EXAM BOOKING MANUAL
ACCESSIBLE LEARNING CENTRE (ALC)
STUDENT UNION BUILDING – OFFICE **SU065**

To access exam accommodations, all registered Accessible Learning Centre students are responsible for booking their exams through ClockWork. This manual is a step-by-step guide that will teach you how to book an exam with the ALC.
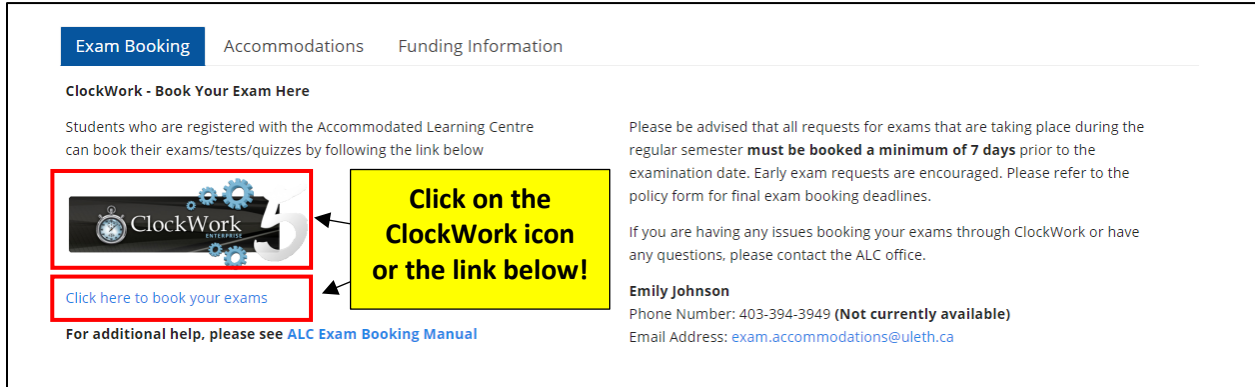
Exam Booking Reminders (General)
- **Students are responsible for signing the ALC Policy each semester.** The Policy MUST be signed to receive access to the Exam Booking option in Clockwork.
- If you have not yet signed the ALC Policy, please contact: **alc@uleth.ca** to request a copy of it.
- **Our 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 an 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 read if you have Moodle exams from HOME
- If for any reason you are not able to write your exam at home, and it is an unsupervised exam, you can book a room at the university and be able to write on campus. This is NOT a booking with the ALC, it will be outside of our centre.
- You may need to bring your laptop unless a room you booked has a computer available for your use.
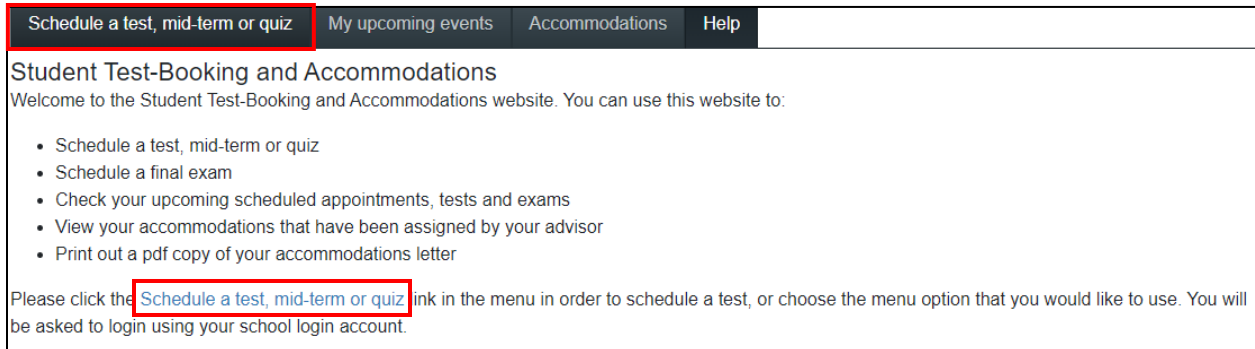- Please follow this link for room bookings:
- https://www.ulethbridge.ca/ross/contact/room-booking/study-rooms

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:
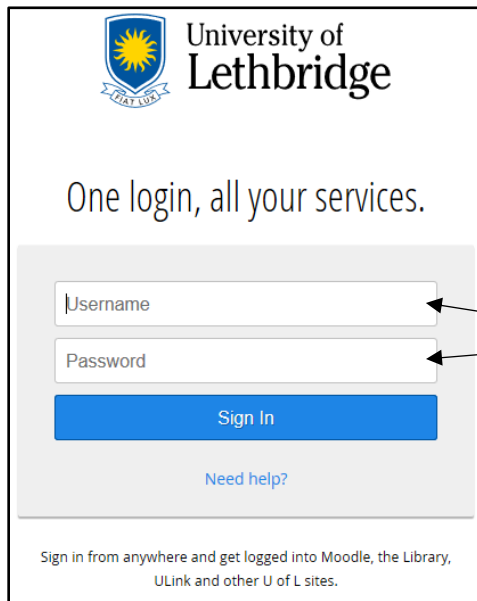

Logging into ClockWork:

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"**:

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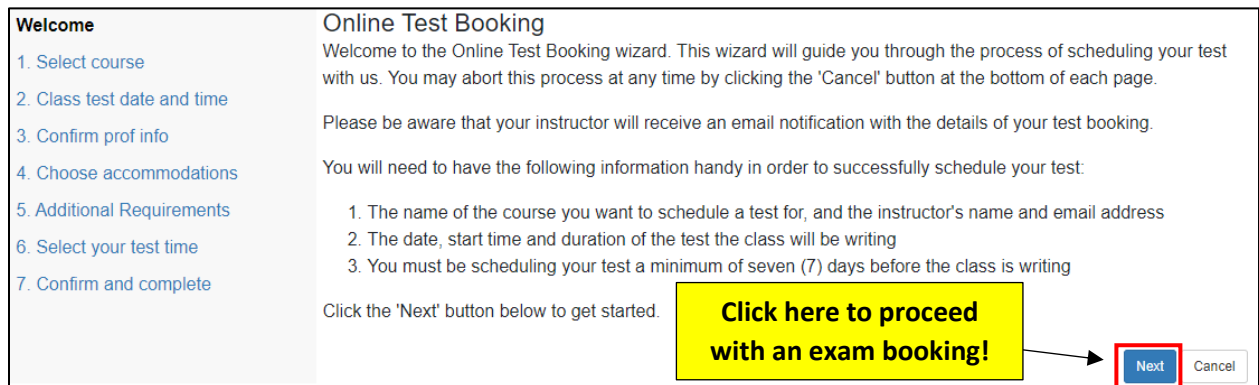
The sign-in page should appear as it is displayed below:

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:

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).

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.

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:**

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.**

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.

➤ **Moodle Exam/Quiz – written at ALC**

- 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. AIC is closed on Sundays.**
- You MUST write this exam at the ALC on the date and at the time you booked your exam in Clockwork.
- If you arrive late for your exam without notice, you will be asked to end your exam at the original scheduled end time.
- Space within our center will be provided to accommodate this exam.

- **Exam location** can be viewed in Clockwork under 'My Upcoming Events' on the day of the exam.

➢ Moodle Exam/Quiz – written at HOME
- You will select this format if you are given an option to write a Moodle exam from any location (e.g., from HOME).
- You will select this option if you are registered in an online course and have an online Moodle exam.
- If an exam is open for several days, **we recommend that you make your ClockWork booking for the date 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 on any date and at any time during the window it is open.
- If your exam is scheduled to be taken on a certain day and at a certain time, you MUST book and write your exam at that time.

➢ Paper-based/In-person Exam/Quiz
- You will select this format if your exam is taking place in class on a certain day and at a certain time, normally, same time as your class time.
- Space within our center will be provided to accommodate this exam.
- You MUST write this exam at the ALC on the date and at the time you booked your exam in Clockwork.
- If you are up to 30 minutes late, your time will be deducted from your exam duration. If you are 30 minutes late, you are NOT allowed to begin your exam unless professor's approval is provided.
- **Exam location** can be viewed in Clockwork under 'My Upcoming Events' on the day of the exam.
- If you need to book and write your exam outside of regular exam time, **instructor's approval is needed**. Please have that forwarded to **exam.accommoations@uleth.ca** at least 7 days in advance.

➢ Other Format: Crowdmark, WileyPlus, Webworks, Canvas, Times Assignment posted in Moodle, etc.
- You will select this format if you have an exam that is NOT a Moodle or Paper based exam.
- This type of exam is normally taken from HOME or in the regular classroom (your instructor will let you know).
- A notification/request to add your accommodations will be sent to the instructor 6 days in advance. It is instructor's responsibility to ensure you get your accommodations.

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):

