Advisortrac Quick Tips for John College 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:

2. Log in to AdvisorTrac using your John Jay Email Username (firstname.lastname) and password.
3. To schedule an appointment, click the "Search Availability" button under the Student Options menu on the left.
4. From the drop down menu, select the CENTER in which you would like to schedule the appointment.

Below is a list of CENTERS that specific students should use when searching for appointments:

<table>
<thead>
<tr>
<th>STUDENT TYPE</th>
<th>APPOINTMENT CENTER (OFFICE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currently Enrolled Student</td>
<td>ACADEMIC ADVISEMENT CENTER</td>
</tr>
<tr>
<td>Readmit Above 2.0 GPA</td>
<td>ACADEMIC ADVISEMENT CENTER</td>
</tr>
<tr>
<td>Academic Probation</td>
<td>ACADEMIC SUCCESS CENTER</td>
</tr>
<tr>
<td>Justice Academy (CJA) Transfers</td>
<td>JUSTICE ACADEMY ADVISEMENT CENTER</td>
</tr>
<tr>
<td>Readmit below 2.0 GPA</td>
<td>READMISSION ADVISEMENT CENTER</td>
</tr>
<tr>
<td>Incoming Regular Transfers</td>
<td>TRANSFER ADVISEMENT and REGISTRATION CENTER</td>
</tr>
</tbody>
</table>

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.
8. Click on the available time that you would like to schedule your appointment.
9. In the Appointments Entry pop-up box
   1. Select your Reason from the drop down menu,
   2. Provide a working 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.
- Please email advisortrac@jjay.cuny.edu

John Jay College of Criminal Justice