



University of  
**Lethbridge**

**THE CLOCKWORK EXAM BOOKING MANUAL  
ACCOMMODATED LEARNING CENTRE (ALC)  
UNIVERSITY HALL – OFFICE B760**

To access exam accommodations, students of the Accommodated Learning Centre (ALC) are responsible for booking their exams through ClockWork. This manual is a step-by-step guide that will teach you how to make an exam booking with the ALC.

### Exam Booking Reminders (General)

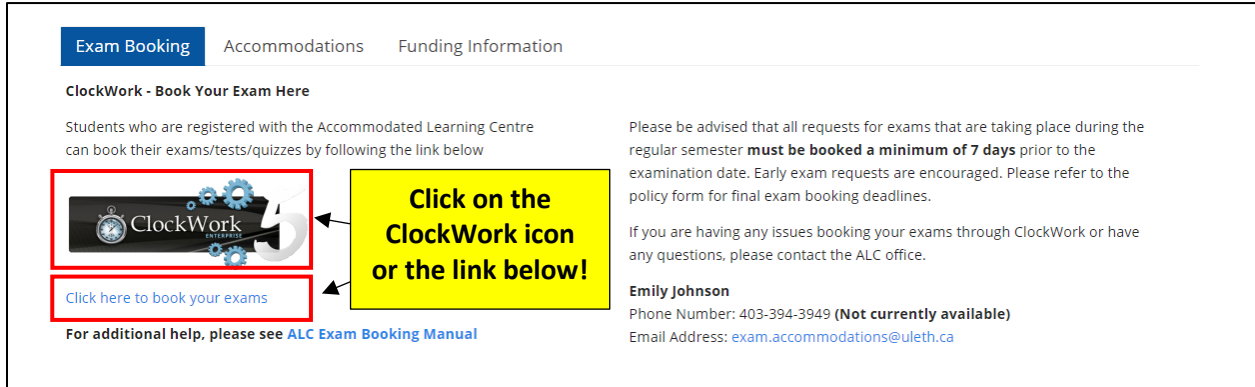
- **Students are responsible for signing the ALC Policy each semester.** The Policy must be signed and returned to the ALC before logging into ClockWork and booking exams with our office.
- If you have not yet signed the ALC Policy, please contact: [alc@uleth.ca](mailto:alc@uleth.ca) to request a copy of it.
- **Our office operates under a strict 7-day booking deadline**, as we need to coordinate with other U of L Departments to ensure that your accommodations are in place. If you wish to write an exam with the ALC you must book the exam at least 7 days prior to the test date. Once the 7-day deadline has passed, you will no longer be able to book your exam through ClockWork.
- **Paper-based/in-class exams** must be written at the date and time that has been outlined by the Professor/Instructor.
- **Moodle based exams** must be written within the timeframe that the exam is open. Students are responsible for understanding the date(s) and time(s) that Moodle exams open and close for each applicable course. The ALC does not keep track of these dates.
- ALC students can book exams through ClockWork, but **do not have access to change or cancel their bookings**. If you wish to make a change to a booking or if you need to cancel a booking, please send and email to the Exam Coordinator: [exam.accommodations@uleth.ca](mailto:exam.accommodations@uleth.ca)
- **Requests to change or cancel an exam should be sent to the Exam Coordinator at least 72 hours (three days) in advance of the exam date.** In your email, please be sure to include details such as the course name, exam date, exam time etc.

