AdvisorTrac User Guide for Staff & Faculty
Created by: Academic Advisement & Transfer Center (AATC)

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What is AdvisorTrac?

Welcome to AdvisorTrac, the web-based scheduling system, and an assistive tool for managing multiple calendars for Borough of Manhattan Community College (BMCC). AdvisorTrac provides an approachable, convenient, and efficient way for advisors to manage advising scheduling.

In addition, its ease of use and simple layout allow students to set up appointments with their advisors.

As you begin to explore AdvisorTrac, this guide will assist you with learning how to use the system to log students in/out, terminate students and create an appointment for students.

Logging into AdvisorTrac

Using an internet browser (i.e. – Internet Explorer, Mozilla Firefox, Google Chrome) enter the URL for the login page bmcc.go-redrock.com.

You must log in with your BMCC credentials. Once you have your username and password, enter them into the "Username" and "Password" fields on the login page.
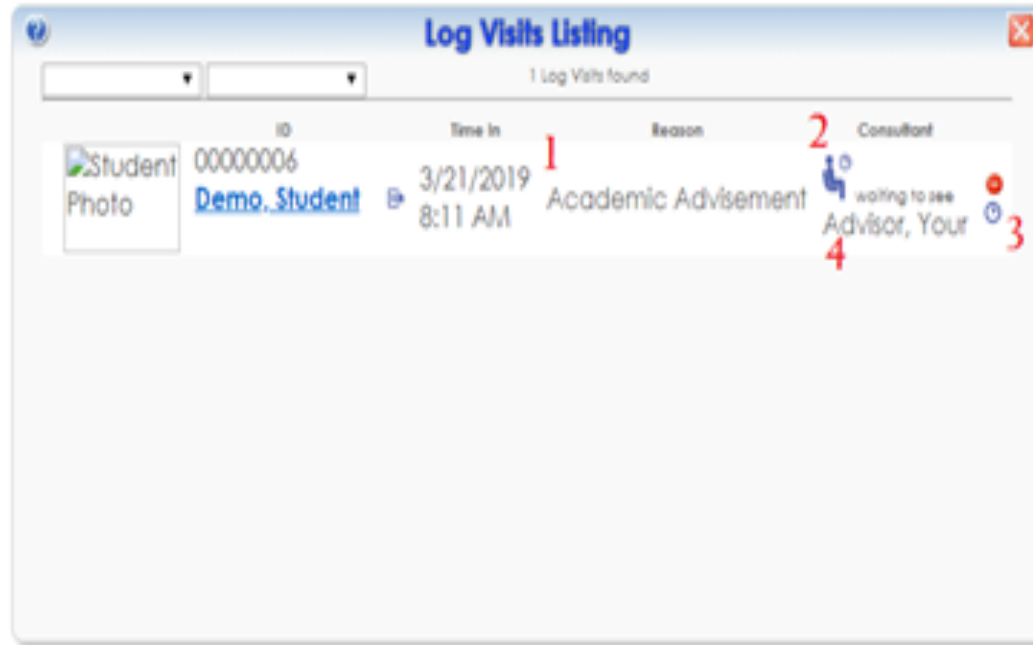
For information on how to use the Log Listing feature on AdvisorTrac, please review slides 5 to 13.

Log Listing Page

In order to get to the Log Listing page, click on the AdvisorTrac icon under Trac Navigation and choose "Log listing".

