



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 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
- **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.

**** Please Note: If you encounter any Moodle related issues outside of ALC office hours, and need immediate help, please contact the Teaching Centre Emergency Contact at 403-317-2802 (Monday - Friday 9 am – 8 pm, Saturday 9 am - 2 pm, Sunday and Holidays Closed) ****


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:

[Exam Booking](#) [Accommodations](#) [Funding Information](#)

ClockWork - Book Your Exam Here

Students who are registered with the Accommodated Learning Centre can book their exams/tests/quizzes by following the link below



[Click here to book your exams](#)

For additional help, please see [ALC Exam Booking Manual](#)

Click on the ClockWork icon or the link below!

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.

If you are having any issues booking your exams through ClockWork or have any questions, please contact the ALC office.

Emily Johnson
Phone Number: 403-394-3949 (**Not currently available**)
Email Address: exam.accommodations@uleth.ca

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”**:

[Schedule a test, mid-term or quiz](#) [My upcoming events](#) [Accommodations](#) [Help](#)

Student Test-Booking and Accommodations

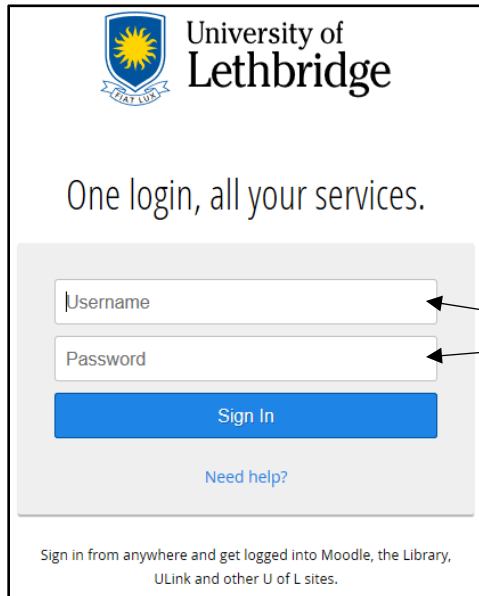
Welcome to the Student Test-Booking and Accommodations website. You can use this website to:

- 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 the menu option that you would like to use. You will be asked to login using your school login account.

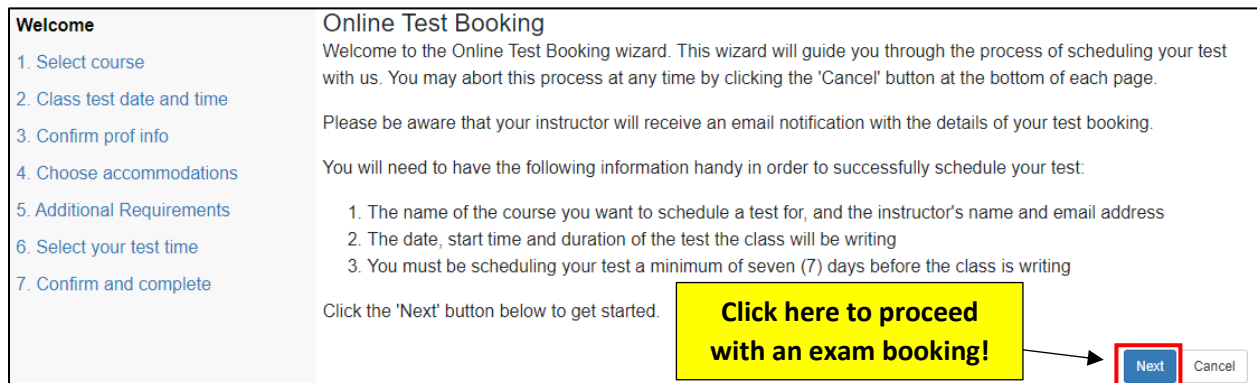
You will then be asked to login using your **U of L Single Sign On (SSO)**. Your SSO is the username and password that you use to login to applications such as your Bridge account, Moodle or your U of L webmail account.

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



The sign-in page for the University of Lethbridge. It features the university's logo and the text "One login, all your services." Below this are two input fields: "Username" and "Password". A blue "Sign In" button is positioned below the password field. A link "Need help?" is located below the "Sign In" button. At the bottom, a small text line reads: "Sign in from anywhere and get logged into Moodle, the Library, ULink and other U of L sites." A yellow callout box with the text "Enter your U of L Single Sign On (SSO) here!" has two arrows pointing to the "Username" and "Password" input fields.

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" welcome page. It has a left sidebar with a "Welcome" header and a list of 7 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 main content area has the title "Online Test Booking" and a welcome message: "Welcome to the Online Test Booking wizard. This wizard will guide you through the process of scheduling your test with us. You may abort this process at any time by clicking the 'Cancel' button at the bottom of each page." Below this is a note: "Please be aware that your instructor will receive an email notification with the details of your test booking." Then, it says: "You will need to have the following information handy in order to successfully schedule your test:" followed by a list of three requirements: 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 the 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 next to 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

2. Class test date and time

3. Confirm prof info

4. Choose accommodations

5. Additional Requirements

6. Select your test time

7. Confirm and complete

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

1. Select course

3. Confirm prof info

4. Choose accommodations

5. Additional Requirements

6. Select your test time

7. Confirm and complete

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 15

(hours) (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

1. Select course
2. Class test date and time
- 3. Confirm prof info**
4. Choose accommodations
5. Additional Requirements
6. Select your test time
7. 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

1. Select course
2. Class test date and time
3. Confirm prof info
- 4. Choose accommodations**
5. Additional Requirements
6. Select your test time
7. 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.

