Directions for scheduling a Tutoring appointment in TutorTrac

1. Go to https://tutortrac.uncc.edu and sign in using your NinerNet credentials.
2. After you sign in, you’ll see your welcome page, click Search Availability located in the left side bar.

3. Next, in the drop-down box under Center, select UCAE-Tutorial Services.

4. (optional) If you know a tutor you’d like to schedule an appointment with, select the name from the drop-down menu under Consultant.
5. Next, under Section, select the course you want to schedule for tutoring. You can only schedule appointments for the courses you’re currently registered for.
6. (optional) Under the *Reason* field, select **Individual Tutoring**, almost all tutoring appointments in Tutorial Services are one-on-one.

7. **Leave the location setting blank**. (Selecting a location can cause an error, returning no results for open appointments.)

8. **Select search** to see available appointments.

9. Once you find the appointment time you want, click the corresponding green box. Enter your **phone number** so that we can contact you if needed. Also enter any notes you’d like your consultant to know (ie: topics you’d like to review).
10. **Save** the appointment.
11. Once the appointment saves, you'll return to your home screen and you'll see the appointment listed under *Upcoming Appointments*. Finally, you'll receive an automated reminder email once the appointment has saved.
To Cancel your appointment:

1. Students can cancel their appointments online, via phone, or in person up to 4 hours in advance of your appointment start time.
2. On your main menu page, under Upcoming Appointments, select the “x button” next to the appointment you wish to cancel. This will cancel your appointment & notify your tutor via email that the appointment has been cancelled.

UCAE Appointment Policies:

- It is unacceptable to email or text the UCAE service provider that you wish to cancel your appointment. All communication about UCAE appointments must go through the office (704-687-7837).
- You are allowed to cancel a total of 3 times before your student account in TutorTrac is suspended, preventing you from scheduling future appointments.
- Cancelations made 13+ hours in advance of the appointment are appreciated as this will re-open the appointment time so that another student can take the unused appointment.
- Students who cancel an appointment with less than 4 hours advanced notice are recorded as a No Show. When your appointment is listed as a No Show, your scheduling privileges are deactivated and you are prevented from scheduling any new appointments until you’ve completed the reactivation process.

*In some cases, cancellations and no-shows are lifted by the UCAE Senior Staff. Please contact us at ucae-uncc@uncc.edu if you believe you have an extenuating circumstance. Be advised that this happens very rarely, so do not expect it to apply to you.