You will be directed to the Log Listing page where you will see the students logged into the Center.
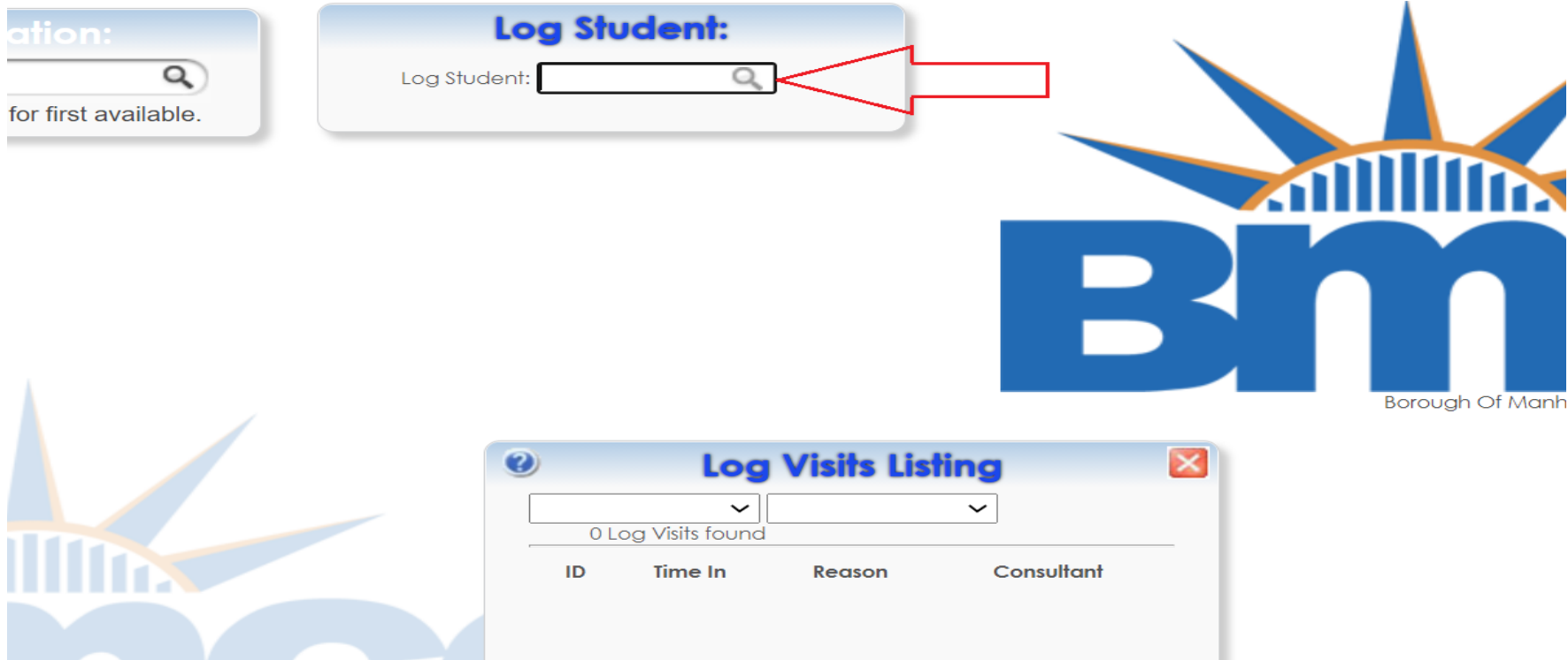
Numbers explained:

1 - This is where you will see the reason for the student's visit. If you need to change the reason for the student's visit, click on the reason and choose the correct reason from the list that pops up.

2 - The sitting icon indicates that the student is waiting to be seen. If you would like to change it to "being seen" simply click on the icon.

3 - The clock is used to switch a student from "being seen" to "waiting" if you need to make the change.

4 - This is where you will see the advisor the student is waiting to see or being seen by. If you need to change the advisor, click on the advisor's name and choose the correct advisor from the list that comes up.

Logging a student

Before logging in a student, you must first find out the reason for their visit. It is a requirement for every student visiting AATC to have a picture ID with their name and picture clearly visible. Always check their ID to verify their name. Some students are assigned to an Academic Advisor in AATC. Before you log the student in, check to see who they are assigned to.

Using the student's CUNYfirst ID number, type their ID number into the "Log Student" search box and press enter on the keyboard.

The next step is to assign the advisor and the reason for visit. If they are assigned to an advisor, select the advisor's name and the reason for the student's visit.
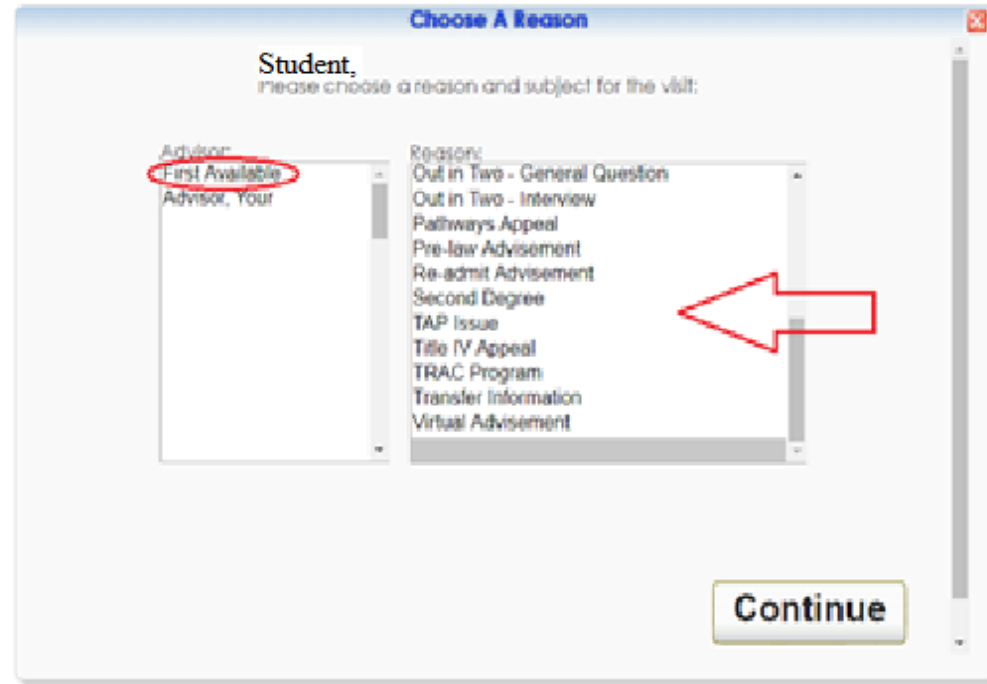
If they are not assigned to an advisor, you can log them in for "First Available".

When changing a student from "First Available" to the advisor that is taking the student, just click on "First Available" and choose the advisor's name from the list that comes up or type the advisor's name into the search box.

If a student is visiting the office for the first time and no student record is found, you must create a profile for the student. To do this you fill out their full name, date of birth and click save. After their profile has been created, you can proceed by logging the student in as mentioned in earlier slides.
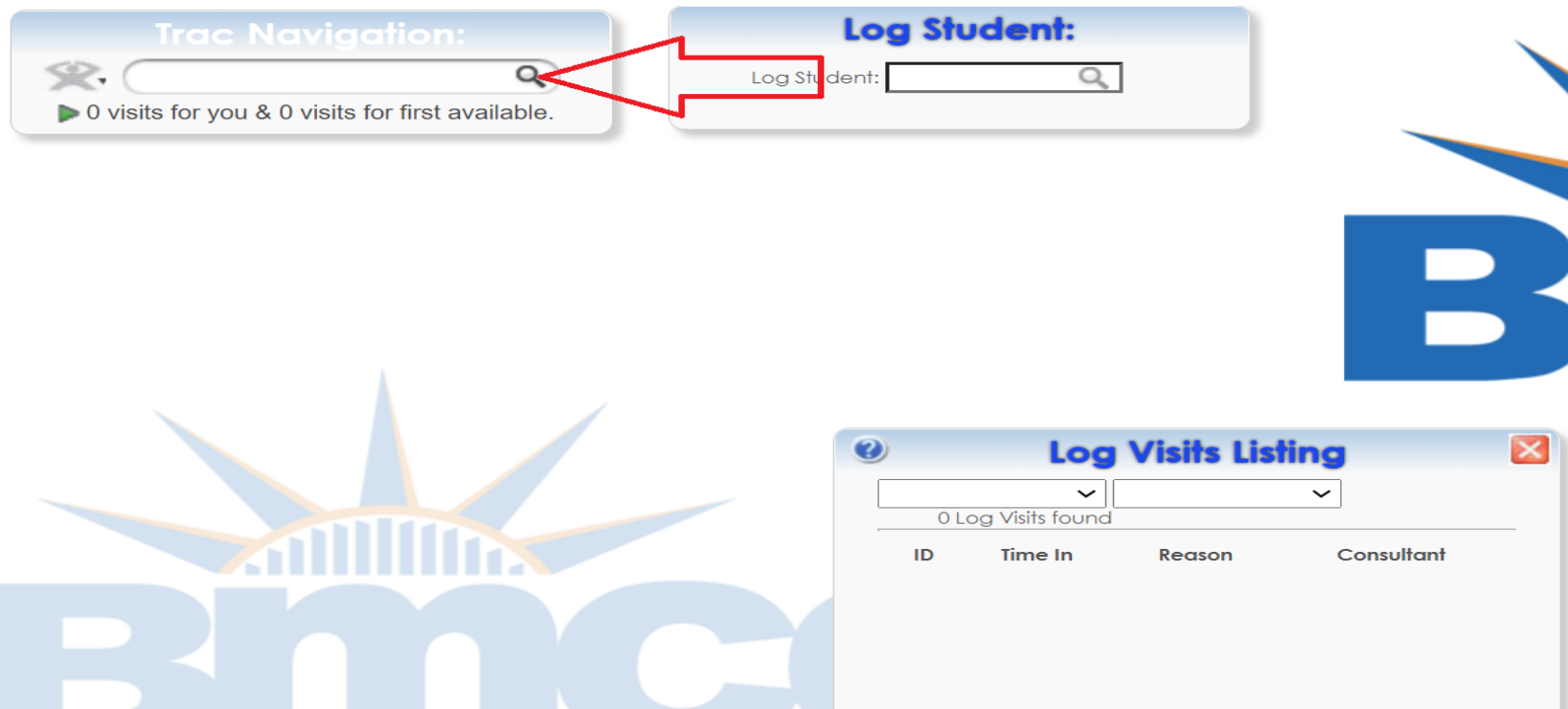
Logging out a student

