

## Academic Resources

# TutorTrac Issues?

For students who cannot access [tutortrac.case.edu](http://tutortrac.case.edu). If they can access the website, but no courses display, Academic Resources can assist.

### Browser

What browser are the student using? Some browsers (i.e. Microsoft Edge) are not compatible with [tutortrac.case.edu](http://tutortrac.case.edu). Google Chrome is the preferred browser. Also, opening an incognito tab in Google Chrome and accessing the website has been shown to be very successful. This can be done by clicking on the three vertical dots found at the top right corner of the browser, then selecting new incognito window.



### Browser History

Students need to ensure they close all browsers, except one. Then they should clear their cache/history. They need to make sure to clear their history to a date far enough in the past that any issues occurring in the system are completely cleared. (i.e. beginning of time, month, year).

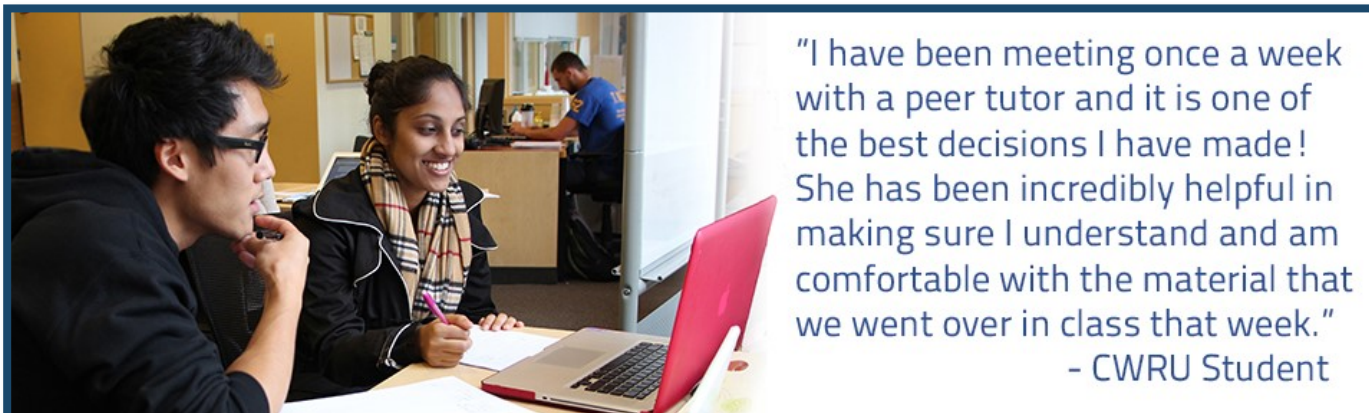
### Virus Software

Individuals with McAfee have experienced issues accessing TutorTrac and its single sign-on. Students should shutoff their virus software momentarily to try to access the system. If this is the issue, we suggest they download the institution provided and preferred Symantec software.

### Wireless Connection

Students should ensure they are connected to a strong signal and that they are on Case Wireless, not Case Guest.

If none of these items resolve the issue, a student can submit a request to UTech for support at [UGENSUPPORT@case.edu](mailto:UGENSUPPORT@case.edu), referencing specifically Jeremy Cole.



Undergraduate Case Western Reserve University students can schedule up to five tutoring appointments in a seven-day period, free of charge. For questions about the Peer Tutoring Program or TutorTrac, contact Jenn DeSantis, [jxd361@case.edu](mailto:jxd361@case.edu), Assistant Director of Academic Resources and Peer Tutor Supervisor.