### Exam Booking Reminders (During Covid-19)

- If a Moodle based exam is open for several days, **we recommend that the ClockWork booking is made for the first day that the exam is open.** This will ensure that exam accommodations are set-up on Day 1 of the exam, while giving you the freedom to write the exam on any date/time during the window that it is open.
- **We encourage students to begin all Moodle based exams during office hours (Monday – Friday from 8:30 AM – 4:00 PM).** Should you encounter any technical difficulties in the evening or on a weekend, they will not be resolved until the next business day.
- **We discourage students from writing Moodle based exams on the last day that it is being offered in case there are any technical difficulties or issues beyond the control of the ALC.**

## Navigating to the ClockWork Portal:

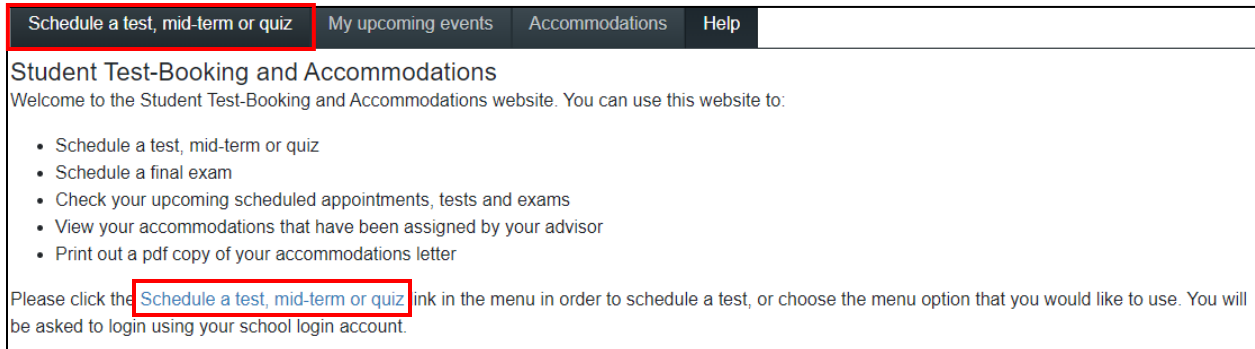
The [ClockWork Portal](#) can be found on the [ALC webpage](#) by clicking on the [ClockWork Icon](#) or the [Link](#) below it:



The screenshot shows a navigation menu with three items: "Exam Booking" (highlighted in blue), "Accommodations", and "Funding Information". Below the menu, there is a section titled "ClockWork - Book Your Exam Here". On the left, there is a "ClockWork" logo with a gear icon, which is highlighted with a red box. Below the logo is a link "Click here to book your exams", also highlighted with a red box. A yellow callout box with black text says "Click on the ClockWork icon or the link below!". To the right of the callout box, there is a paragraph of text: "Please be advised that all requests for exams that are taking place during the regular semester **must be booked a minimum of 7 days** prior to the examination date. Early exam requests are encouraged. Please refer to the policy form for final exam booking deadlines." Below this text is another paragraph: "If you are having any issues booking your exams through ClockWork or have any questions, please contact the ALC office." At the bottom right, there is contact information for "Emily Johnson": "Phone Number: 403-394-3949 (Not currently available)" and "Email Address: exam.accommodations@uleth.ca". At the bottom left, there is a link "For additional help, please see [ALC Exam Booking Manual](#)".

## Logging into ClockWork:

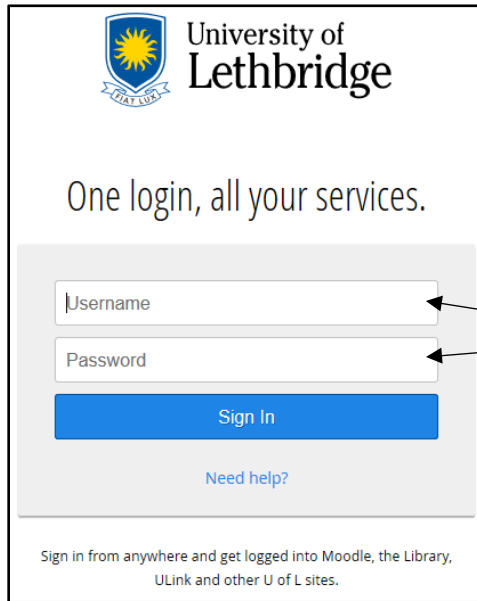
After clicking on the ClockWork Icon or Link, you will be brought to the following page, where you will need to click on **“Schedule a test, mid-term or quiz”**:



The screenshot shows the "Student Test-Booking and Accommodations" website. At the top, there is a navigation menu with four items: "Schedule a test, mid-term or quiz" (highlighted in red), "My upcoming events", "Accommodations", and "Help". Below the menu, there is a heading "Student Test-Booking and Accommodations" and a welcome message: "Welcome to the Student Test-Booking and Accommodations website. You can use this website to:". Below this message is a list of bullet points: "Schedule a test, mid-term or quiz", "Schedule a final exam", "Check your upcoming scheduled appointments, tests and exams", "View your accommodations that have been assigned by your advisor", and "Print out a pdf copy of your accommodations letter". Below the list, there is a paragraph: "Please click the [Schedule a test, mid-term or quiz](#) link in the menu in order to schedule a test, or choose the menu option that you would like to use. You will be asked to login using your school login account." The link "Schedule a test, mid-term or quiz" is highlighted with a red box.

You will then be asked to login using your **U of L Single Sign On (SSO)**. Your SSO is the username and password that you use to login to applications such as your Bridge account, Moodle or your U of L webmail account.

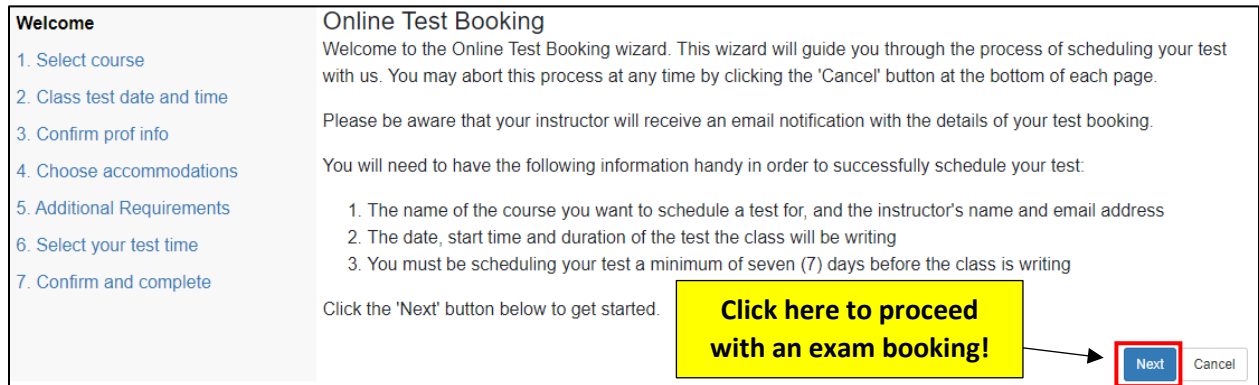
The sign-in page should appear as it is displayed below:



The sign-in page for the University of Lethbridge features the university's logo and the text "University of Lethbridge" and "One login, all your services." Below this is a form with two input fields: "Username" and "Password". A blue "Sign In" button is positioned below the password field. A link for "Need help?" is located below the "Sign In" button. At the bottom of the page, there is a note: "Sign in from anywhere and get logged into Moodle, the Library, ULink and other U of L sites."

Enter your U of L Single Sign On (SSO) here!

Once you are logged in to ClockWork, the Welcome page will be displayed. Please click on the **“Next”** button at the bottom righthand side of the page to proceed with your exam booking:



The "Online Test Booking" page is divided into two main sections. On the left, under the heading "Welcome", there is a list of seven steps: 1. Select course, 2. Class test date and time, 3. Confirm prof info, 4. Choose accommodations, 5. Additional Requirements, 6. Select your test time, and 7. Confirm and complete. The right section, titled "Online Test Booking", contains a welcome message, instructions to be aware of, and a list of required information: 1. The name of the course you want to schedule a test for, and the instructor's name and email address; 2. The date, start time and duration of the test the class will be writing; 3. You must be scheduling your test a minimum of seven (7) days before the class is writing. Below this list, it says "Click the 'Next' button below to get started." A yellow callout box with the text "Click here to proceed with an exam booking!" has an arrow pointing to the "Next" button, which is highlighted with a red border. A "Cancel" button is also visible to the right of the "Next" button.