Students that were seen by an advisor need to be logged out by clicking on the arrow icon by the student's name.
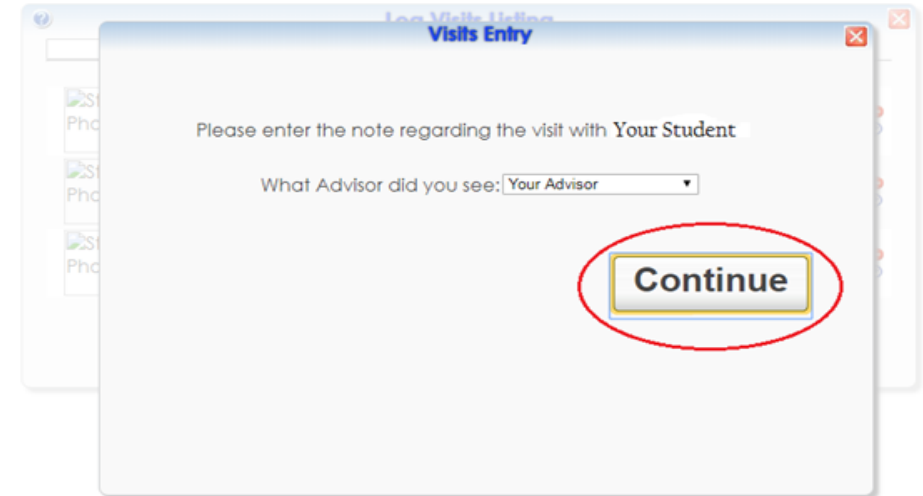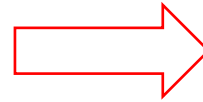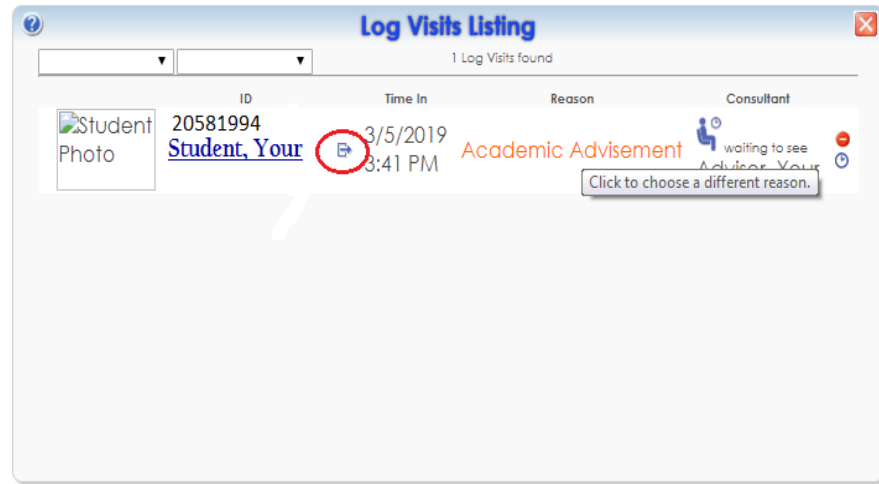
Logging out a student

There are times when the log listing page exceeds 2 pages, which makes it difficult to find students and log them out. An alternative to searching through each page, you can input the student's ID number into the search bar on the upper left-hand corner of the page and the student will pop up, you can then proceed to log the student out as explained in the previous slide.

