

# How To: Schedule an Online Academic Mentoring Appointment in TutorTrac

- Go to <https://tutoring.asu.edu/onlinetutoring>.
- Scroll down to “Online Subject Area Tutoring”. Click on the hyperlinked “Academic Mentoring” Title

## Online Subject Area Tutoring

Online subject area tutoring is available for the courses listed below during the specified times. To access online tutoring, first view the schedule to see what tutors are working who can assist you with the specific subject you are interested in. Then you can click on the [Adobe Connect link](#) listed below. Online writing tutoring is by appointment only. For online subject area tutoring, you can drop in and do not need an appointment. All times on the schedule are **Arizona time** (Arizona does not participate in Daylight Savings Time).

Appointment Required <b>Online Writing Tutoring</b> Monday: 3 p.m. - 10 p.m. Tuesday: 2 p.m. - 10 p.m. Wednesday: 4 p.m. - 10 p.m. Thursday: 3 p.m. - 8 p.m. Sunday: 2 p.m. - 10 p.m.	Appointment Required <b>Online Graduate Writing</b> Monday: 2 p.m. - 6 p.m. Tuesday: 2 p.m. - 4 p.m. Wednesday: 4 p.m. - 6 p.m. Thursday: 4 p.m. - 6 p.m.	Appointment Required <b>Italian Tutoring</b> Monday: 5 p.m. - 7 p.m. Thursday: 5 p.m. - 6 p.m. Sunday: 4 p.m. - 6 p.m.  <b>Spanish Tutoring</b> Tuesday: 4 p.m. - 6 p.m. Wednesday: 7 p.m. - 8 p.m. Sunday: 2 p.m. - 4 p.m.
	Online Subject Tutoring is open Sunday-Thursday 2pm-10pm (Arizona Standard Time).  View the list of classess supported and the schedule of availability by subject.  Access online tutoring via <a href="#">Adobe Connect here</a> or use <a href="#">TutorSearch</a> .	
Appointment Required <b>Academic Mentoring</b> Monday: 1:30 p.m. - 4:30 p.m. Tuesday: 10:30 a.m. - 12:00 p.m. Wednesday: 7:00 p.m. - 9:00 p.m. Thursday: 10:30 a.m. - 12:00 p.m. Friday: 11:00 a.m. - 1:00 p.m.  What can academic mentor meetings assist with?		

- Log in using your ASURITE ID

ASU ARIZONA STATE UNIVERSITY

#1 in AZ  
most innovative

#4 in U.S. - U.S. News & World Report

### Sign In

ASURITE User ID:  [Activate or Request an ID](#)

Password:  [Forgot ID / Password?](#)

Remember My User ID

Need Help? Visit the [Help Center](#) or call 1-855-ASU-5080 (1-855-278-5080)