Now that you are successfully logged in to ClockWork, we will follow 7 easy steps to get your exam booked!

**Step 1: Select Course:**

The first step in the process will ask you to choose the appropriate **Course** for which you would like to schedule a test (using a drop-down menu that lists each course you are currently registered in).

Welcome

**1. Select course**

Please select the course you would like to schedule a test for from the list below.

Course Info

Course:

ANTH 1000 Lecture A

Previous Next Cancel

Click here to select your course from the drop-down menu!

Once you have chosen the appropriate course from the drop-down menu, click **“Next”**.

## **Step 2: Class Test Date and Time:**

You will now proceed with the second step in the process, which is to choose a **Date, Time, and Original Duration** for your exam.

Welcome

**2. Class test date and time**

Please book your paper/inclass exams at the SAME TIME as the scheduled class time. Moodle exams can be booked within the scheduled date range as outlined by the professor and must be during our office hours (Monday-Friday 8:30am-4:30pm).

Specify a date and time

Date of class test:

5/5/2020

Time of class test:

03:05 PM

Class test duration:

1 (hours) 15 (minutes)

Previous Next Cancel

Click on the calendar icon to select an exam date!

Type in the time of the test. Do not forget to type AM or PM in the time field!

Type in the class test duration. The class test duration is the original length of the exam - do NOT add your extra time in this field!

Please complete the **Date field** by selecting the exam date using the calendar icon.

Please complete the **Time field** by typing in the appropriate start time of the exam. **You must not forget to type AM or PM in the time field, or ClockWork will malfunction.**

Please complete the **Class test duration field** by typing the **original duration of the exam**. In this field you will type the amount of time (hours & minutes) that your Professor/Instructor is giving the class to complete the exam. **DO NOT ADD IN YOUR EXTRA TIME**, as ClockWork will automatically calculate this for you.

Click **“Next”** to navigate to the third step in the booking process.

### **Step 3: Confirm Professor Info:**

On this step you will be asked to confirm the **Course name, Instructor name** and **Instructor email**:

Welcome

- Select course
- Class test date and time
- Confirm prof info**
- Choose accommodations
- Additional Requirements
- Select your test time
- Confirm and complete

### 3. Confirm instructor information

Please verify the following information and correct anything that is missing or incorrect.

**Course Info**

ANTH 1000 Lecture A

**Instructor Info**

You must enter the instructor email address in order to continue.

Instructor name:  
Patrick Wilson

Instructor email:  
patrick.wilson@uleth.ca

In this window you will notice that your Professor's name and email populate automatically. In this step you simply need to review the information that is displayed!

Previous **Next** Cancel

Once you have confirmed that this information is accurate, please click **“Next”** to navigate to the fourth step in the booking process.

### **Step 4: Choose Accommodations:**

In the fourth step you will be asked to **select your accommodations**. Using the checkboxes, **please select only those accommodations that you wish to access on an exam**.

Welcome

- Select course
- Class test date and time
- Confirm prof info
- Choose accommodations**
- Additional Requirements
- Select your test time
- Confirm and complete

### 4. Choose accommodations

Listed below are the accommodation(s) that have already been approved for you. Please check off the accommodation(s) that you feel are necessary for this test.

**Available accommodations**

\* note: Only accommodations with a check will be used for your test booking.

Additional time for the completion of quizzes, tests and exams to a maximum of (Time and one half (1.5))

Distraction Controlled

**Check all** **Check none**

Use the individual checkboxes to select specific accommodations or click the “Check all” button to select all your accommodations!

Previous **Next** Cancel

Once you have checked off your desired accommodations, please click **“Next”** to navigate to the fifth step in the booking process.

