A black and white logo

Description automatically generated

Gaining a better understanding of TracCloud terminology can help you get quicker responses from Redrock support, gain a deeper understanding of the system, and enable seamless communication in your own center.

* License - can used for a production system or test system. The purchase of a license comes with a custom URL configuration and one profile.
* Profile - an additional layer of configuration where you can manage rules, center reasons and subjects separately from other profiles in your system.
* Center - Centers are used to represent physical or online locations where visit and appointment data can be collected. Centers are linked to a profile, which are linked to a license.
* Faculty - Instructor of course.
* Student - client coming in for services.
* User Level
  + Staff = a user account with access based off group permissions
  + Consultant - a user account that behaves like a staff account, but can also have access to create their own availability for appointment times or drop-in slots. This user will appear on your schedule.
  + Profile Admin = Second in Command, needs access to adjust centers, create reasons, and adjust profile settings.
  + Sysadmin = FULL Access user who has access to front and back-end settings for Profile AND Global settings that would affect the whole license.
* Dashboard – Homepage for all users.
* Widget – Modules or features that display on the Dashboard.
* Listing - List of related records
* Hamburger Icon – the main way to access the settings of all listings.
* Navigation Search - Available in all Listings. Allows for a wide variety of searches to be performed or filtered out
* Kiosk - Student-facing, where students are logging themselves in/out for appointments/visits.
* Log Listing - Staff view to see students who are currently logged in.
* Visit Queue - Student-facing queue that displays students that are waiting to be seen.
* Visits – Representing how long a student was present for X amount of time (also identifying center, subject, reason, staff member, etc).
* Work Visits – Special visits that are assigned to a work reason; these visits are indicative of ‘time worked’ for a staff member.
* Quick Visits – Used to record a visit session for a single student for an X amount of time and records center, subject, reason, staff member, time in, time out, notes, etc.
* Batch Visits – Used to record a session for X number of students at one time that would record the following: Same center, subject, reason, staff member, time in, time out, notes, batch visit custom fields, etc.
* Availabilities - are Pre-Determined Time slots for each staff member letting the students know when they are available to meet, these availabilities are what’s shown to students in the ‘availability search’.
* 1-on-1 - Student will work independently with an individual staff member for a scheduled date and time.
* Group - Staff member works with multiple students of the same (or different section) in one scheduled appointment.
* Drop-In/Walk-In – A Listed time span a staff member is available to have students meet with them.
* Appointments - A appointment represents a scheduled time that has been booked in advanced for a specific student with a consultant, for a course specific subject and reason
* Appointment Display – Twig coding used to display details of booked appointment to student or staff dashboard
* Static list - Static lists are managed manually. If an individual student or a set of students need to be added or removed from a list, they will need to be added/removed by a user with the appropriate permissions.
* Dynamic lists - Dynamic lists are updated automatically based on a student search. For example, you can search for all students with a major of X and a class of Y, and a dynamic list created based on that search will keep itself up to date as that search result changes overtime.
* Watch lists - A watch list can be based on any custom list, static or dynamic, and adds an indicator next to the student's name in a few different locations to make them stand out compared to students not on a watch list.
* Course - individual subject with a fixed set of criteria.
* Section - used to identify individual classes and are always linked to a course.
* Course List - assigned sections or specialties that identifies what a staff member can aid with or what courses are available for when a student is searching for an availability.
* Registrations - the official record of the students enrolled courses.
* Terms –Terms represent semesters or a length of time in the system.

Learn more about our terminology here: <https://wiki.go-redrock.com/index.php/TracCloudFAQTerminology>

Or scan the QR code below:

