

Accessing TutorTrac

1. Open a browser and go to <https://tutortrac.gsb.columbia.edu>
2. Login using your UNI

View Upcoming Appointment(s)

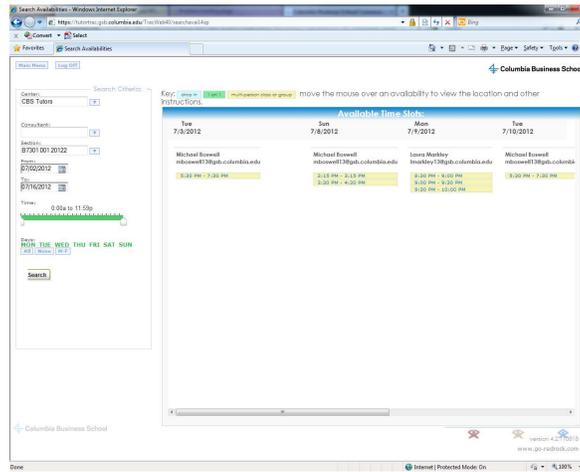
Upon logging into TutorTrac, on the Welcome! Tab, you should see a panel called 'Upcoming Appointments'. This is a summary of your upcoming tutoring appointments.

Setting up an Appointment

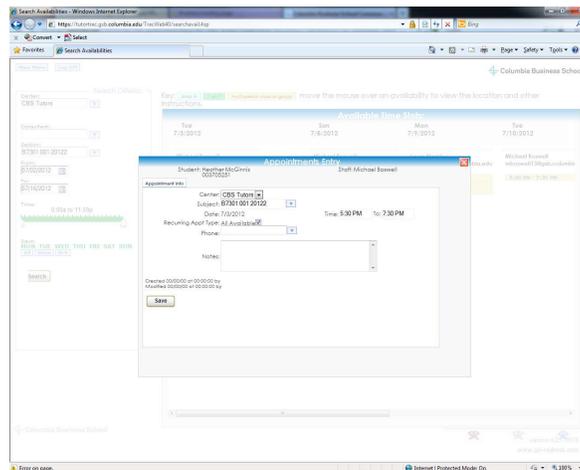
1. On the left hand side, under the 'Student Options' panel click on 'Search Availability'



- a. **Center:** Select CBS Tutors.
 - b. **Consultant:** If you are looking for a specific tutor's availability, select the tutor of your choice in this drop-down list, otherwise leave blank.
 - c. **Section:** Select the specific course (section) from the drop-down list you would like to get tutoring for.
 - d. **Date From/To:** Default will always be two weeks span.
 - e. **Time:** Enter a time range if you are interested in filtering the search to a specific time.
 - f. **Days:** Click on the days of the week, if you are interested in filtering the search to a specific day(s). By default, Mon-Sun is selected.
 - g. Click on 'Search'
2. After the search is complete, on the right hand side you will see the results from your search.



3. Click on the appointment availability that best suits your needs. An 'Appointments Entry' will come up with the information already pre-populated for you.
4. Click on the 'Subject' drop-down and ensure the correct subject is selected since a tutor may be able to tutor for more than one subject that you are a student in.
5. If you wish you make this appointment a recurring on a weekly basis for as long as the tutor setup the recurring, leave the checkbox checked for 'Recurring Appt Type: Weekly', otherwise, uncheck it. (Only available if the Tutor has enabled this option.)
6. Enter a phone number where the Tutor can reach you.
7. If you have anything else further to mention to the tutor, enter it in the notes field.
8. Click on 'Save'



9. After you have saved your appointment, click on the 'Main Menu' button and you should now be able to see your newly created appointments in the Upcoming Appointments sections on the Welcome tab.
10. You will also receive an email for an outlook calendar invite which you can save to your calendar. The tutor you have selected will also receive the same email.

Tutoring Appointment History

From the TutorTrac Main Menu under the 'Search Availability' button, click on 'Visit History' to view the history of your tutoring appointments. This will only provide you with past appointments, not upcoming.

Canceling an Upcoming Appointment

1. On the 'Welcome!' tab, click on the X next to the appointment that you would like to cancel.
2. An 'Appointment Cancellation' screen will pop-up, please provide a reason as to why you are cancelling the appointment and click on 'Confirm Cancellation'.
3. After you hit submit, the appointment will disappear from your 'Upcoming Appointments' list.
4. You and the tutor will receive an email for a cancellation of the outlook calendar invite.

Validate/Dispute a Tutoring Session

At the end of each tutoring session, it is important to validate/dispute a session.

1. On the main screen, you will see a panel called 'Validate/Dispute Sessions'
2. Click on the 'Validate/Dispute' button.
3. For each tutoring appointments that appear on the screen, click the information bubble under the Validate column to validate or dispute each item.