## Step 5: Additional Requirements:

On this step you will select the **Format** of your exam. Please select the most appropriate format based on the information that was provided by the Professor/Instructor. If you are ever unsure about an exam format, please reach out to your Professor/Instructor for clarification.

Welcome

- Select course
- Class test date and time
- Confirm prof info
- Choose accommodations
- 5. Additional Requirements**
- Select your test time
- Confirm and complete

### 5. Additional Requirements

Please fill in the appropriate information below.

Exam Format

Moodle - Exam  Paper - Exam  Moodle - Assignment (With a Time Limit)

Previous **Next** Cancel

**Please select the most accurate exam format by clicking one of the radio buttons!**

**Moodle – Exam:** this is a quiz, test, or exam that is set up on Moodle.

**NEW! Moodle – Assignment (With a Time Limit):** if your Professor/Instructor has noted that your assessment is under the assignment category within Moodle, please select this option. The Teaching Centre typically looks under the quiz, test, or exam function when they are setting up time overrides, so you must specify if your assessment is classified as an assignment.

**Paper – Exam:** this is a quiz, test, or exam that is NOT set up in Moodle and is sent to you by your Professor/Instructor using some other means (e.g. **email, Crowdmark, Jupyter, WeBWork etc...**).

Once you have checked off your desired accommodations, please click **“Next”** to navigate to the sixth step in the booking process.

## Step 6: Select your Test Time:

In this step you will be able to review the **date, start time, and end time** of your exam. At this point, ClockWork will also display the full duration of your exam (with your extra time added):

Welcome

- Select course
- Class test date and time
- Confirm prof info
- Choose accommodations
- Additional Requirements
- 6. Select your test time**
- Confirm and complete

### 6. Select your test time

Please select a date and time from the list of available dates and times below. If none of the date/times in the list below will work for you then please contact us to see if alternate arrangements can be made. We can be reached at (exam.accommodations@uleth.ca).

Available dates & times

**Note: if none of the dates/times below are possible for you then you have the option of calling or visiting us in person to see if alternate arrangements can be made.**

Tuesday May 5 . 3:05 PM to 5:00 PM

A spot was found for you to write your test; please click the 'Next' button below to continue scheduling your test.

Previous **Next** Cancel

**Make sure the date, start and end times are correct!**

Once you have confirmed that the details are correct, please click **“Next”** to navigate to the seventh and final step in the booking process.

### **Step 7: Confirm and Complete:**

On the seventh step of the process, you will **review all the booking details, acknowledge the accuracy of the information and will submit the request.** Please carefully read these details.

Check the box below once you’ve acknowledged the accuracy of the information & then click **“Finish”** to finalize your booking!

Once you have completed all seven steps and have clicked **“Finish”**, you will receive an email confirming the details of your booking. If you notice an error, need to make a change, or need to cancel your booking, you **MUST** contact our [Exam Coordinator](#), as students can only book exams and cannot change or cancel them.