Main menu  log out

[Welcome](#)

[1. Select course](#)

[2. Class test date and time](#)

[3. Confirm prof info](#)

[4. Choose accommodations](#)

[5. Additional Requirements](#)

[6. Select your test time](#)

[7. Confirm and complete](#)

5. Additional Requirements

Please fill in the appropriate information below.

* Exam Format

☐ Moodle Exam/Quiz - for In-person courses

☐ Moodle Exam/Quiz - for In-person courses - written elsewhere (e.g. from home)

☐ Moodle Exam/Quiz - for Online courses

☐ Non-Moodle Exam/Quiz (Crowdmark, WileyPlus, Webworks, Canvas, Timed Assignment posted in Moodle, etc.)

☐ Paper-based / in-class Exam/Quiz

[Previous](#) [Next](#) [Cancel](#)

➤ **Moodle Exam/Quiz – for In-person courses:**

You will select this format if you have a Moodle based exam that is normally written at the Testing Centre. Usually, for this type of exam format, you will be given a couple of days to write. Exam dates will be provided by your instructor. Moodle exams must be **scheduled to begin** between **8:30am and 4:00pm from Monday to Friday, and between 9:00am and be completed before 7:00pm on Saturdays. ALC is closed on Sundays.**

(Note: Moodle exams are not available for students to access until 10am on the first day the exam has been set to open by the professor. Please keep this in mind when booking exams and always check the opening time of your exam).

➤ **Moodle Exam/Quiz – for In-person courses – written elsewhere (e.g., from HOME):**

You will select this format if you are given an option to write a Moodle exam from any location (e.g., from home). Once your exam is booked in Clockwork with this format, your accommodations will get added for the date you booked your exam on. No room will be booked for you with ALC.

*** If you are given an option to write from home and you are comfortable doing so, we encourage that.

➤ **Moodle Exam/Quiz – for Online courses:**

You will select this format if you have a Moodle exam in your online course.

If a Moodle exam is open for several days, **we recommend that you make your ClockWork booking for the date and time that the exam FIRST opens.** This will ensure that your accommodations are set up on Day 1 of the exam, while giving you the freedom to write the exam on any date and at any time during the window it is open.

➤ **Non-Moodle Exam/Quiz (Crowdmark, WileyPlus, Webworks, Canvas, Times Assignment posted in Moodle, etc.):**

You will select this format if you have an exam that is NOT set up in Moodle and is sent to you by your Professor/Instructor using some other means (e.g., posted in Moodle as an Assignment, email, Crowdmark, Jupyter, WeBWork etc...).

➤ **Paper-based/In-person Exam/Quiz:**

You will select this format if your class is being done in person and your exam will also be in person at the university. We will book a room and schedule everything for you to write it with the ALC. Please follow the university's safety guidelines when coming and writing this exam in person.

Once you have checked off the format of your exam, 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

1. Select course
2. Class test date and time
3. Confirm prof info
4. Choose accommodations
5. Additional Requirements
- 6. Select your test time**
7. 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

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

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

Previous **Next** Cancel

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.

Welcome

1. Select course
2. Class test date and time
3. Confirm prof info
4. Choose accommodations
5. Additional Requirements
6. Select your test time
7. Confirm and complete

7. Confirm and complete

This test is not scheduled yet! Click 'Finish' to submit your test request.

Please verify that the class date and time are correct - the information below will be sent to your professor.

Your tentative test information

Tentative test date and time
Tue May 5, 2020 . 3:05 PM to 5:00 PM (1 h and 55 m)

Course information
ANTH 1000 Lecture A

Instructor
Patrick Wilson . patrick.wilson@uleth.ca

Class test date / time
Tue May 5, 2020 3:05 PM (1 h and 15 m)
* Note: this is not your accommodated writing time

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

Please review the information to the right to ensure that it is correct!

This field displays the date, time and accommodated duration of your exam!

This field displays Instructor name & email!

This field displays date, start time and original duration of the exam!

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

☒ I acknowledge that the information I am submitting is correct to the best of my knowledge.

Previous **Finish** Cancel

Check this box to acknowledge that the details are correct!

Click "Finish" to submit your exam 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 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

 My schedule

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!

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

My upcoming events

Your event listing Refresh

Details	Date / time	Status
You don't have any upcoming appointments scheduled.		

Click "Export to PDF" to create a PDF copy of your exam schedule!
Export to Pdf
Refresh

Here you can also view the **location of your exam**, so there is no need to check in at the main office. Please note, you can only view the location of your booked exam **on the day of your exam**. Here is how it will be displayed:

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

Your event listing Refresh

Details	Date / time	Location	Status
Quiz HMG 5200 Y	Tue. June 29 5:00 PM to 7:00 PM	8770-D	Booked
Exam HMG 5220 Y	Wed. July 14 5:00 PM to 7:00 PM	to be determined	Booked
Exam HMG 5200 Y	Thu. July 15 5:00 PM to 7:00 PM	to be determined	Booked

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