Terminating the student visit

Students that were logged in to see an advisor but were not seen because they left AATC need to be terminated by clicking on the "red circle" and followed by clicking terminate. Before terminating a student, when we are in the physical office you must call for the student at least 3 times to make sure they have indeed left AATC.
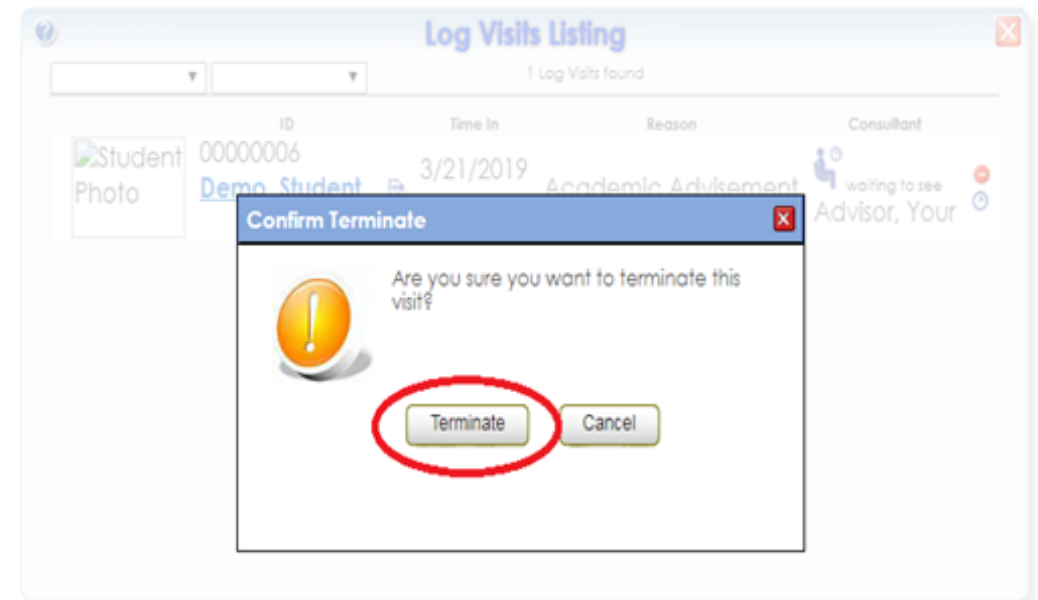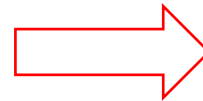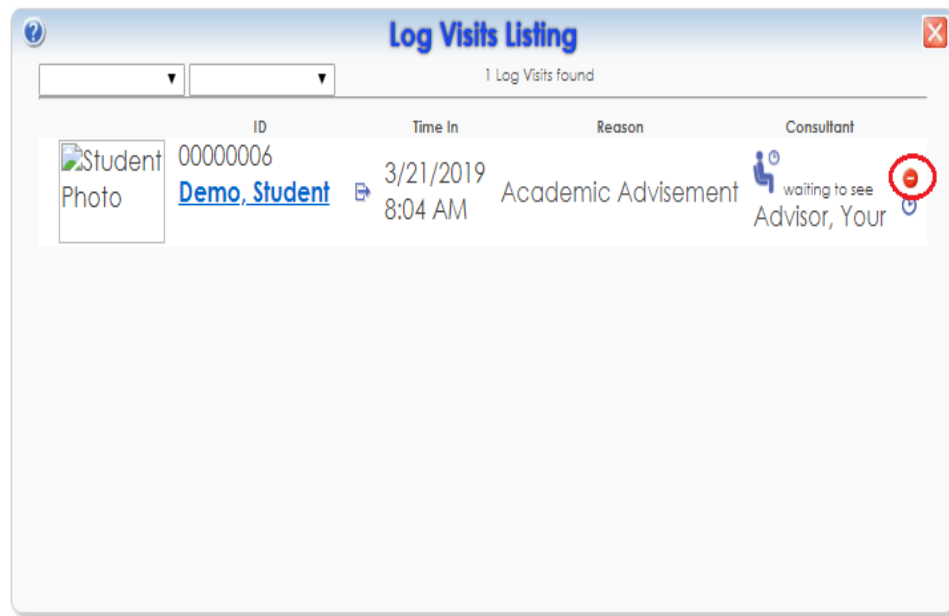
For information on how to use the Schedule feature of AdvisorTrac, please review slides 17 to 23.