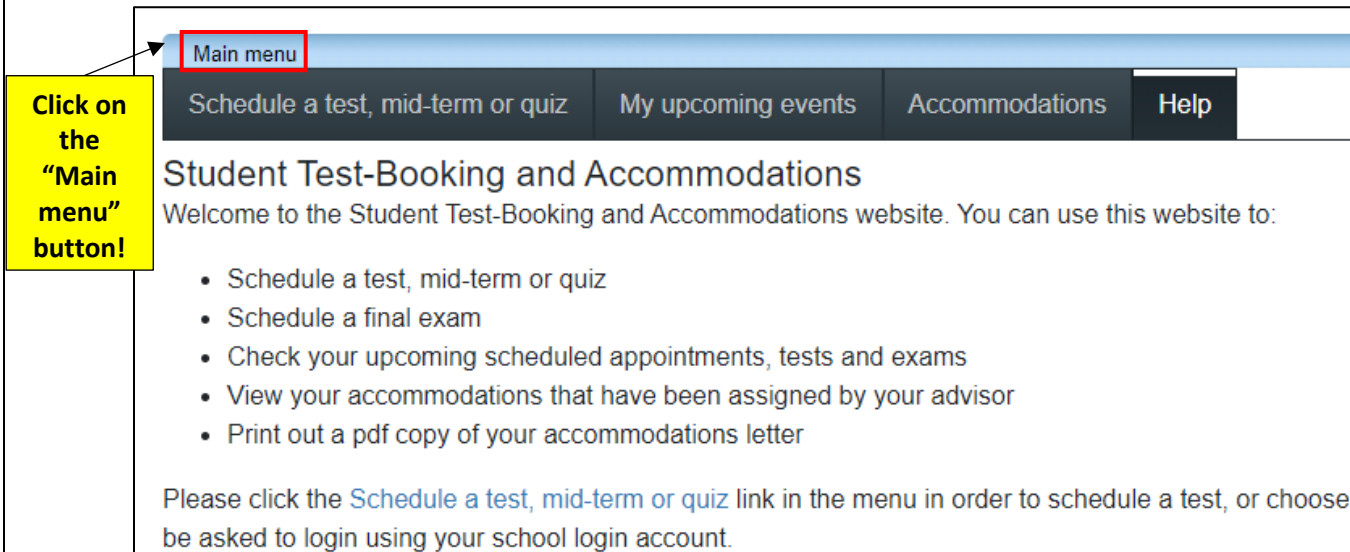
**Congratulations, you have now booked your exam! For instructions on how to view your exam bookings, please continue reading the instructions below:**



## How to Review Your Upcoming Exam Bookings:

If you ever need to look at the details of one or more of your bookings, please login to ClockWork to view your **“Upcoming Events”**.

To do so, you will need to login to ClockWork and Navigate to the **Main Menu** which is displayed at the top left-hand side of the screen:



**Click on the “Main menu” button!**

Main menu

Schedule a test, mid-term or quiz | My upcoming events | Accommodations | Help

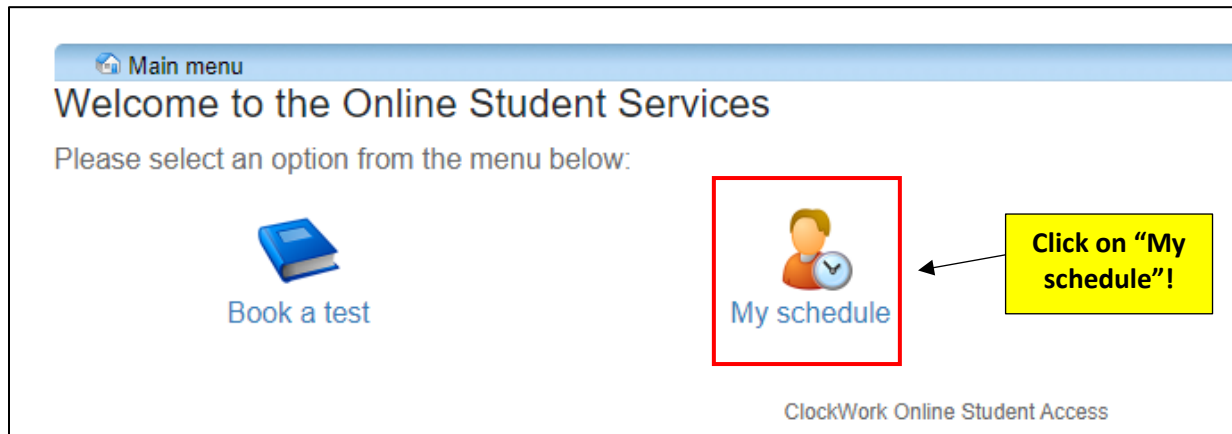
### Student Test-Booking and Accommodations

Welcome to the Student Test-Booking and Accommodations website. You can use this website to:

- Schedule a test, mid-term or quiz
- Schedule a final exam
- Check your upcoming scheduled appointments, tests and exams
- View your accommodations that have been assigned by your advisor
- Print out a pdf copy of your accommodations letter

Please click the [Schedule a test, mid-term or quiz](#) link in the menu in order to schedule a test, or choose to be asked to login using your school login account.


