

# TracCloud Student Instructions

## For Content Appointments

Center for Academic Support  
Hearnes 213  
816.271.4524

### Your TracCloud Account:

Every student at Missouri Western has a TracCloud student account in order to search and schedule appointments with CAS Tutors. Tutors also have a consultant profile in order to enter availability and manage appointments.

1. Log in via Goldlink under the Student Academics card or the link on each Subject Tab on the CAS Webpage. Use the same username and password that you use for your email, Canvas, and Goldlink. TracCloud is part of the single sign-on system, so if you are logged into one of your Missouri Western accounts you will bypass the login page and go straight to your TracCloud dashboard.
2. The first time you log in to your TracCloud account each semester you will be prompted to enter a cell phone number and opt in or out for text alerts (confirmations, cancellations, and reminders) for CAS tutoring appointments. If at any point you want to change your selection, you can click "Edit Bio..." at the bottom of your TracCloud dashboard to do so.
3. Your TracCloud dashboard allows you to schedule tutoring appointments, submit papers for peer review, keep track of weekly study hall hours, and view your past visits in other Centers on campus that use TracCloud.

### Overview:

Page 2 ... Searching Availability and Scheduling Appointments

Page 4 ... Cancelling Appointments

Page 5 ... No Available Timeslots

Page 6 ... Starting your Online CAS Appointment

Page 7 ... Downloading Zoom

Page 8 ... Starting your In-Person CAS Appointment

Page 8 ... TracCloud Restrictions

## Searching Availability and Scheduling Appointments:

1. Click on “Schedule an Appointment” to expand the search box.

2. In the “Choose a subject...” drop down menu, select the course you would like a tutor for. TracCloud will automatically populate your current enrollments.
3. In the “Choose a service/reason...” drop down menu, select the kind of tutoring you want to receive:
  - a. For help with math courses MAT110E to MAT167, choose Math
  - b. For help with a paper for any class, choose Writing
  - c. For Scheduled Supplemental Instruction Sessions, choose S.I.
  - d. For all other appointments, choose Content
4. Click “Search” and the next available appointments will appear in a pop-up window.
  - a. Green availabilities are 1 on 1 sessions, Yellow availabilities are Group sessions.
  - b. Under the date, you will see the meeting type: In-person or Online. If the availability says “In-person OR Online”, you will choose the meeting type.

Schedule an Appointment ×

Subject: **BIO101 01**

Reason: **Content**

There are 7 slots of time available, please choose one that works for you... Choose a different date ...

Time Slot	Date	Meeting Type	Tutor
1100a-1200p	Thu Aug 10	1 on 1 In-Person OR Online	Max Griffon
1200p-100p	Thu Aug 10	1 on 1 In-Person OR Online	Max Griffon
200p-300p	Thu Aug 10	1 on 1 Online	Max Griffon
400p-500p	Thu Aug 10	Group In-Person 0 / 5	Max Griffon
500p-600p	Thu Aug 10	Group In-Person 0 / 5	Max Griffon

5. Pick which appointment works best for you and click on it. A new screen will pop up and prompt you to enter some information to reserve the appointment.
  - a. If given the option, choose whether the session is in-person or online.
  - b. Enter a valid phone number.
  - c. Type a note to let the tutor know what topics you want to cover during your appointment.

Subject: **BIO101 01**

Reason: **Content**

[< Search](#)

**Confirm booking this online appointment in **Center for Academic Support** with **Max Griffon** on **Thu, August 10th 2023** for **BIO101 01 Content****

Start Time	End Time	Duration (Hr:Min)
11:00am	12:00pm	01:00

Meeting Type:  
 In-Person    Online

Student

Phone Number  
816-271-4524

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Appointment Notes:

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Sched By: 2023-08-04 11:24:12 Student Sarah Student  
Sched Mod By: 2023-08-04 11:24:12

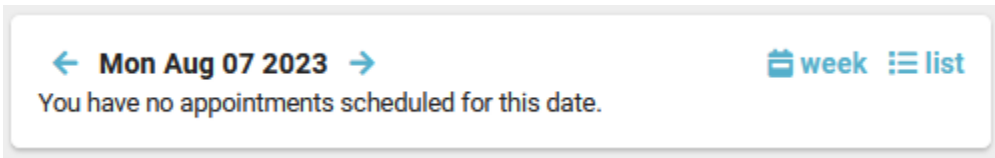
CONFIRM

Click Confirm in order to Confirm this appointment. This availability will expire at 2023-08-09 23:00:00.