Creating blocks

When you drag your cursor and click on the letter "A" simultaneously, three different colors pop up.

The "Green" block allows you to create your availability.

The "Red" block allows you to block off time from your schedule for; lunch, meeting, training, etc.

The "Cream" block allows you to create an appointment.

The "Green" block

Numbers explained:

1 – Location is default in the system based on your profile.

2 – Clicking on the drop-down menu will give a list of reasons to choose from.

3 – Entering "0" in the "max students" slots creates a blue drop-in slot. Entering "1" creates a single student slot. Entering a number greater than 1 gives you a multiple person slot.
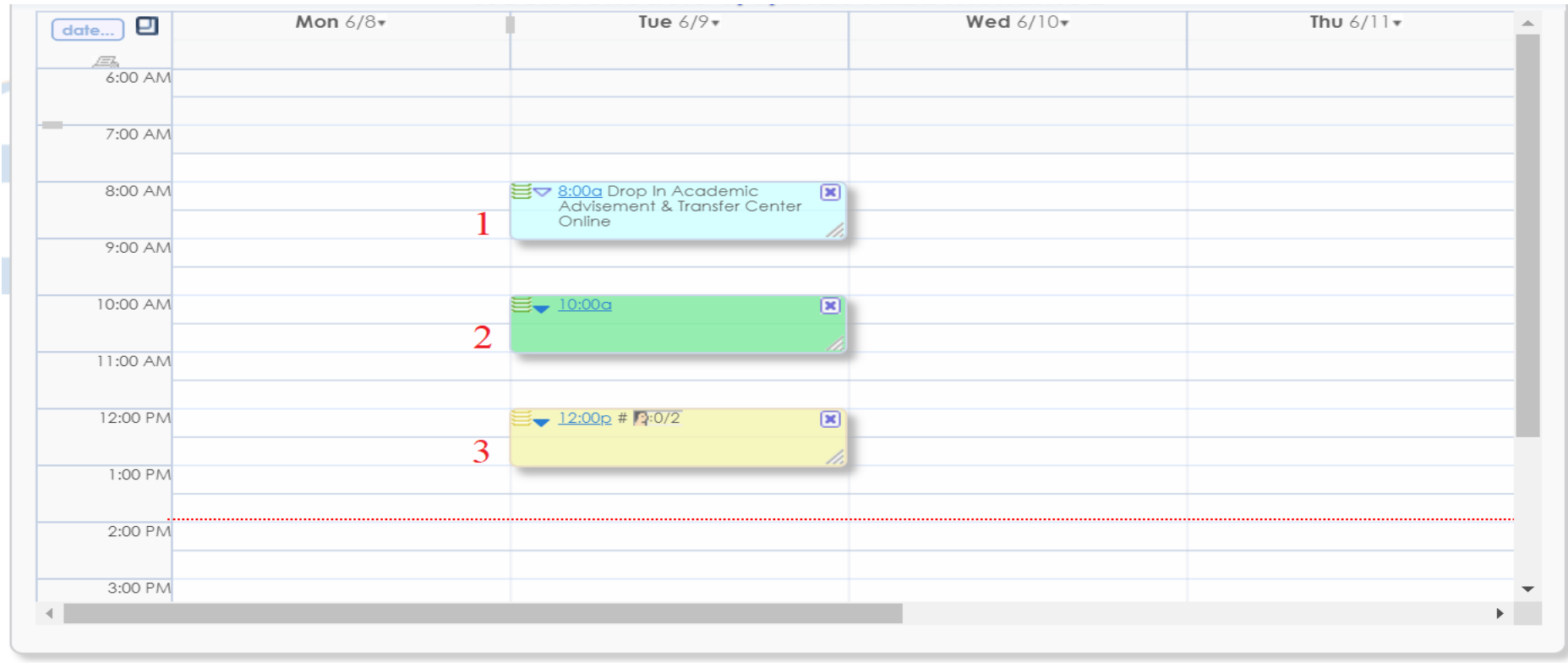
Numbers explained:

1 – When you input "0" in the max students' slots, this is what the slot looks like.
2 – When you input "1" in the max student's slot, this is what it looks like.
3 – When you input any number greater than one in the max students' slots, this is what it looks like.

To set the time block for your availability, you use the "plus" and "minus" signs to adjust the time. To change the end time, you will need to adjust the duration time.

