

Scheduling An Appointment

Follow along with these step-by-step instructions:

- go to the TracCloud website: <https://erctutor.bu.edu/>
- enter your BU username and Kerberos password
- confirm your bio information
- when you see the dashboard, click "Schedule a Writing Assistance Appointment"
 - select "Find First Available Immediately" or "Choose a Date & Center," depending on your needs
 - select a reason for your appointment
 - then hit "Search..."
- if you clicked "Find First Available Immediately," you will be brought to the next open appointment [**keep in mind: you must book more than 3 hours in advance**]
 - **to see more time/date options,** (1) scroll to the bottom of those availabilities and click the black bar that reads "Load more..." or (2) go to the top of the pop-up window and click "Choose a different date"
- if you clicked "Choose a Date & Center," a new pop-up screen will appear that will let you enter in a date [**keep in mind: you can book up to 2 weeks in advance**]
- **to adjust the filters,** you can click the "... " in the upper right corner of either pop-up screen (for example, if you only want to view in-person appointments)
- **to see the name of the consultant and the modality of the appointment** (Zoom, in-person, either), look to the right hand side of each appointment tab
- once you're ready to select an appointment, click anywhere within the green box
 - if necessary, select the "Meeting Type" you prefer (In-Person or Online)
 - provide a comment in the "What do you need help with in this session" box to give the Writing Fellow a better idea of your goals
 - then finally click the big red "Confirm" box to secure the appointment

Appointment Confirmation

- TracCloud will send you an email containing the date, time and location of your Writing Assistance appointment, as well as relevant policies
****please note that TracCloud can only send email to your bu.edu account*
- the next time you log in to TracCloud, you will see a list of your upcoming appointments on the dashboard
 - if you have made a Zoom appointment, the link will appear in that upcoming appointment tab 15 minutes before your appointment begins