

### TracCloud Information

This guide walks through 4 processes:

- How to log in to TracCloud
- How to schedule a tutoring appointment
- How to access a tutoring appointment
- How to cancel a tutoring appointment

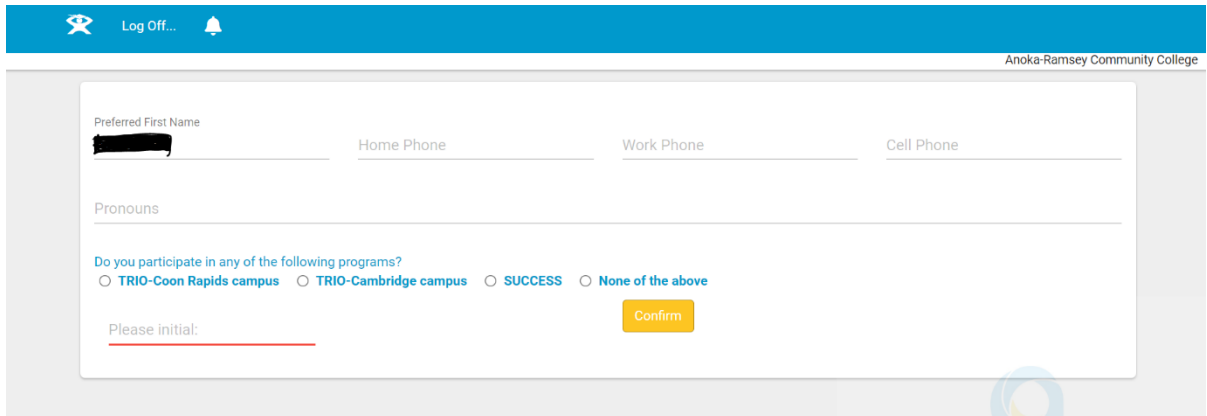
If you have questions, please contact via email: *tutoringservices@anokaramsey.edu* or phone 763-433-1260

### How to log in to TracCloud:

1. Open the TracCloud link: <https://traccloud.go-redrock.com/anokaramsey>
2. Fill out your StarID and Password and click “Sign in”



3. Note: the first time you log in to TracCloud, the screen below will appear. Fill out the information and click “Confirm”

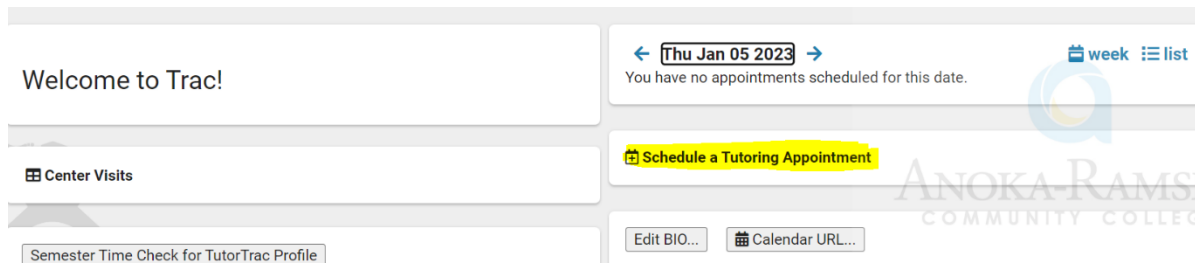


4. After you click “Confirm,” the screen below will appear. From this homepage, you can see the tutoring centers’ message/announcements, review upcoming appointments, and schedule/access/cancel a tutoring appointment.

The screenshot shows the ARCC Trac Cloud dashboard homepage. At the top, there is a blue navigation bar with a home icon, a "Log Off..." link, and a notification bell icon. Below the navigation bar, there are two main announcement boxes. The first is a light blue box titled "Welcome to ARCC Trac Cloud" containing a welcome message and contact information for tutoring services. The second is a light red box titled "Tutoring Services Closed for Holiday" with a message about the closure on Monday, January 16. Below these announcements, the dashboard is divided into several widgets. On the left, there is a "Welcome to Trac!" widget, a "Center Visits" widget, and a "Semester Time Check for TutorTrac Profile" widget. On the right, there is a date navigation widget showing "Thu Jan 05 2023" with "week" and "list" views, a "Schedule a Tutoring Appointment" button, and "Edit BIO..." and "Calendar URL..." links. The Anoka-Ramsey Community College logo is visible in the background on the right side.