The "Green" block

Numbers explained:

1 – Dividing into slots creates appointment duration time.
2 – Breaking the slots creates breaks between each appointment.
3 – Splitting the blocks creates separate blocks.
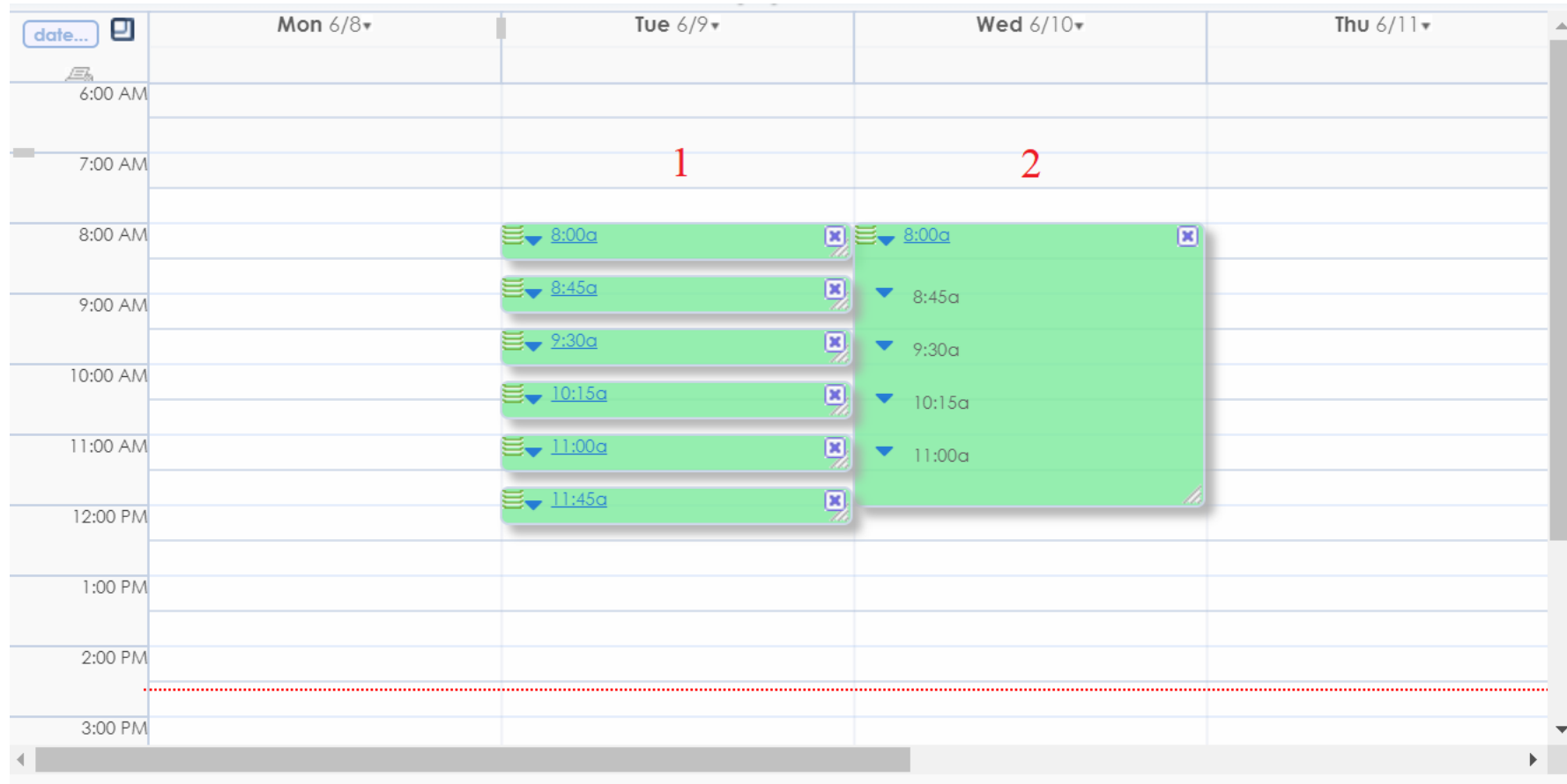
Numbers explained:

1 – When you split into separate appointments, the slots look like number one.
2 – When you do not split into separate appointments, the slots look like number 2.

