[Click to Schedule a TUTORING or PROCTORING Appointment!](#)

WHAT IS TRACCLOUD?

TracCloud is a scheduling and recordkeeping platform used by many academic support services at Hutchinson Community College.

TracCloud allows students to easily connect to support, improving access to services across campus. It also hosts a wide range of reporting tools to assist offices with evaluating their service usage data and delivery metrics.

HOW DO YOU ACCESS TRACCLOUD?

HUTCHCC STUDENTS:

All current HutchCC students can access TracCloud using their normal DragonZone credentials, as long as they are enrolled in at least one course during the active semester. To login, go to https://traccloud.go-redrock.com/hutchcc

See some tips and tricks further down this page!

STUDENT HOW-TO

We want to make sure you know all the little tips and tricks to success. This page is where you'll find instructions, documentation, video walk-throughs, and troubleshooting suggestions.

If you have any questions, don't hesitate to reach out to the TracCloud system administrator via email:

FREQUENTLY-ASKED QUESTIONS

- **What if I have problems accessing or using TracCloud?**

If you have any trouble logging into or using the TracCloud system, reach out to fenwickb@hutchcc.edu for help.

Provide as much detail as you can and we'll get back to you as soon as possible. Screenshots are helpful, too, if you can provide them!

- **How do I set up my profile?**

You will be prompted to complete or update your profile the very first time you log into TracCloud each semester.

You will be asked:

- Your preferred first name– how you would like TracCloud and the offices using TracCloud to refer to you. This is separate from your legal identity with the institution.
- Your pronouns — what pronouns you would like used to refer to you.
- An updated cellphone number

Otherwise, you can update your profile details at any time using the "Edit Profile…" button on the main TracCloud dashboard.

- **How do I search for an appointment on TracCloud?**

On the TracCloud dashboard, you will use the appointment search module(s) to find an appointment. **It's only 5 easy steps!**

Step 1: Navigate to the search module.

NOTE: All students will have a search widget labeled "Search for an Appointment." Within that widget, there will be an option to choose TUTORING to book an appointment with a tutor, or PROCTORING just for proctored exams!

⊞ **Schedule a Tutoring or Proctoring Appointment**

Choose a Date & Center ⌄

Schedule an appointment for help in

Choose a subject... ⌄

Skills / Accommodations

☰ ASL   ☰ ESL

Search...

Step 2: Select your course and the whether you would like to choose a date and time for your appointment or find the first opening available. Then click "Search."

Schedule a Tutoring or Proctoring Appointment   Print...   ✕

Subject:

, we will search for an appointment for EN102 - English Composition II and for All Reasons Available.

Do you have a preference for which general group of services you would like to receive help from?

All Groups ⌄

Do you have a preference for which centers/services you would like to receive help from? Any Center ⌄

When would you like an appointment? Soonest available ⌄

Search...

Close

Step 3: From the search results, select TUTORING or PROCTORING when it asks, "Do you have a preference for which centers/services you would like to receive help from?" Then, select the day and time that works best for you.

A few tips:

- The search results are color coded: **yellow** represents 'group' sessions, **green** represents 'one-on-one' sessions, and **blue** represents 'drop-in' times.
    - Click the breadcrumb button […] on the top-right of your results to narrow to certain days, locations, types, etc.
    - Only available appointment times show up in your results– however, if you walk away from your search results for more than a few minutes, be sure to refresh before booking!
    - If you accidentally schedule an appointment, be sure you cancel it so that it will be available to others.

If NONE of the times listed work for you, or you don't get any search results, click the "Report Unable to Find Appointment…" button at the bottom of the search results screen. A staff member will get back with you, usually within 1-2 days.

Step 4: Review the appointment details.

If desired and available, you may be able to select a checkbox to make the appointment weekly recurring, online or in-person, or change the duration.

NOTE: Each staff person may have different options, so view the appointment details carefully to make sure you're scheduling the appointment you want!

Step 5: Click "Save" to book the appointment.

TracCloud will then email you with all the session details (and a calendar invite to quickly and easily add it to your phone or calendar).

- **How do I sign up for reminders about drop-in times?**

There are many different types of sessions in TracCloud, and Drop-In is one of them!