## How to Schedule a Tutoring Appointment

1. Log in to TracCloud: <https://traccloud.go-redrock.com/anokaramsey>
2. On the homepage, click “Schedule a Tutoring Appointment”



3. Leave the first dropdown menu (“Find first available immediately”) as is
4. Choose the course for which you want tutoring
5. Choose a service/reason for support
6. Click “Search”

 A screenshot of the "Schedule a Tutoring Appointment" form. The title "Schedule a Tutoring Appointment" is at the top. Below it is a dropdown menu with "Find first available immediately" selected and highlighted in yellow. The text "Schedule an appointment for help in" is followed by a dropdown menu "Choose a subject..." highlighted in yellow. Then "And Schedule an appointment for other services:" is followed by a dropdown menu "Choose a service / reason..." highlighted in yellow. A "Search..." button is on the right. The Anoka-Ramsey Community College logo is in the background.

**Note:**

- Subjects = your registered classes plus Accuplacer and Study Skills
  - **If you want to see a writing tutor, under the “Choose a service/reason” menu, select “Writing Help”**
  - Study Skills = help with study habits like taking notes, time management, etc. Tutors cannot help with content-specific work during these sessions, but we can refer you to a content-specific tutor for another session.
7. After clicking “Search,” tutoring availabilities will appear
  8. To see more tutoring availabilities, click “Load more for \_\_\_\_\_” or “Choose a different date” to select a time slot that works for you

## Schedule a Tutoring Appointment

Subject: **AccuplacerPrep 0**Reason: **Homework Help**There are 4 slots of time available, please choose one that works for you... [Choose a different date](#)

Thu, Jan 5 2023

Time Slot	Day	Appointment Type	Tutor
1100a-1150a	Thu Jan 5	Drop In In-Person	Aurora H. L.127
1200p-1250p	Thu Jan 5	1 on 1 Online	Stephen L. online
1200p-1250p	Thu Jan 5	1 on 1 Online OR In-Person	Aurora H. online or L.127
200p-250p	Thu Jan 5	1 on 1 Online	Stephen L. online

[Load more for Fri, Jan 6 2023...](#)

[Report Unable to Find an Appointment...](#)

Close

Note:

- “1 on 1 Online” = online appointment only
- “1 on 1 In-Person” = in-Person appointment only
- “1 on 1 Online OR In-Person” = the option to choose online or in-person appointment
- “Group In-Person” = more than one student in the appointment
- “Drop In In-Person” = stop by the center without an appointment

9. After selecting the time slot, **click “Yes, I will upload my essay” or “No, this isn’t a Writing appointment”** depending on the type of appointment → click Confirm

Note:

- You can upload your essay, assignment sheet, etc. by clicking “Document”
- If you selected a time slot that said, “1 on 1 Online or In-Person,” the system will default to an in-person appointment. However, if you want online, check the box by “Is Online”

Schedule a Tutoring Appointment xSubject: **AccuplacerPrep 0**Reason: **Homework Help**

Confirm booking this appointment in **ARCC In Person Tutoring Services - CRapids** with **Aurora H.** on **Thu, January 5th 2023** for **AccuplacerPrep 0 Homework Help**

Start Time	End Time	Duration (Hr:Min)
11:00am	11:50am	00:50

 **Is Online**
 Student

 Document

If this is a Writing appointment, please upload your essay to the Documents tab after saving.

**Yes, I will upload my essay.**
 **No, this isn't a Writing appointment**

Sched By: 2023-01-05 09:57:07 Student Maya Aadland

Sched Mod By: 2023-01-05 09:57:07

Click Confirm in order to Confirm this appointment

The location for this appointment is **L.127**



10. After clicking "Confirm," you will get a confirmation email immediately. You will also get a reminder email the morning of your appointment unless you scheduled on the same day as the appointment.