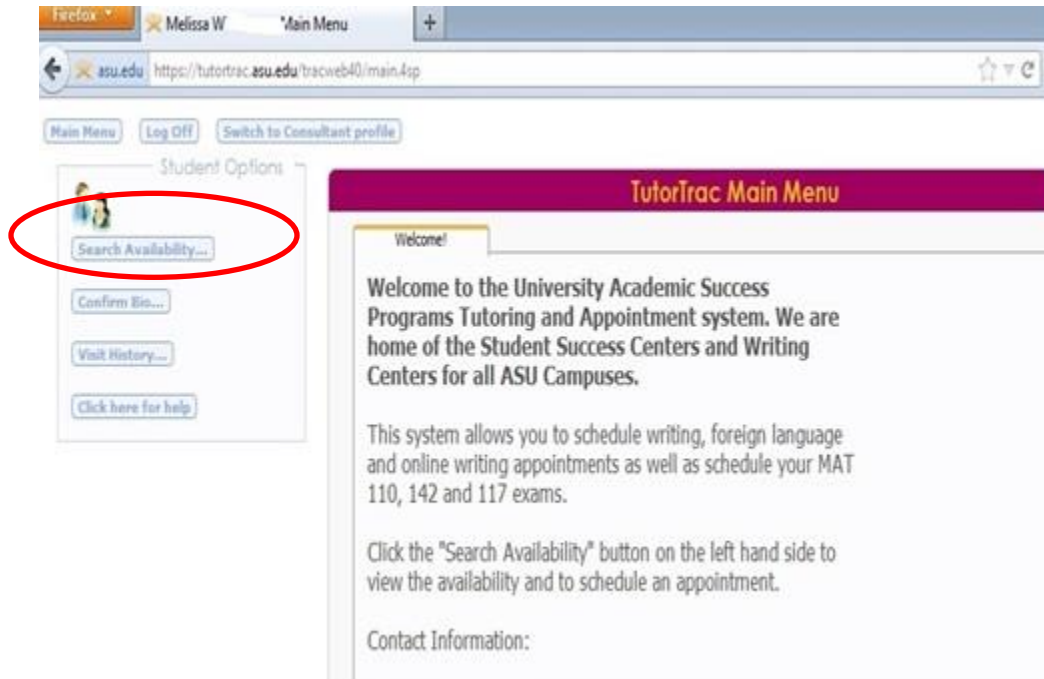
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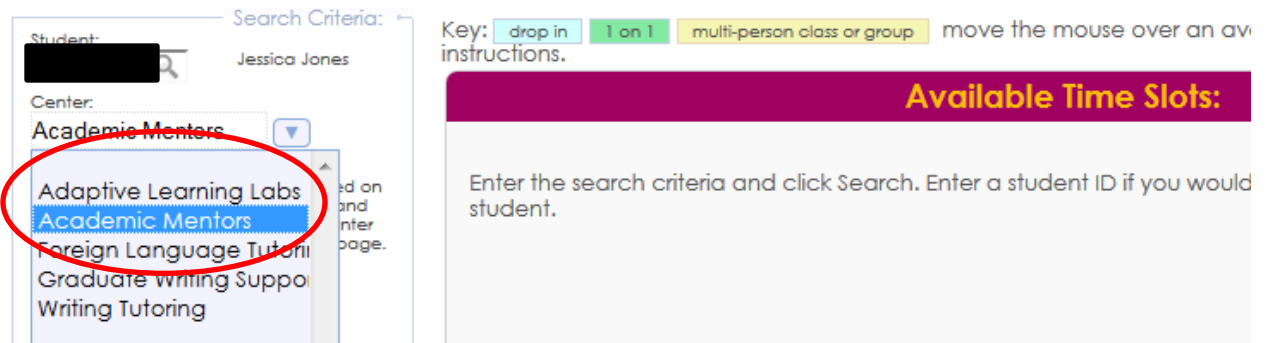
online tutoring

access. assistance. anywhere.

- Click on “Search Availability” in the upper left hand corner.

