Advisortrac Quick Tips for Students

Before you Begin- What you will need to access Advisortrac

- Your functioning John Jay Email Address and password
- A PC that has a web browser (preferably Mozilla)

To make an appointment using Advisortrac, follow the steps below:

1. Log in to AdvisorTrac using your John Jay Email Username (firstname.lastname) and password.
2. To schedule an appointment, click the "Search Availability" button under the Student Options menu on the left.
3. From the drop down menu, select the Office (e.g. Academic Advisement Center) in which you would like to schedule the appointment.
4. Select an appointment reason from the Reason drop down list (e.g. Academic Plan of Study - for Winter/Spring 2012 Course Advisement).
5. Modify the search options (e.g. dates, times, days, etc.). Leaving the search options set to their default will provide you with the most available appointment times.
6. Click the "Search" button.
7. The available times for each advisor will be displayed to the right.

Below is a key to the color coding of appointments:

<table>
<thead>
<tr>
<th>Appointment Type</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Appointment</td>
<td>1 on 1</td>
</tr>
<tr>
<td>Walk-in</td>
<td>Drop In</td>
</tr>
<tr>
<td>Group Session</td>
<td>Multi-person class or Group</td>
</tr>
</tbody>
</table>

8. Click on the available time when you would like your appointment.
9. In the Appointments Entry pop-up box
   1. Select your Reason (Academic Plan of Study) again from the drop down menu,
   2. Provide your Cell Phone Number (if applicable)
10. Click the "Save" button and after processing, the Appointments Entry pop-up box will disappear confirming that the appointment was successfully created.
11. You will automatically return to the updated available appointments. A confirmation e-mail with the details of the appointment will be sent to your John Jay email shortly and your Main Menu will reflect the upcoming appointment.

To Cancel an Appointment using AdvisorTrac, follow the steps below:

1. Log in to AdvisorTrac using your John Jay Email Username (firstname.lastname) and password.
2. All of your upcoming appointments will be listed on the left under your Calendar
3. To cancel the appointment, click the X next to the appointment (at the end).
4. Enter your reason for cancelling the appointment and click the "Confirm Cancellation" button.
5. To make a new appointment, follow the above steps on making an appointment, starting with step 2.

Having Difficulty Logging In To Advisortrac

- Re-enter your John Jay Email Username (firstname.lastname) correctly with no spaces or dashes.
- Re-enter your password correctly with no spaces or dashes.
- Manually type jctutortrac.jjay.cuny.edu into your browser to get directly into the AdvisorTrac website.
- Please call 212-237-8000 ext 2066 for assistance.