



University of  
**Lethbridge**

**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)

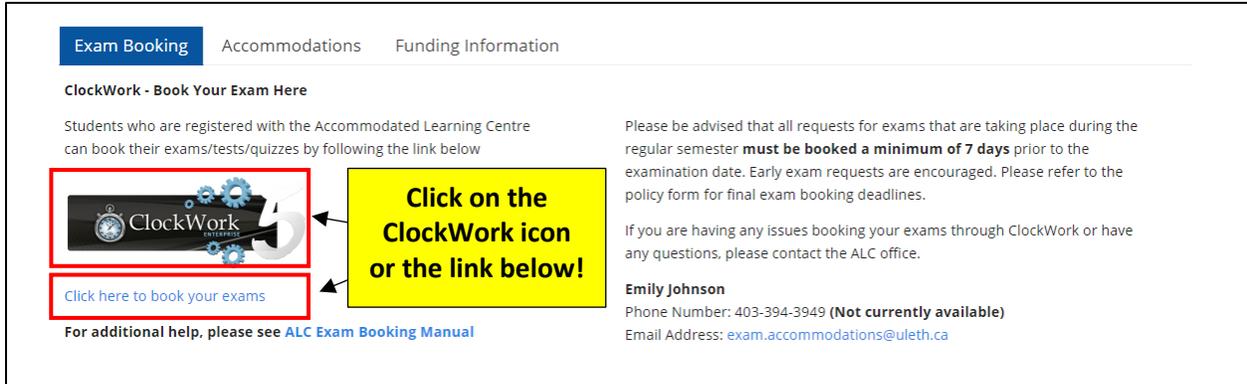
- **Students are responsible for signing the ALC Policy each semester.** The Policy MUST be signed to receive access to the Exam Booking option in Clockwork.
- If you have not yet signed the ALC Policy, please contact: [alc@uleth.ca](mailto:alc@uleth.ca) to request a copy of it.
- **Our office operates 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 an 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.

**\*\*\* 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:

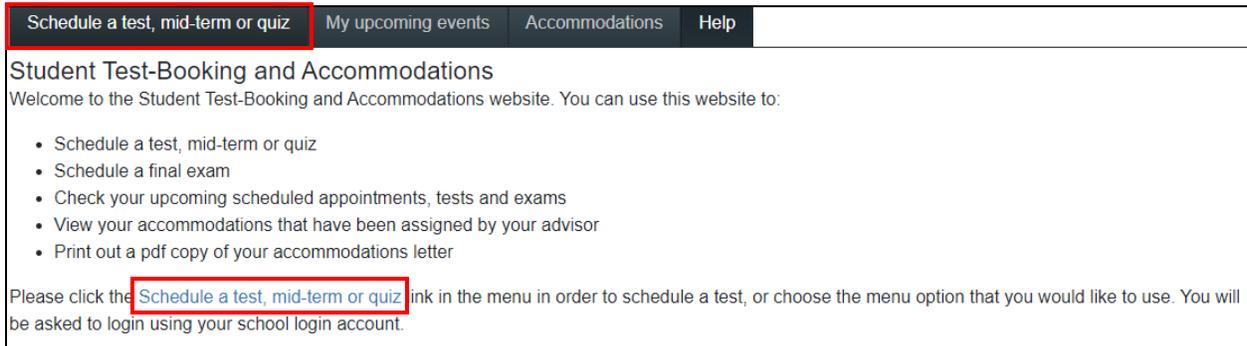
The [ClockWork Portal](#) can be found on the [ALC webpage](#) by clicking on the [ClockWork Icon](#) or the [Link](#) below it:



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. To the right of the logo is a yellow box with the text "Click on the ClockWork icon or the link below!". Below the logo and link, there is a note: "For additional help, please see [ALC Exam Booking Manual](#)". On the right side of the section, 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 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: "Emily Johnson", "Phone Number: 403-394-3949 (Not currently available)", and "Email Address: [exam.accommodations@uleth.ca](mailto:exam.accommodations@uleth.ca)".

