Created:** 00/00/00 at 00:00:00 by
- Modified:** 00/00/00 at 00:00:00 by
- Save** button
- Automatically create the visit when this appointment is saved.
- Override and send confirmation when this appointment is saved.

- If you need to cancel an appointment, you will need to open your appointment window and select 'Cancel' from the Status drop down menu.
- Tutortrac will not allow you to schedule or cancel an appointment within 12 hours of the appointment time.
- You can email an available tutor to ask directly if you can book an open time slot with them if it is less than 12 hours.
- If you need to cancel an appointment within 12 hours of the scheduled time, please email the tutor to let them know.