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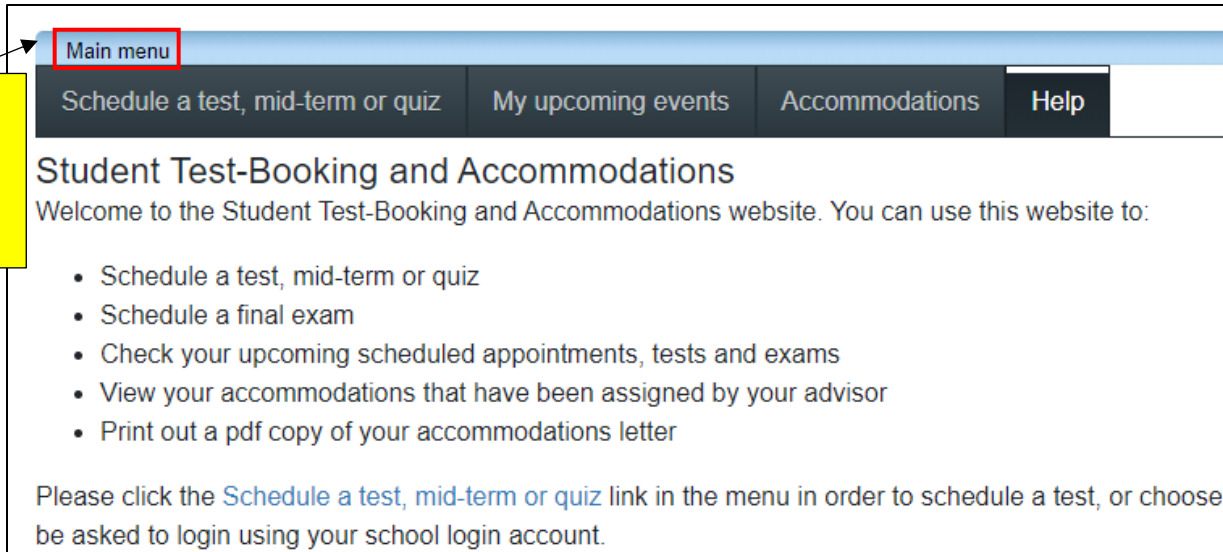
Congratulations, you have now booked your exam! For instructions on how to view your exam bookings, please continue reading the instructions below:

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:

Main menu

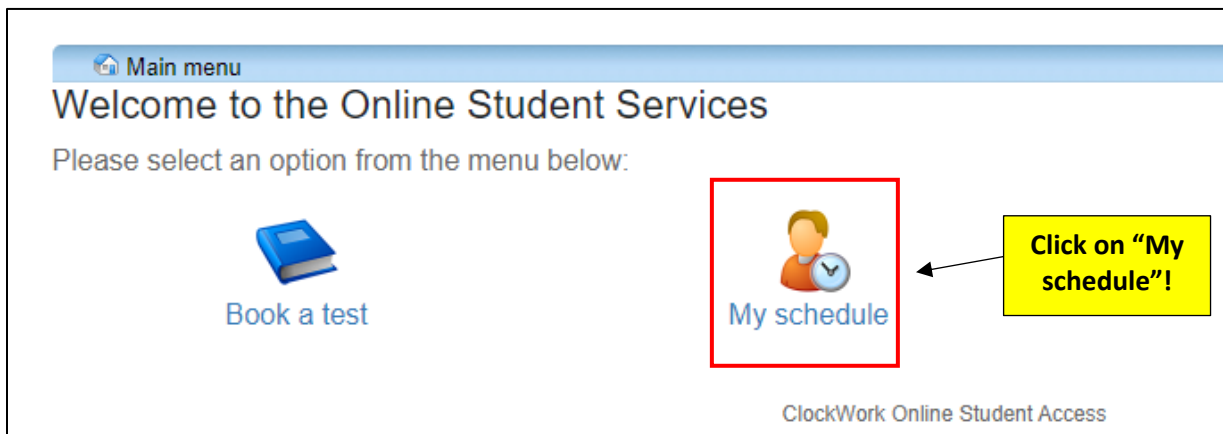| Schedule a test, mid-term or quiz | My upcoming events | Accommodations | Help |

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":**
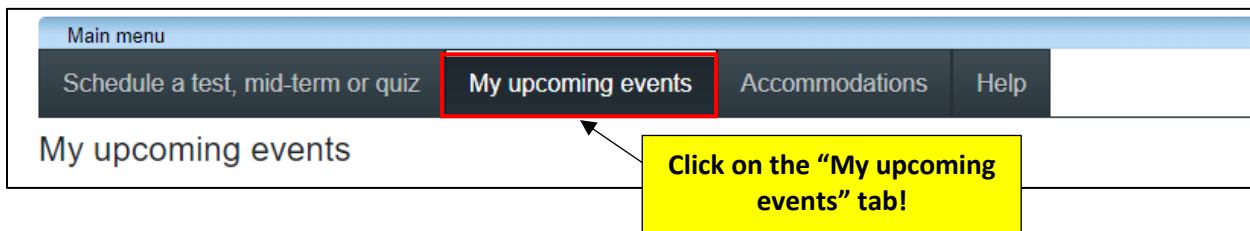
Main menu

Welcome to the Online Student Services
Please select an option from the menu below:

Book a test

My schedule

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

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!

Here you can also view the **location of your exam** and it will be displayed on the day of your exam.

Please note, the ALC has one main **Exam Centre located in the Student Union Building, SU 063**.
This location includes all our private rooms and our distraction-controlled room.
All private rooms are numbered from 1 to 28, which will look like the example below (e.g., SU063-20) and all distraction-controlled spaces will be lettered (e.g., SU063-C).

*** Please note, during **Final Exam Period** due to high exam volumes we may have other classroms/computer labs used as our exam locations. **Those will be displayed under 'Location' and will be managed by the Exam Supervisors. Please go directly there.**

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