Student Guide to TutorTrac

This guide will show you how to use TutorTrac to schedule appointments for:

- **Online Academic Skills Tutoring** – free!
- **Online Math Exam Prep Sessions** – fee-based, billed to your bursar account

I. How to Log in to TutorTrac

Go to https://tankappt.arizona.edu/TracWeb40/ and log in with your UA NetID and password.

II. The Main Menu

Once you log in, you will see the main menu screen:

1) “TutorTrac Main Menu” window:
   - The **Upcoming Appointments** box lists the future appointments you have scheduled. Click the gray button at the end of an appointment to cancel it.
   - The **THINK TANK Notice** box displays an introductory message which links to the cancellation policy as well as a TutorTrac guide on the THINK TANK site.
      - Note: Private Tutoring appointments are unavailable at this time.

2) “Student Options” box:
   - The **Search Availability** button will take you to the search page, where you can schedule an appointment.
   - The **Visit History** button will take you to a page showing a list of your past appointments.

3) “Messages” box:
   - The **Messages** box shows notifications you have received related to your scheduled appointments.
III. How to Schedule an Appointment

1) From the Main Menu, click the **Search Availability** button to go to the search page.

2) In the Search Criteria box on the left side, choose the **Center** for the type of appointment you’re looking for.

3) For Math Exam Prep sessions, select your course from the Section dropdown below.

4) Set other search options if you wish:
   - Search for a specific tutor’s availability using the **Consultant** dropdown.
   - Set a different date range to search using the **From** and **To** boxes.
   - Adjust the time of day by dragging the left and right sliders under **Time**.
   - Select whether to search particular days of the week under **Days**.

5) Click the **Search** button to view the available time slots based on your search criteria.

6) To make an appointment, click on one of the available time slots.

7) In the Appointments Entry window, confirm that the information is correct and then click the **Save** button to schedule the appointment.
   
   a. To schedule recurring appointments, click the **Weekly checkbox** next to “Recurring Appt Type”.

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**Available Time Slots:**

<table>
<thead>
<tr>
<th>Center: Academic Skills Tutoring •</th>
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<table>
<thead>
<tr>
<th>Thu</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Marcela</strong></td>
<td><strong>Olivia</strong></td>
<td><strong>Mettea</strong></td>
<td><strong>Mikayla</strong></td>
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<tr>
<td><strong>Tari</strong></td>
<td><strong>Dakota</strong></td>
<td><strong>Jacob</strong></td>
<td><strong>Miche</strong></td>
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<tr>
<td><strong>Abby</strong></td>
<td><strong>Samantha</strong></td>
<td><strong>Tor</strong></td>
<td><strong>Alexandra</strong></td>
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<td><strong>Samantha</strong></td>
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<td><strong>Samantha</strong></td>
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</tbody>
</table>

**Search Criteria:**

- **Center:** Academic Skills Tutoring
- **Consultant:**
- **From:** [Date]
- **To:** [Date]
- **Days:** M, T, W, T, F, S, S
- **Time Sliders:**
- **Weekly checkbox**

**Appointments Entry**

- **Student:** Sam Smith
- **Date:** 3/26/2020
- **Time:** 7:00 PM To 7:30 PM
- **Center:** Academic Skills Tutoring
- **Save** button

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**Key:** multi-person class or group
IV. Frequently Asked Questions

How do I cancel an appointment?

Go to the main menu screen, find your appointment in the list under “Upcoming Appointments”, and then click on the button.

You can cancel appointments in TutorTrac up to 24 hours in advance. If you are cancelling an appointment less than 24 hours in advance, please visit our Contact Us page to speak with a staff member or to leave a message about the cancellation.

Why does it say “no results found” when I search for an Exam Prep session?

- Make sure you have selected the right course and date range to search for in the left sidebar. You can check the Math Exam Prep page on the THINK TANK website to confirm the dates when sessions will be offered for your course.
- If an Exam Prep session is listed on the website but is not showing in your search results, the session may be full. Please contact us to check availability.

How do I get a record of the times I've used THINK TANK services?

Go to the main menu screen. In the Student Options box in the upper left corner of the page, click on the Visit History button.