Canceling an appointment or deleting a block

If you need to cancel an appointment or delete a block that you have created, click on the 'X' and follow the prompts.
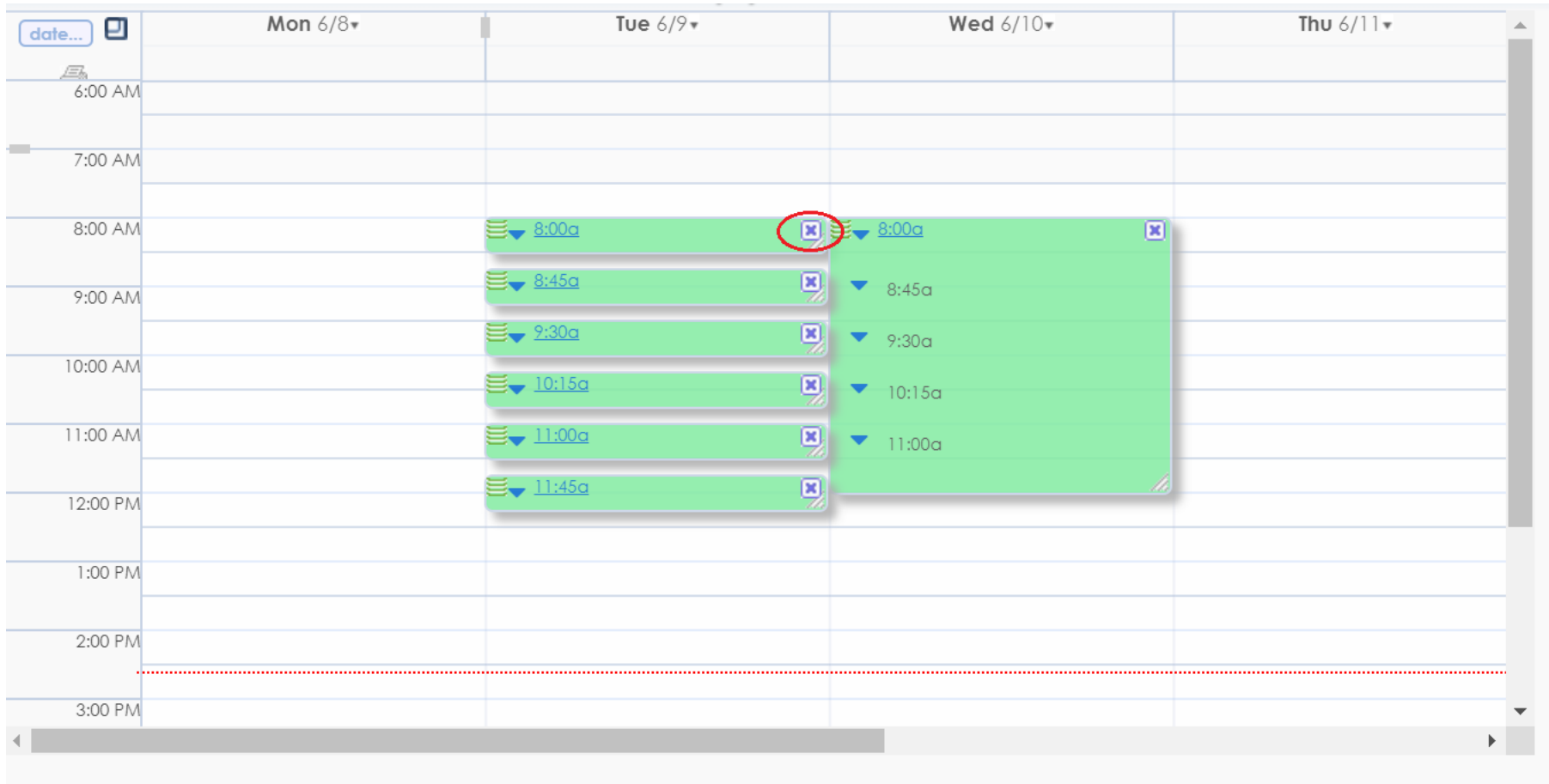
You can follow the same steps to delete a "Red" block or "Cream" block.

The "Red" block

Number explained:

1 – In the description box, you can add your reason for unavailability such as "lunch" or "meeting".

The "Cream" block

To make an appointment for a student, enter the student's ID number, click on the student's name when it pops up and create the appointment.

Thank You!

For more information, please contact aatc@bmcc.cuny.edu.