Detailed Guide for Scheduling Tutoring at CT State using TracCloud

Step 1: Login to TracCloud (https://traccloud.go-redrock.com/cscu) using your CT State login credentials and click to expand the box titled "Schedule an Appointment."

Step 2: Select the Class you'd like help with, and then select the Campus, and click Search.

Note: "Other" is best used for general help with technology, study skills, and other general assistance.
Step 3: Select a Reason for tutoring from the pop-up box and click “OK.”

Step 4: View the availabilities and select your preferred slot.

Note: Availability will be color-coded by type (1-on-1, group tutoring, etc.) and will display icons for location (in-person, online, or an option of either one).
Step 5: Select your Meeting Type if you have a choice (In-Person or Online) and write a note in the Notes box about what you'd like help so the tutor can prepare for the session. Click Save to finalize.

Step 6: Check your CT State email for confirmation of your upcoming appointment.

Hello [Name],

This email confirms the following appointment:

- **Time:** 05:00pm to 05:45pm
- **Date:** 01/19/24
- **Subject:** ENG0010
- **Tutor:** Dean

Your appointment is ONLINE.

1. Have your books and materials ready.

2. Go to https://teampasswords.com/49aw to log in 10 minutes before your appointment start time. Use your NetID (Banner number @ student.com). You will not be able to connect more than 10 minutes before your session. Once logged in, there will be an Enter Online Appointment button that you will click to connect to the session. No link is needed via email.

3. Have specific questions ready.

For any questions or if you need to cancel your appointment, please contact the Academic Tutoring Center at 860-253-3164, or Room 119 in the Asa Whitney Library.
Attending Your In-Person or Online Session & Cancelling Your Session

Attending In-Person: If your appointment is scheduled for on-campus, meet your tutoring at the scheduled location. This information is located both on your TracCloud dashboard as well as in the confirmation email you received.

Attending Online: To join the online tutoring session, login to TracCloud and click the link titled “Click here to join your online session.” This will launch the online meeting platform where you will work with your tutor.

Note: Your tutoring center may have restrictions that prevent you from joining the meeting too early or too late. If you experience difficulties, reach out to the campus tutoring center directly.

Cancelling Your Session: To cancel your upcoming appointment, login to TracCloud and click the “X” in the upper right corner of the session box.