TutorTrac Issues?

For students who cannot access tutortrac.case.edu. If they can access the website, but no courses display, ESS can assist.

**Browser**

What browser are you using? Some browsers (i.e. Microsoft Edge) are not compatible with 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**

Ensure that you close all browsers, except one. Then clear your cache/history. Make sure to clear your history to a date far enough in the past to ensure any issues that may be occurring in the system are cleared. (i.e. beginning of time, month, year).

**Virus Software**

Individuals with McAfee have experienced issues accessing TutorTrac and its single sign-on. Shutoff your virus software momentarily to try to access the system. If this is the issue, we suggest downloading the institution provided and preferred Symantec software.

**Wireless Connection**

Ensure you are connected to a strong signal and that you are on Case Wireless, not Case Guest.

*If none of these items resolve your issue, please submit a request to UTech for support at sasupport@case.edu, referencing specifically Jeremy Cole.*