



Frequently Asked Questions

1) As a TLO, what should I be accessing and doing in TRACS? (Where do I need to keep my attention?)

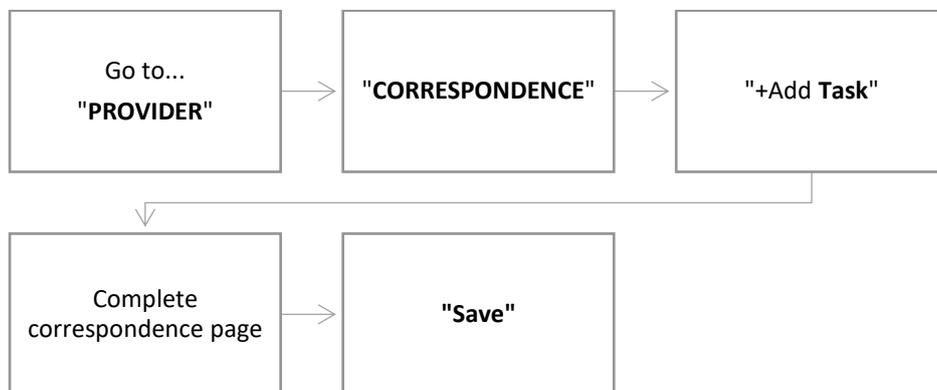
As your school’s TASC Liaison Officer (TLO), you should keep an eye on the following in TRACS:

- 1) The “bell” icon at top right. If TASC sends you a message, a white number in a red circle will appear over the bell icon. The new correspondence also appears under “Correspondence” on your Home Page.
- 2) Watch “Upcoming Events” on the Home Page for TRACS-based actions you may need to take.

In rare circumstances, you may get a conventional email from TASC about major events. We do, however, endeavour to keep as much correspondence as possible with you via the TRACS portal.

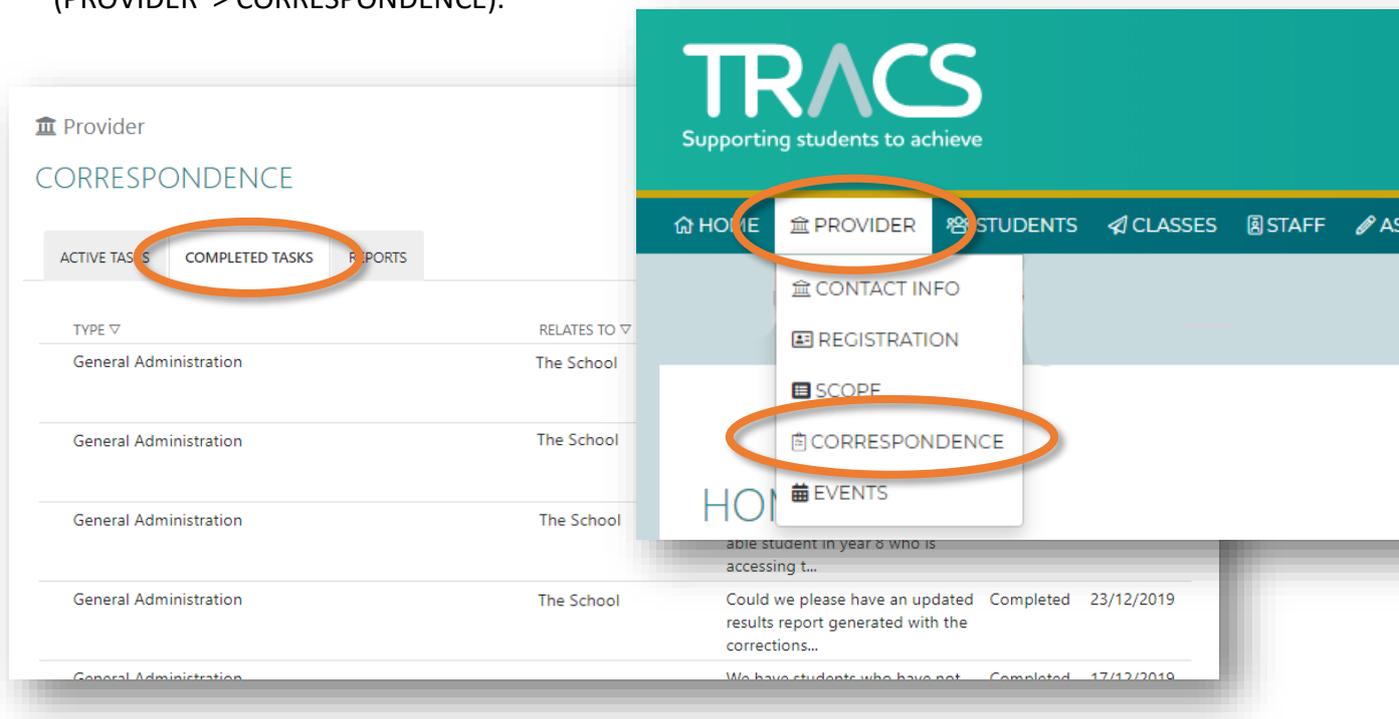


2) How can I send a general enquiry in TRACS?



3) How do I access completed tasks once they have been marked as read and they disappear from my home page? Where do these notifications go?

All your completed (and active) tasks can be found on the Correspondence page (PROVIDER > CORRESPONDENCE).



4) If I upload an incorrect file can I delete it?

Currently, providers are not able to delete files once uploaded to TRACS. If you mistakenly upload the wrong document, send us a notification under the “comments” tab then upload the correct document.

5) When teachers upload their students’ folios for submission, how can they generate a list of students to see who has a file against their names (and those missing)?
REPORTS > FOLIO STATUS REPORT (TLOs only)

6) Can I do a general search in the data base that isn’t under a ‘student/class/staff’? For instance, I was asked to look in “Completed Tasks” but I couldn’t find this or work out a way to search for it.

If you type “CTRL F” on the Correspondence page, you will be able to enter a search term(s) to help find the correspondence you’re looking for.

7) How are staff roles obtained for DoE people?

For Department of Education staff, TRACS assigns Roles based on roles listed in VKey. To update or add/subtract a role in TRACS, the VKey Officer at your school can make the change for you. The change will take 2 days to appear in TRACS.