## Logging into ClockWork:

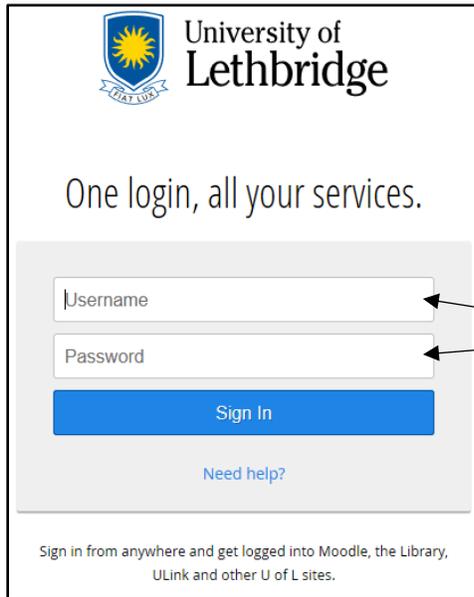
After clicking on the ClockWork Icon or Link, you will be brought to the following page, where you will need to click on **“Schedule a test, mid-term or quiz”**:



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 with a red box), "My upcoming events", "Accommodations", and "Help". Below the menu, the page title is "Student Test-Booking and Accommodations". The main content area starts with a welcome message: "Welcome to the Student Test-Booking and Accommodations website. You can use this website to:". Below this 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". At the bottom of the page, 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."

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.

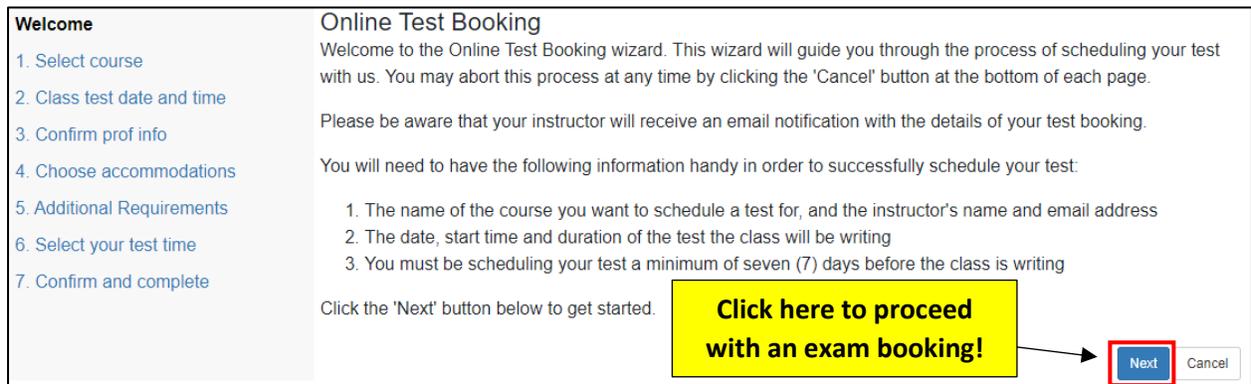
The sign-in page should appear as it is displayed below:



The sign-in page for the University of Lethbridge features the university's logo at the top left, which includes a shield with a sun and the motto "1827". To the right of the logo, the text "University of Lethbridge" is displayed. Below the logo and name, the slogan "One login, all your services." is centered. The main content area contains a "Username" input field, a "Password" input field, and a blue "Sign In" button. Below the button is a link for "Need help?". At the bottom of the page, a small note states: "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 columns. The left column, titled "Welcome", contains a numbered 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 column, titled "Online Test Booking", contains a welcome message, a note about email notifications, and a list of required information: 1. Course name and instructor details, 2. Test date, time, and duration, and 3. A seven-day advance booking requirement. Below this information is a "Next" button and a "Cancel" button. A yellow callout box with the text "Click here to proceed with an exam booking!" has an arrow pointing 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 (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

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

Previous **Next** Cancel

**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!**

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

**Use the individual checkboxes to select specific accommodations or click the "Check all" button to select all your accommodations!**

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

#### 5. Additional Requirements

Please fill in the appropriate information below.