FYI: Drop-In times show up in the TracCloud search results in a LIGHT BLUE box, and are listed with the appointment type "drop-in." You can't book a drop-in time, but you can tell TracCloud you want a text message reminder of that drop in. Here's how to make that happen:

1. Use the search widget to find the search results you're looking for.
2. Select the tile that shows the time you want a reminder for.
3. Click "Sign up for an SMS Reminder…"
4. Verify that the reminder details are correct (update the phone number and/or time you want your reminder).

- **What should I do if I don't see any availability when I search for a time?**

If you use the search widget and don't see any results (or don't see any availability at all!):

1. Verify you've selected the correct search parameters for course, date/time (if selected), and/or center.
2. Re-run the search with different (or fewer) parameters.

If you try that and you're STILL not seeing the results you're interested in, then notify the Rimmer Learning Resource Center team.

- On the search results screen, click the button labeled, "Report Unable to Find Appointment…"
- In the "what were you looking for" box, tell us a bit about what type of support you would like, and your availability.
- Click "submit" to submit your report– that sends a notification to the TracCloud administrator.
- Wait for a response to your HutchCC email account; you'll typically hear back within a day.

If you aren't able to use the search function, or you haven't heard back about a submitted report, please feel free to contact the TracCloud System Administrator at fenwickb@hutchcc.edu.

- **How do I view any upcoming appointments I have scheduled?**

When you book an appointment, TracCloud notifies you in a few ways:

- It sends a confirmation email with details about the time you booked.
- If you have opted in to Text Messages/SMS, it will send a short text with session details.
- It will update your "upcoming appointments" widget.

The widget is on the main TracCloud dashboard. It has the date listed at the top, and it is usually displayed on the right-hand side of the computer screen, or immediately above the search widget on a mobile device.
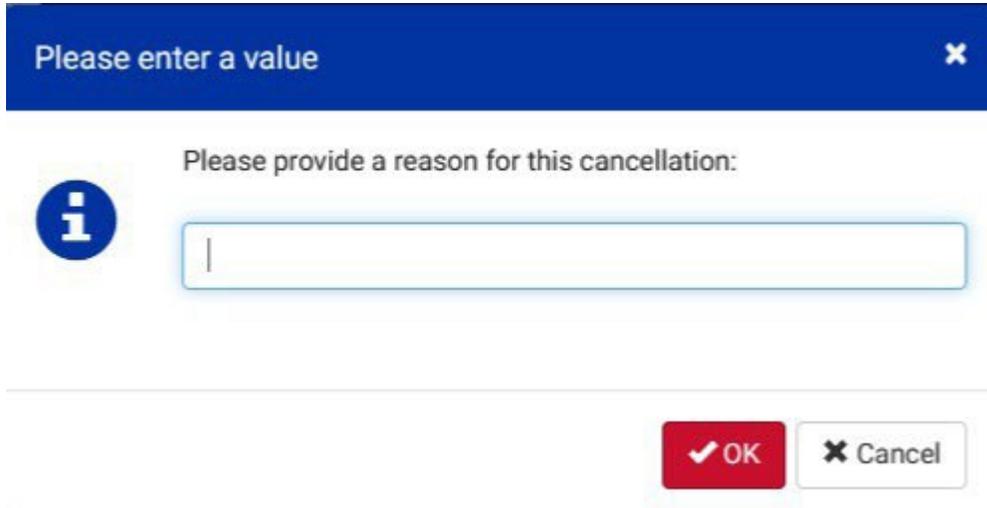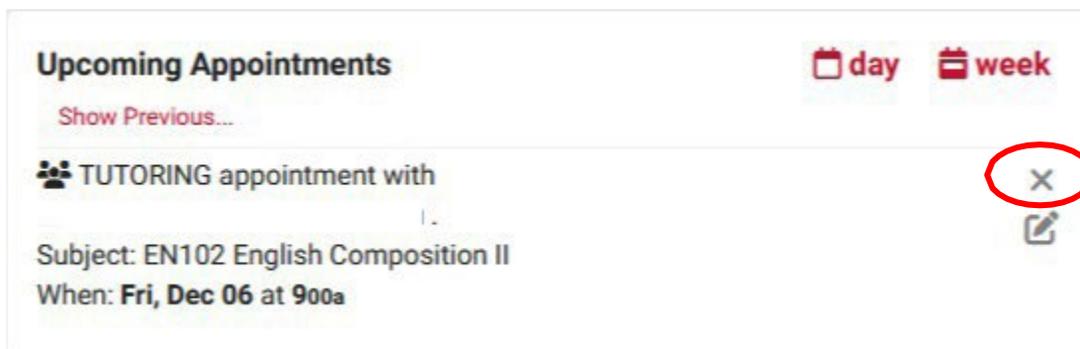
Here's an example of what you might see:
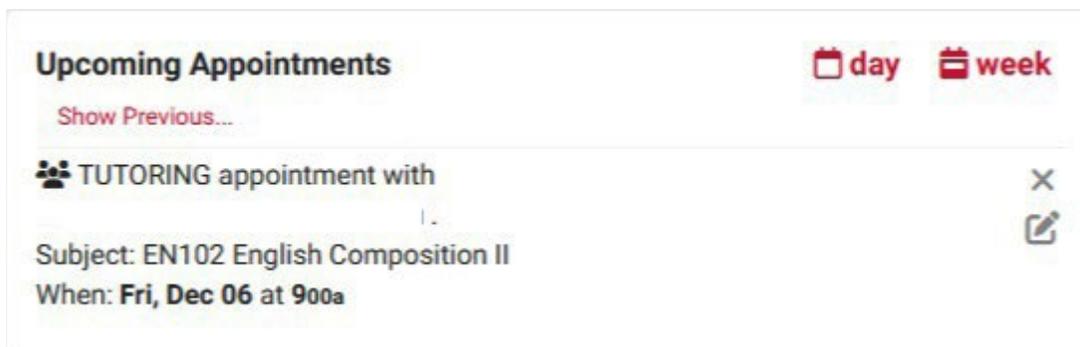
Notes:

1. You can change the widget to either a day view (default), week view, or list view. You can also change the date by clicking the arrows next to the date.
2. You can cancel the appointment by clicking the "X" in the top-right corner of the appointment tile within the Upcoming Appointment widget.
3. You can edit your session (to change duration, add a note, etc.) by clicking the "Edit pencil" icon.

- **How do I cancel an appointment in TracCloud?**

1. Find the appointment in your Upcoming Appointments widget,
2. Click the grey "x" in the upper-right corner of the appointment.
3. Confirm the cancellation with a short note.

Upcoming Appointments   📅 day   📅 week

Show Previous...

👥 TUTORING appointment with   ×

                                                          ✏️
Subject: EN102 English Composition II
When: **Fri, Dec 06** at **900a**

Please enter a value   ✖

ℹ️   Please provide a reason for this cancellation:

            |_____|

                                    ✔ OK   ✖ Cancel

NOTE: If the appointment is less than 2 hours away, TracCloud may count your cancellation as a no-show/missed session. Be careful– students with too many no-shows or too many cancellations run the risk of not being able to schedule future appointments without contacting the TracCloud administrator.

- **Is there any penalty for cancelling or missing appointments?**

Not if you cancel ahead of time.

If TracCloud detects that you have too many no-shows, though, you'll get an automated message when you try to confirm your appointment. This message will say that you've violated the max rules for no-shows. It will not allow you to continue to schedule until Rimmer Learning Resource Center staff apply an override to the system for you.

For any questions related to TracCloud and attendance/cancellations, reach out to the center's staff using the contact details on your TracCloud dashboard. If you're not sure who to contact, reach out to fenwickb@hutchcc.edu.

- **How do I view my visit history? How can I download a copy of my attendance record?**

Your visit history for the current semester is accessible from your TracCloud dashboard in the "Center Visits" widget.

To download that history,

1. select the time frame you're interested in (Today, This Week, Last Week, This Month, or This Semester)
2. apply any filters you're interested in (Center and/or Subject)
3. click the "print" icon in the upper-right
4. click "save" when prompted

- **How do I download appointment documents? I got an email saying a document has been uploaded to my appointment, what does that mean?**

Sometimes, documents can be attached to students' appointment records. When that happens, you may get an email directing you to go to TracCloud to view the document.

If that happens, you'll find the attachment in your Upcoming Appointments widget. Simply navigate backward in time to a previous appointment, and then select the "edit" pencil. You will see a section with the attachment listed under the location. Click on the appointment to download it.

DO YOU HAVE ANY QUESTIONS, CONCERNS, OR SUGGESTIONS ABOUT TRACCLOUD?

Email us at fenwickb@hutchcc.edu!