Note:

- If you cannot find an available appointment, you can click "Report Unable to Find an Appointment" → fill out the form → click "Submit Report"

## How to Access a Tutoring Appointment

### In-Person Appointments or Drop Ins:

- Please visit our tutoring centers on the Rapids or Cambridge campuses. **Please log in at the kiosk before your session and log out at the end of your session !**
  - Academic Support Center Rapids: Room SC-160 (across from the bookstore)
  - The Writing Center is inside the ASC in Room SC-163
  - Math Skills Center Rapids: Room L-127 (under the library) for MATH 0080, 0230, 0240, 0250, 1100, 1200 and Accuplacer Prep
  - Academic Support Center Cambridge: Room D-208

### Online Appointments:

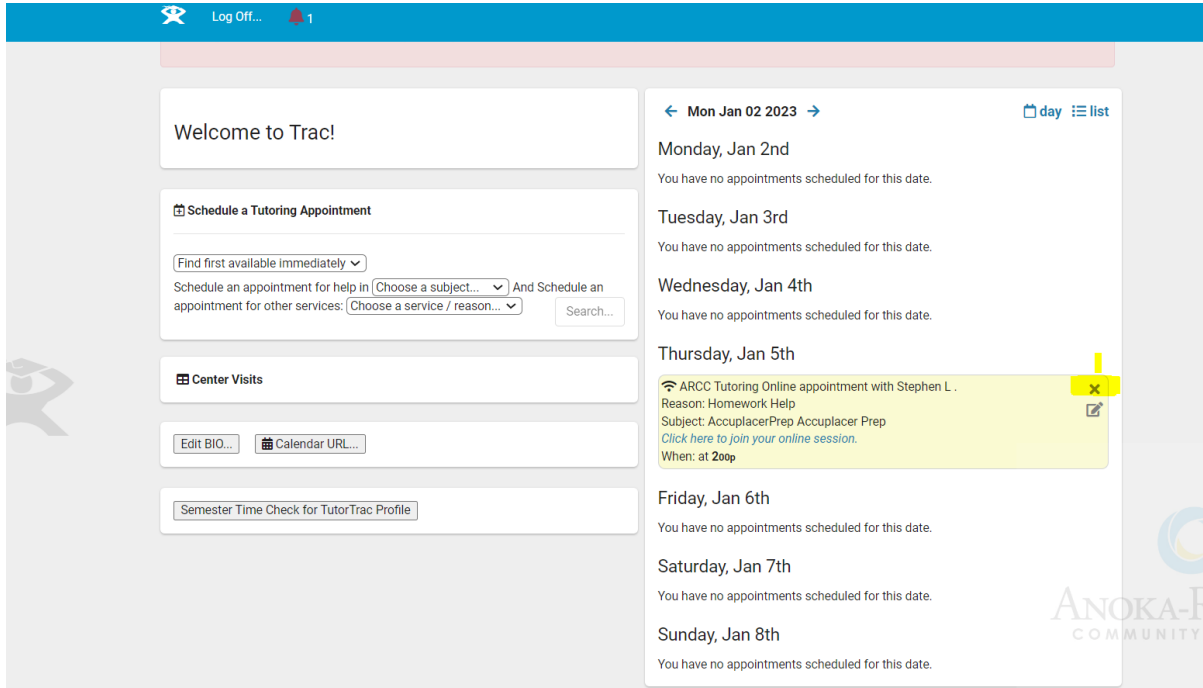
1. Log in to TracCloud: <https://traccloud.go-redrock.com/anokaramsey>
2. From your scheduled appointments section, select “Click here to join your online session.” This will direct you to the tutor’s Zoom room.