\* Exam Format

Moodle Exam/Quiz - written at the ALC

Moodle Exam/Quiz - written at the regular Testing Centre

Moodle Exam/Quiz - written at HOME

Paper-based / In-class Exam/Quiz - written at ALC

Other Format - Crowdmark, WileyPlus, Webworks, Canvas, CONNECT, Timed Assignment posted in Moodle, etc.)

### ➤ **Moodle Exam/Quiz – written at the 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. ALC 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 the regular Testing Centre

- You will select this format if you would like to write in the regular Testing Centre with your extra time accommodation only. No other accommodations will be available.
- 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 extra time accommodation is set up on Day 1 of the exam, while giving you the freedom to write on any date and at any time during the exam window.
- Please be sure to check the regular Testing Centre hours.

### ➤ 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](mailto: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):

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

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.

The screenshot shows a web interface for confirming an exam booking. On the left is a navigation menu with steps 1 through 7, where step 7 'Confirm and complete' is highlighted. The main content area is titled '7. Confirm and complete' and contains several sections:

- A yellow warning box at the top: "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."
- A section titled "Your tentative test information" containing:
  - 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
- An **Instructor** field: Patrick Wilson , patrick.wilson@uleth.ca
- A **Class test date / time** field: Tue May 5, 2020 3:05 PM (1 h and 15 m), with a note: "\* Note: this is not your accommodated writing time"
- An **Accommodations required** field: Additional time for the completion of quizzes, tests and exams to a maximum of (Time and one half (1.5))

Yellow callout boxes with arrows point to specific fields:

- One points to the "Tentative test date and time" field: "This field displays the date, time, and accommodated duration of your exam!"
- Another points to the "Instructor" field: "This field displays Instructor name & email!"
- A third points to the "Class test date / time" field: "This field displays date, start time and original duration of the exam!"

A large yellow callout box on the left side of the form says: "Please review the information to the right to ensure that it is correct!"

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

The screenshot shows a confirmation step with a checkbox and buttons:

- A checkbox with a blue checkmark and the text: "I acknowledge that the information I am submitting is correct to the best of my knowledge."
- Three buttons: "Previous", "Finish" (highlighted with a red box), and "Cancel".

Yellow callout boxes with arrows provide instructions:

- One points to the checkbox: "Check this box to acknowledge that the details are correct!"
- Another points to the "Finish" button: "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.

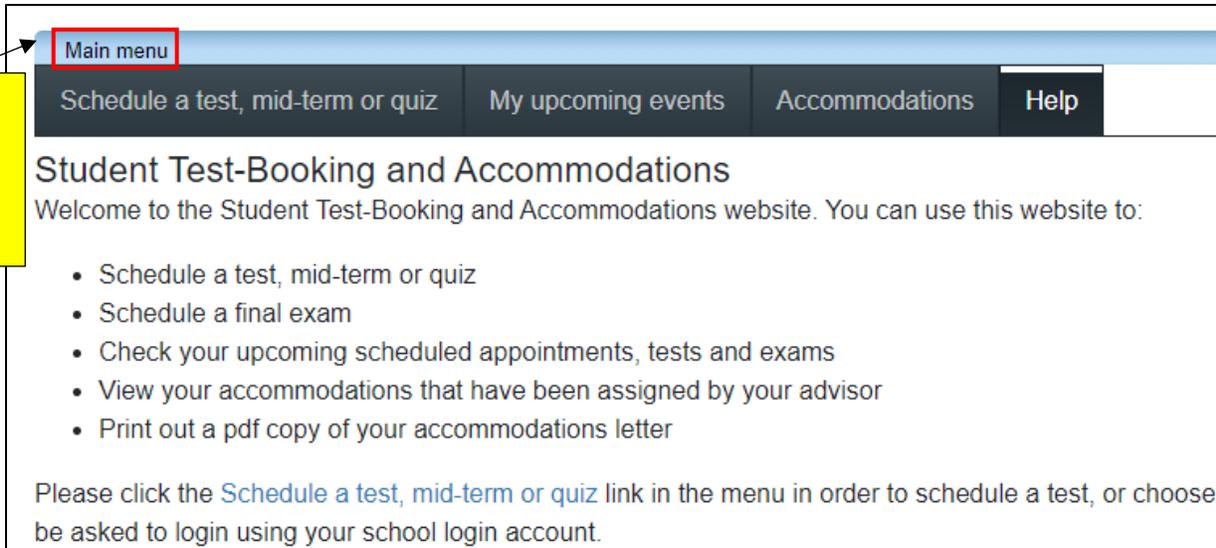
**Congratulations, you have now booked your exam! For instructions on how to view your exam bookings, please continue reading the instructions below:**