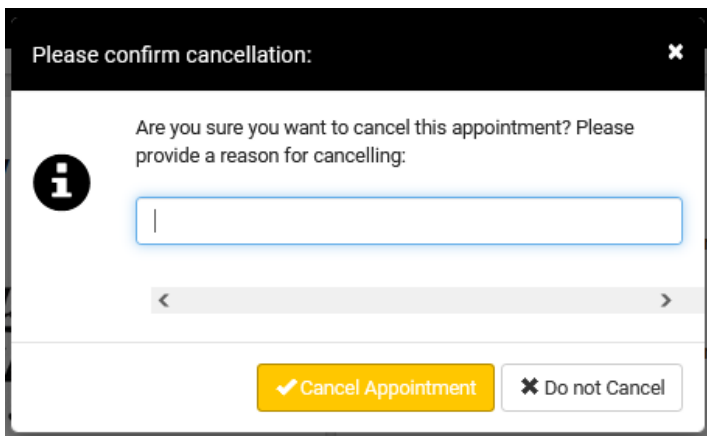
6. Click “Confirm”
7. You and the tutor will get a confirmation email with the details of your appointment.

## Canceling Appointments:

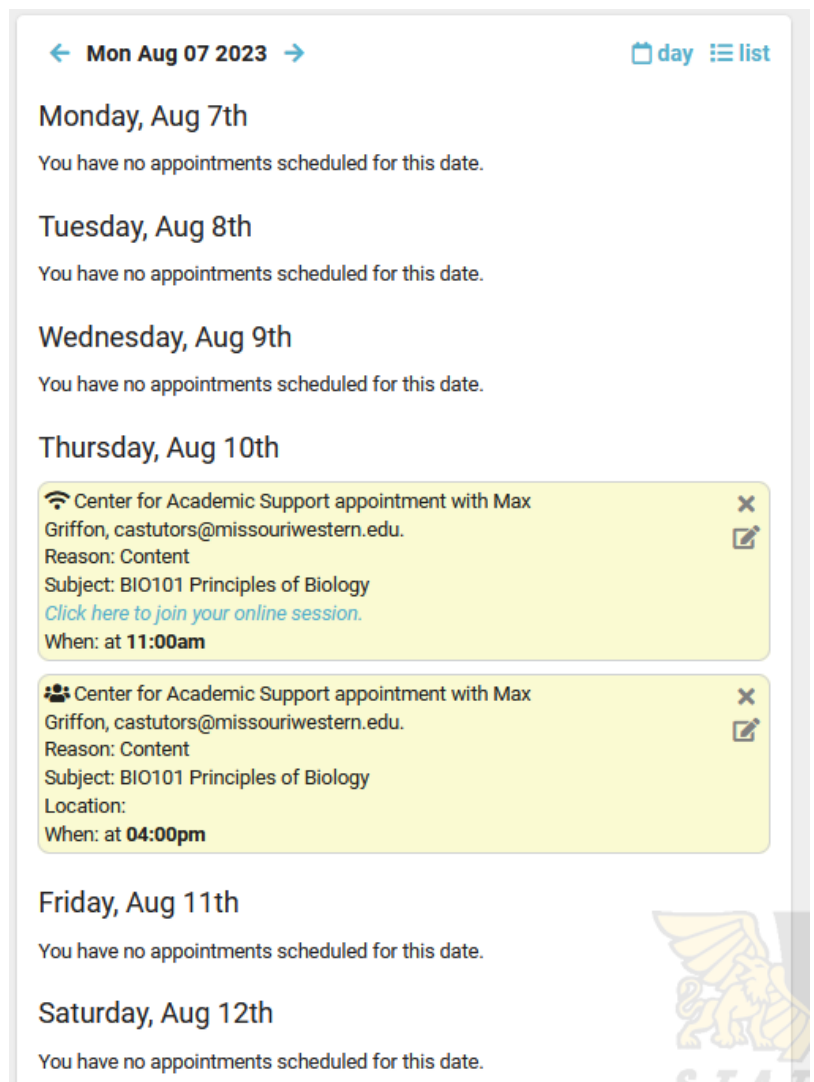
1. You can see all upcoming appointments on your TracCloud dashboard. Click “week” to expand the calendar to show appointments later in the week.



2. To cancel an appointment, click the “x” on the top right of the appointment box. A new screen will pop up to confirm the cancellation. Enter a note here to let the tutor know why you need the cancel.