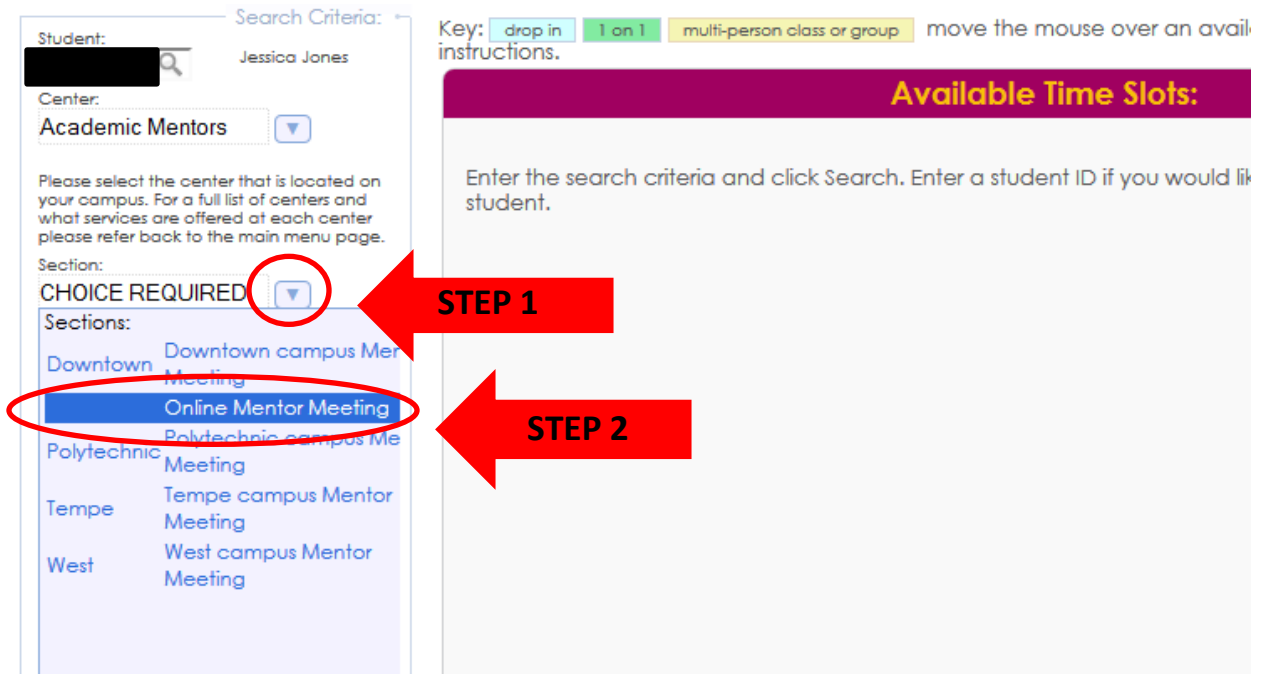


- Click the down arrow on the “Center” box and select “Academic Mentors”



# How To: Schedule an Online Academic Mentoring Appointment in TutorTrac

- Step 1: Click the down arrow in the “Section” box.
- Step 2: Select the Online Mentor Meeting section option.



- Step 1: Click on the down arrow in the “Location” box.
- Step 2: Select “Online” to schedule an online appointment



# How To: Schedule an Online Academic Mentoring Appointment in TutorTrac

- Click on the calendar icon to select a “To” and “From” date range to search for open appointments.

Search Criteria: Student: [redacted] Jessica Jones

Center: Academic Mentors

Section: Online

Location: Online

From: 09/23/2014

Key: drop in | 1 on 1 | multi-person class or group

Available Time Slots:

Enter the search criteria and click Search. Enter a student ID if you would like student.

- Move the buttons to select a time range you want to search.

Search Criteria: Student: [redacted] Jessica Jones

Center: Academic Mentors

Section: Online

Location: Online

From: 09/23/2014

To: 09/30/2014

Time: 6:00a to 10:00p

Days: MON TUE WED THU FRI SAT SUN

Search

Key: drop in | 1 on 1 | multi-person class or group

Available Time Slots:

Enter the search criteria and click Search. Enter a student ID if you would like student.

# How To: Schedule an Online Academic Mentoring Appointment in TutorTrac

- Step 1: Click on the days to select or unselect which days you want to search
- Step 2: Click on the “Search” button.

Search Criteria: Jessica Jones

Center: Academic Mentors

Please select the center that is located on your campus. For a full list of centers and what services are offered at each center please refer back to the main menu page.

Section: Online

Location: Online

From: 09/23/2014

To: 09/30/2014

Time: 6:00a to 10:00p

Days: MON TUE WED THU FRI SAT SUN

All Miss M.E

Search

Key: drop in 1 on 1 multi-person class or group move the mouse over an available instructions.

**Available Time Slots:**

Enter the search criteria and click Search. Enter a student ID if you would like to search for a specific student.

- Please wait while the system searches and pulls available appointments. This can take some time depending on how many students are currently using the system.
- On the screen to the right, all available appointments for the date, time, and day range you selected will appear.

# How To: Schedule an Online Academic Mentoring Appointment in TutorTrac

- Click on the appointment time you would like to schedule.

