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.goredrock.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.
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”

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...

Thu, Jan 5 2023

11:00a-11:30a
ARCC In Person Tutoring Services - CRapids
Thu Jan 5
Drop In In-Person
Aurora H.
L. 127

12:00p-12:30p
ARCC Tutoring Online
Thu Jan 5
1 on 1 Online
Stephen L.
online

12:30p-12:00p
ARCC In Person Tutoring Services - CRapids
Thu Jan 5
1 on 1 Online OR In-Person
Aurora H.
online or L. 127

2:00p-2:30p
ARCC Tutoring Online
Thu Jan 5
1 on 1 Online
Stephen L.
online

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”
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!

  o Academic Support Center Rapids: Room SC-160 (across from the bookstore)
  o The Writing Center is inside the ASC in Room SC-163
  o Math Skills Center Rapids: Room L-127 (under the library) for MATH 0080, 0230, 0240, 0250, 1100, 1200 and Accuplacer Prep
  o 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!