- Click on the icon that reads **“My Schedule”**:




Main menu

## Welcome to the Online Student Services

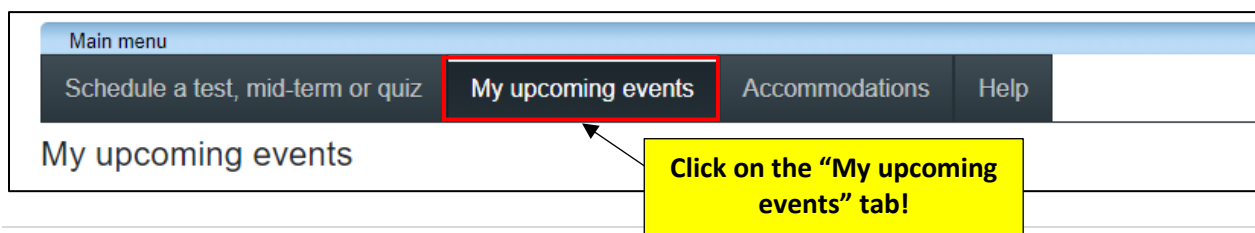
Please select an option from the menu below:

 Book a test

 **Click on “My schedule”!**

ClockWork Online Student Access

- Click on **“My upcoming events”**:



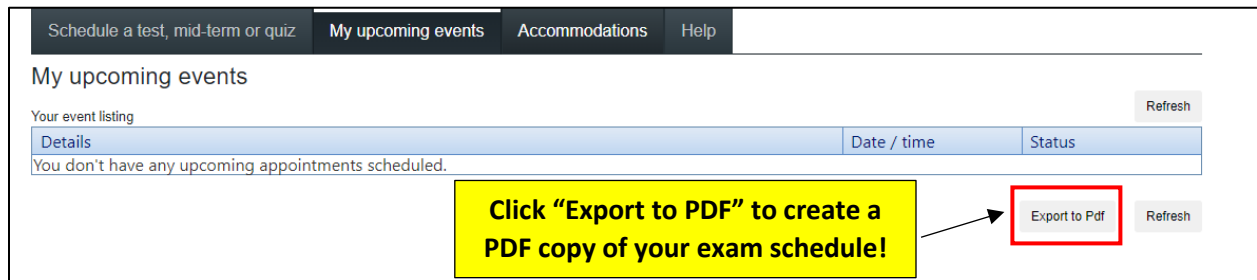
Main menu

Schedule a test, mid-term or quiz | **My upcoming events** | Accommodations | Help

My upcoming events

**Click on the “My upcoming events” tab!**

Here you will find a list of every exam you have booked, and it can be exported to a PDF so that you can save and/or print it!



The screenshot shows a navigation bar with four tabs: 'Schedule a test, mid-term or quiz', 'My upcoming events', 'Accommodations', and 'Help'. Below the navigation bar, the page title is 'My upcoming events'. Underneath, there is a section labeled 'Your event listing' with a 'Refresh' button on the right. A table header is visible with columns for 'Details', 'Date / time', and 'Status'. Below the header, the text reads 'You don't have any upcoming appointments scheduled.' At the bottom right of the table area, there is an 'Export to Pdf' button and another 'Refresh' button. A yellow callout box with the text 'Click "Export to PDF" to create a PDF copy of your exam schedule!' has an arrow pointing to the 'Export to Pdf' button, which is also enclosed in a red rectangular box.

**If you have any questions, or need assistance with changing the details of a booking or cancelling it altogether, please send an email to the Exam Coordinator at: [exam.accommodations@uleth.ca](mailto:exam.accommodations@uleth.ca)**