



Utilities, Preferences and Events... Oh My!

Custom Utility Tab

Several utilities can be found at the Custom Utility tab. Below are the most commonly used.

1) *Standard*

- Import Student Data
 - Use to manually run your Student/Data import.
- View Import Status
 - View the status of the last import run.
- Reset Center Status / Missed
 - Use to reset missed appointment counts and blocked status for students
- Copy Specialties
 - Copy tutor/advisor specialties from one term to the next.
- Resend Appt Confirmations
 - Use to send out appointment confirmations again.

2) *Advanced*

- Login as User
 - Use to become another user. (Very useful for troubleshooting what users/students are experiencing)

3) *Sys Admins*

- Upload Campus logo
 - Upload your campus logo!
- Reset Color Data
 - Customize the color theme for all users.
- Reset myPrefs
 - Reset the myPrefs for users.
- Activate Module
 - Activate or Deactivate add-on modules.
- Duplicate Group
 - Duplicate an existing Group Access group.

System Prefs Tab

System Preferences are organized into categories. Commonly used Categories include:

1) Common Categories

- System
- Campus Information
- Student Data
- Single Sign-On Settings
- Watch List Indicator Setup

2) Key System Prefs

- Student Access
- Mail Settings
- CurrentTerm
- SemesterStart
- SemesterEnd

Advanced Prefs Tab

The Advanced Prefs tab contains most of the same preferences as System Prefs and more. These preferences are accessed by searching for them first. Some preferences such as missed appointment windows can be found here. Use the 'at symbol', @, as a wildcard in your searches.

Auto Events and Auto Reports

The Auto Events and Auto Reports tabs are where you can manage the various automatic processes in your Trac system. These may include imports, email reminders, exports, emailed reports and other tasks.

*** Take care in assigning times for these events. You want to avoid running more than one event at the same time.

Ways to Customize

Here is a useful newsletter article that reviews quick ways to customize your Trac System:

<https://helpdesk.go-redrock.com/index.php?/News/NewsItem/View/22/customize-your-trac-system>

What is That Preference?!

Just knowing a preference exists is helpful, but it can be difficult to know the exact name of the preference. You will want to contact Redrock for help in finding just the right preference you are looking for. Below are a few common preferences you may want to use.

This screenshot shows the Redrock University login page. Several callouts point to specific elements:

- campusColorData (System Pref)**: Points to the Redrock University logo in the top left sidebar.
- Trac Navigation > TracMan icon > Sys Admins category > Upload Campus logo**: Points to the 'Upload Campus logo' link in the top right navigation area.
- CampusName (System Pref)**: Points to the 'REDROCK COMMUNITY COLLEGE' header in the top right.
- LoginLinkData (System Pref)**: Points to the 'Welcome! Please Log in' heading.
- MsgsAll (System Pref)**: Points to the main login instructions text: 'Students: You may log into our Trac System to review past visits or schedule appointments. Log in with your myCampus Username and Password.'

This screenshot shows the 'Trac Navigation' and 'Log Student' sections. Several callouts point to specific elements:

- Login Instructions (System Pref)**: Points to the 'Log Student' section, which includes the instruction 'Enter StudentID and click return/enter on keyboard' and the 'Enter Student ID' input field.
- HTML:SearchAvailInstr (Advanced Pref)**: Points to the 'Available Time Slots' section, which includes the instruction 'Enter the search criteria and click Search. Enter a student ID if you would a student.'
- HTML:searchAvailGenInstr (Advanced Pref)**: Points to the 'Instructions for Search' section, which includes the instruction '1. Click the drop down menu and select the menu'.

Trac Navigation:

0 visits for you & 0 visits for first available.

Log Student:

Enter Student ID and click return/enter on keyboard
 Enter Student ID: Time Check



Search Criteria: Key: multi-person class or group move the mouse over an availability to view the location and

Student:

Please select a Center:
Q2 Inward

Please email support@go-redrock.com if you need assistance scheduling an appointment.

Consultant:

Section:

Reason:

From: 12/11/2018

To: 01/01/2019

Time: 8:00a to 8:00p

Days: MON TUE WED THU FRI SA

HTML:AvailResultsGenInstr (Advanced Pref)

Available Time Slots:

If you miss three or more appointments, then you will be unable to schedule any further appointments.

You may not book sooner than 14 days prior to the appointment, and no later than 00:05 hours prior to the appointment.

No results found.
 There are either no staff members available for this section, or all available appointments are currently filled. If there is an available staff member for this section, new appointments will become available daily. Please contact our office to determine whether appointments will be available in the future. Student cannot book appointments more than seven days in advance. support@go-redrock.com

Center Profile: Redrock Tutoring

General Centers Group Access Tutor Sections Reasons **Prefs**

Log In/Out **Scheduling** Custom Fields Custom Lists Emails Notices

Search Availabilities:

Center description/instruction on search:
 Please email support@go-redrock.com if you need assistance scheduling an appointment.

Instructions when no availabilities found:
 There are either no staff members available for this section, or all available appointments are currently filled.

Show consultant choice on search, if not used

Center Profile: Redrock Tutoring

General Centers Group Access Tutor Sections Reasons **Prefs**

Log In/Out **Scheduling** Custom Fields Custom Lists Emails Notices

Search Availabilities:

Center description/instruction on search:
 Please email support@go-redrock.com if you need assistance scheduling an appointment.

Instructions when no availabilities found:
 There are either no staff members available for this section, or all available appointments are currently filled.

Show consultant choice on search, if not used