### Note:

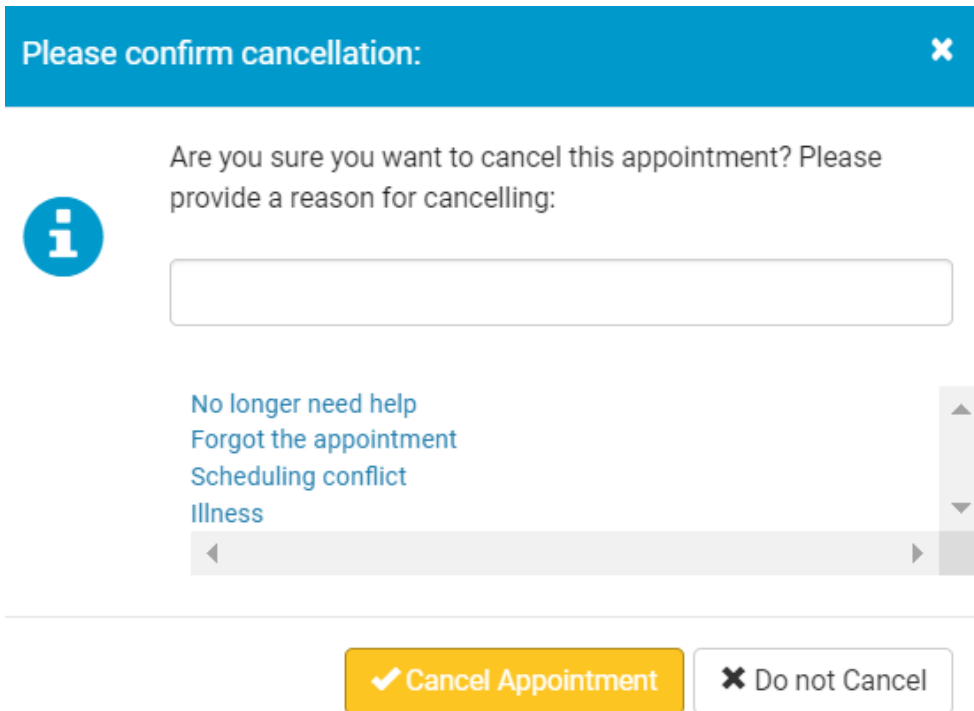
- The system will only allow you to join the online appointment 5 minutes prior to your scheduled appointment
- To join online appointments, you can also click the link from your confirmation email, which routes you back to TracCloud and directly to the tutor’s Zoom room

### How to Cancel a Tutoring Appointment

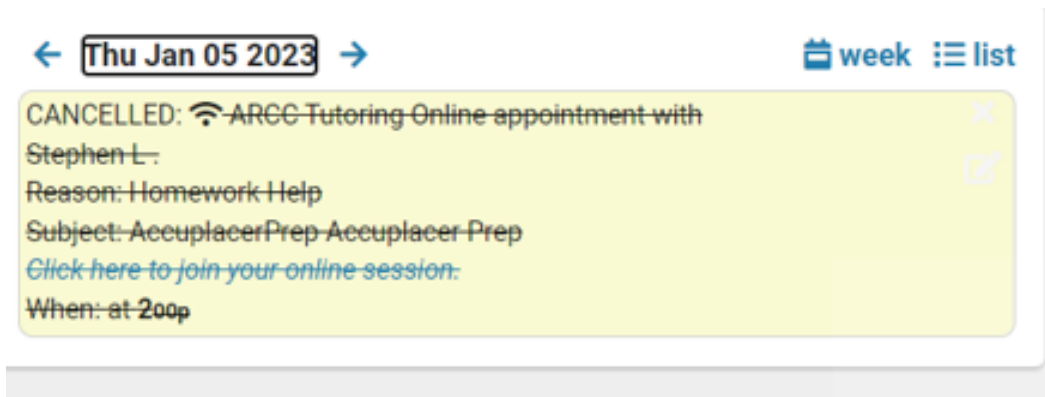
1. Log in to TracCloud: <https://traccloud.go-redrock.com/anokaramsey>
2. Next to your appointment, click the “X” icon at the right



3. Select the reason for cancelling and click “Cancel Appointment”



4. After you cancel the appointment, your scheduled appointment will get crossed out. Success!



The screenshot shows a calendar interface for the date "Thu Jan 05 2023". At the top right, there are options for "week" and "list" views. A yellow notification box contains the following text: "CANCELLED: 📶 ARCC Tutoring Online appointment with Stephen L.", "Reason: Homework Help", "Subject: Accuplacer Prep Accuplacer Prep", "Click here to join your online session:", and "When: at 200p". There are small "x" and "checkmark" icons in the top right corner of the notification box.