The screenshot shows the TutorTrac search interface. On the left, the search criteria for student Jessica Jones are displayed, including center (Academic Mentors), location (Online), dates (09/23/2014 to 09/30/2014), and time (6:00a to 10:00p). On the right, the 'Available Time Slots' table is shown for Wednesday, 9/24/2014 and Thursday, 9/25/2014. The 7:00 PM - 7:30 PM slot on Wednesday is circled in red. A tooltip box is visible over the 7:00 PM - 7:30 PM slot on Wednesday, containing the text: 'Click to schedule a one on one appointment with Mark on 9/24/2014 from 19:00:00 to 19:30:00'.

Wed 9/24/2014	Thu 9/25/2014	Mon 9/29/2014	Tue 9/30/2014
Mark 7:00 PM - 7:30 PM 7:30 PM - 8:00 PM 8:00 PM - 8:30 PM 8:30 PM - 9:00 PM	Molly 11:00 AM - 11:30 AM	Mark 1:30 PM - 2:00 PM 2:00 PM - 2:30 PM 3:30 PM - 4:00 PM	Molly 11:00 AM - 11:30 AM 11:30 AM - 12:00 PM

- If you do not see this page, please go to page 8 of this document for troubleshooting tips.
- An "Appointment Entry" box will appear after you select a time. Verify that the subject, location, date, and time are what you wanted to select and hit "Save".

The screenshot shows the 'Appointments Entry' dialog box. The student is Jessica Jones (1001467843) and the staff is Mark Online Mentoring. The appointment is for Wednesday, 9/24/2014, from 7:00 PM to 7:30 PM. The location is Online and the subject is Online. The 'Save' button is highlighted with a red box. Below the 'Save' button, there are two checkboxes: 'Automatically create the visit when this appointment is saved.' and 'Override and send confirmation when this appointment is saved.'.

Student: Jessica Jones  
1001467843 Jessica.J.Jones@asu.edu  
Staff: Mark Online Mentoring

Appointment Info  
Please bring the following items to your appointment: ASU Sun Card, Class Assignment, and a draft if you have one (for writing appointments).

Center: Academic Mentors  
Subject: Online  
Reason:   
Date: 9/24/2014  
Time: 7:00 PM To: 7:30 PM  
Location: Online  
Fund:   
Status:   
Cell phone number:   
Notes:   
Created 00/00/00 at 00:00:00 by   
Modified 00/00/00 at 00:00:00 by

Automatically create the visit when this appointment is saved.  
 Override and send confirmation when this appointment is saved.

# How To: Schedule an Online Academic Mentoring Appointment in TutorTrac

- Congratulations! You have booked an online academic mentoring appointment. Shortly after you book the appointment, you should receive an email to your ASU email address confirming your appointment with details on where to go for the appointment.
- This confirmation email will contain the url you need to access your appointment. Be sure to check your junk mail folder!
- Make sure you are attempting to access the schedule through Firefox or Chrome browser for best accessibility. If you are having difficulties seeing a schedule, clear your history and cookies in your browser.
- For questions, or to reschedule/cancel your appointment, you can call (480) 965-9072 Mondays through Fridays from 8am to 5pm.

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- **TROUBLESHOOTING TIP:** If you search for available appointments and no results are found, that means all appointments for the date, time, and day range you selected are currently booked. Adjust your date, time, and/or day ranges to search for more appointment availability.

The screenshot shows a web browser window with the URL <https://tutortrac.asu.edu/tracweb40/searchavail.4sp>. The page title is "Search Availabilities". The search criteria are as follows:

- Center: Writing Tutoring
- Section: Personal Statement
- Location: Online
- From: 09/30/2013
- To: 10/02/2013
- Time: 6:00a to 10:00p
- Days: MON TUE WED THU FRI SAT SUN (with "All" selected)

The search results area displays a message: "No results found. If you did not find any availability try changing the center for which you searched for. You may also view the full schedules by visiting our web site at <http://success.asu.edu>. Click on the campus page on the right hand side to access the campus schedules in a PDF format."

- **TROUBLESHOOTING TIP:** If you have the ability to travel to different campus locations, you can also adjust the location to see if there is appointment availability at a different campus. Remember that only online appointments can be attended remotely. All other locations are in-person appointments.
- **TROUBLESHOOTING TIP:** Make sure you plan ahead to book your appointments at least 1-2 weeks in advance to avoid all times being booked.