3. If you need to cancel an appointment that is scheduled to begin in less than 24 hours, you must email the tutor directly. Their email address is listed on the appointment box as well as in the original confirmation email for the appointment.



## No Available Time Slots:

If you are searching for an appointment and see there are 0 slots of time available, you can click the black button at the bottom of the screen labeled “Report Unable to Find Appointment...”

Schedule an Appointment ×

Subject: **MAT111 01**  
Reason: **Math**

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There are 0 slots of time available, please choose one that works for you... Choose a different

Fri, Aug 18 2023

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Load more for Sat, Aug 19 2023...

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This will open a new screen where you can complete a report and have it sent to CAS Staff. From this screen you can also click the link to complete a Content tutor request form.

**Report that you are unable to find an acceptable appointment time:** ×

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**There are either no Tutors available for this section, or all available appointments are currently filled.**

**Please expand your search, or check the Content Tutor Tab of the CAS Webpage for a list of all courses with Content Tutors. If your course does not have a Content Tutor currently, please complete the Content Tutor Request form [here](#).**

What were you hoping to find:

What did you find instead:

## Starting your Online CAS Appointment:


1. On your TracCloud dashboard, you will see your upcoming appointments.


Thursday, Aug 10th


 Center for Academic Support appointment with Max  
Griffon, castutors@missouriwestern.edu.  
Reason: Content  
Subject: BIO101 Principles of Biology  
[Click here to join your online session.](#)  
When: at **11:00am**


 Center for Academic Support appointment with Max  
Griffon, castutors@missouriwestern.edu.  
Reason: Content  
Subject: BIO101 Principles of Biology  
Location:  
When: at **04:00pm**

**Icon Glossary:**

 Online 1 on 1

 Online group

In-person 1 on 1 

In-person group 

2. The “Click here to join your online session” link will open the tutors Zoom room. This link will only let you join the session 15 minutes before your scheduled meeting, but it will remain active for the duration of your scheduled appointment.
3. After clicking the link, a new window will pop up and prompt you to either: download the Zoom application if you haven’t already or launch the meeting using Zoom.
4. You may be placed in a waiting room until the tutor opens the meeting room. Once the tutor opens the meeting room, a new box will pop up for you to enter your name and click “Join”
5. During the meeting you will have a control panel at the bottom of your screen. This panel gives you the options to mute/unmute your microphone, turn your video on and off, share your screen, and open the chat box.

Open Zoom?

<https://zoom.us> wants to open this application.

Audio Start Video Invite Manage Participants Share Screen Chat Record **End Meeting**

## Downloading Zoom:

*In order to use Zoom, you will need internet access and a device that has a working camera, microphone, and speakers*

1. Students must open a Zoom account first.
  - a. To download from the website: <https://zoom.us/>  
Click Sign Up, then Sign in with Google using your Missouri Western account.

*If you are already signed into another Google account on your device your Zoom account will be linked to that email, so make sure you are only logged into your Missouri Western Google account.*

If you have not used Zoom before, you will need to download the application in order to join meetings. To download from the website, click on “Host a Meeting” and choose Video On. This will open a pop up and ask you to download the application and launch Zoom.

- b. To Download from your meeting:

When you click to enter your appointment, a pop up will appear if you do not have the application downloaded. Download Zoom and sign in with Google using your Missouri Western account. From here you will be able to launch the application and join the Zoom meeting for your scheduled appointment.

Sign In

Email address

Email address

Password

Password

Sign In

Forgot password?  Stay signed in

or

Sign in with Google

Sign in with Facebook

New to Zoom? [Sign Up Free](#)

## Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

*Note: If you are unable to use Zoom, please contact the CAS, 816.271.4524, to schedule an appointment via phone or other communication platform.*

## **Starting your In-Person CAS Appointment:**

1. All In-Person appointments take place in the Center for Academic Support, Hearnes 213, unless an alternate location is approved by CAS Staff.
  - a. In the CAS, students can utilize several tables, whiteboard tables, and computers for individual or group work. Two study rooms are reserved for Supplemental Instruction and other tutor-led group sessions.
2. Students are required to check in with their student ID at the front desk. A tutor or staff member will explain the services more in depth and direct students to the tutor they are meeting with.

## **TracCloud Restrictions:**

1. Appointments must be scheduled at least 24 hours in advance and at most 14 days in advance.
2. Appointments cannot be cancelled online if they are scheduled to begin in less than 12 hours. Students must contact the tutor via email instead.
3. All In-Person appointments take place in the Center for Academic Support, Hearnes 213, unless an alternate location is approved by CAS Staff.