The screenshot shows the TutorTrac Main Menu interface. On the left, there is a 'Validate / Dispute Sessions' panel with the following information:

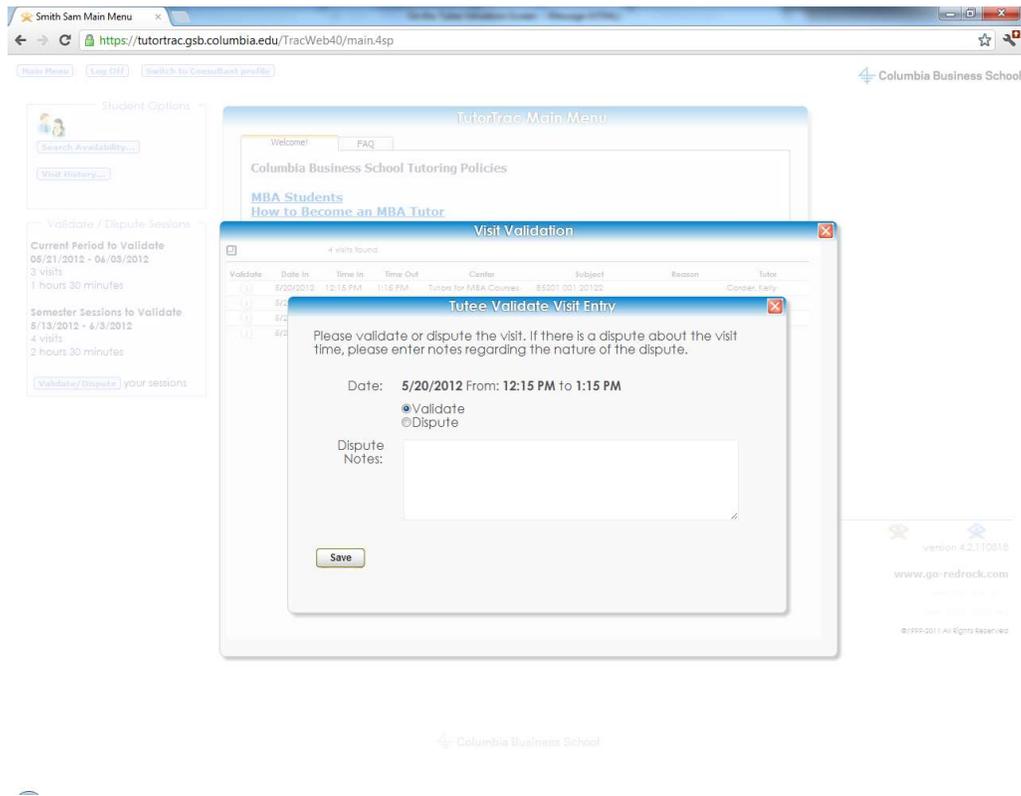
- Current Period to Validate: 05/21/2012 - 04/03/2012
- 3 visits
- 1 hours 30 minutes
- Semester Sessions to Validate: 8/13/2012 - 4/3/2012
- 4 visits
- 2 hours 30 minutes

A 'Visit Validation' pop-up window is open, displaying a table with 4 visits found:

Validate	Date	In	Time In	Time Out	Center	Subject	Reason	Tutor
(i)	5/20/2012	12:15 PM	1:15 PM		Tutors for MBA Courses	85201.001.20122		Corder, Kelly
(i)	5/22/2012	8:00 PM	8:30 PM		Tutors for MBA Courses	85201.001.20122		Corder, Kelly
(i)	5/23/2012	8:00 AM	8:30 AM		Tutors for MBA Courses	85201.001.20122		Corder, Kelly
(i)	5/23/2012	8:30 AM	9:00 AM		Tutors for MBA Courses	85201.001.20122		Corder, Kelly

The interface also includes navigation links like 'Main Menu', 'Log Out', and 'Switch to Counselor profile', and a footer with 'Columbia Business School' and 'www.go-redrock.com'.

4. If you are going to dispute, please indicate in the notes why you are disputing.
5. Click on 'Save'



- Items that have been validated will disappear from the list. Disputed items will stay on the list and the information bubble icon will turn red.

Switching to Your Student Profile

Students can also be tutors, and will be using the same log in credentials as their tutor profile. To switch between profiles:

Student to Tutor Profile

- Next to the 'Log Off' button click on 'Switch to Consultant Profile'

Tutor to Student Profile

- Click on the Tracman icon from the Trac Navigation.
- Click on 'Switch to Student Profile'

Keeping track of your hours used

On your home page, to the bottom left, will be a summary of the hours you've used.

Student Options

[Search Availability...](#)

[Visit History...](#)

Validate / Dispute Sessions

Current Period to Validate
04/20/2015 - 05/03/2015
0 visits
0 hours 0 minutes

Semester Sessions to Validate
1/1/2015 - 5/3/2015
0 visits
0 hours 0 minutes

MBA students receive 20 lifetime hours of tutoring. Your current total is 5 hours.

[Validate/Dispute](#) your sessions

TutorTrac Main Menu

[Welcome!](#) [FAQ](#)

Keep in mind when you have an appointment with other people, all parties will need to have validated for the time to be split. For example, if you have a 1 hour appointment from 4-5 pm, all students who attended will need to validate that they attended the 4-5 pm appointment. If two people attended, once they have validated, it will note that each person will only be charged 30 minutes. This will be included in the summary on the home page.