**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!



The screenshot shows the top navigation bar with a "Main menu" button highlighted in red. Below the navigation bar, the page title is "Student Test-Booking and Accommodations". The main content area contains a welcome message and a list of services: "Schedule a test, mid-term or quiz", "My upcoming events", "Accommodations", and "Help". A yellow callout box points to the "Main menu" button.

Main menu

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

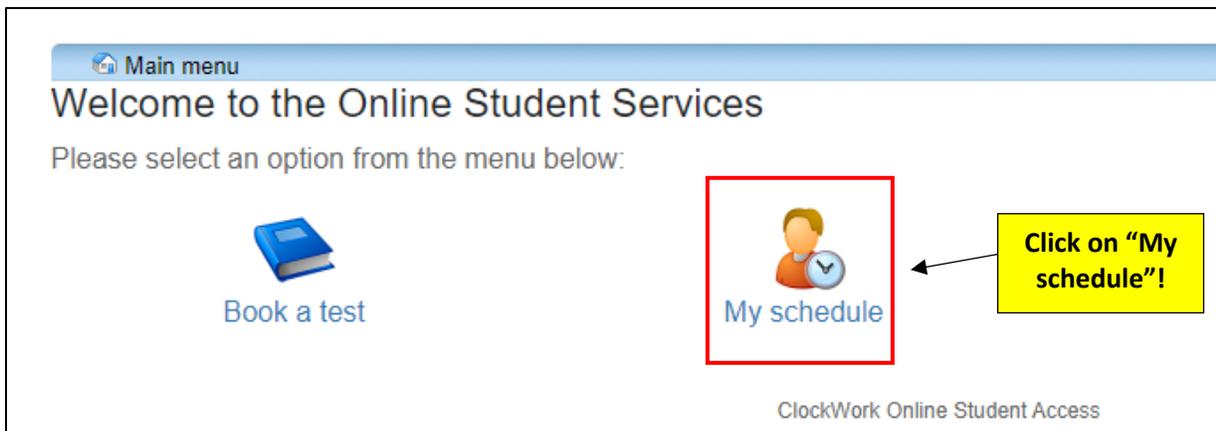
## Student Test-Booking and Accommodations

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"**:



The screenshot shows the "Main menu" button highlighted in red. Below the navigation bar, the page title is "Welcome to the Online Student Services". The main content area contains a welcome message and two icons: "Book a test" (represented by a book icon) and "My schedule" (represented by a person icon with a clock). A yellow callout box points to the "My schedule" icon.

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"**:



The screenshot shows the "Main menu" button highlighted in red. Below the navigation bar, the page title is "My upcoming events". The main content area contains a list of upcoming events. A yellow callout box points to the "My upcoming events" tab.

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** 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).

Main menu log out

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

### My upcoming events

Your event listing Refresh

Details	Date / time	Location	Status
<b>Exam</b> HLSC 3127 A	<b>Thu. August 10</b> 9:00 AM to 2:00 PM	<b>SU063-20</b>	Booked
<b>Exam</b> HLSC 3127 A	<b>Fri. August 11</b> 11:00 AM to 1:00 PM	<b>HOME</b>	Booked

\*\*\* Please note, during **Final Exam Period** due to high exam volumes we may have other classrooms/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](mailto:exam.accommodations@uleth.ca)**