

## Accessibility Services at Memorial University

### Guide to Requesting Accommodations (Sending Accommodation Letters to Instructors)

This step-by-step guide outlines the necessary steps for students to request their accommodations.

**Step 1.** From your internet browser, navigate to either [www.mun.ca/student/accessibility-services](http://www.mun.ca/student/accessibility-services) or [www.mun.ca/grenfellcampus/student-life/accessibility-services](http://www.mun.ca/grenfellcampus/student-life/accessibility-services). While on either of these pages, we recommend saving the page in your browser's favourites. It might come in handy throughout your university studies.

**Step 2.** On either page noted above, scroll to the section entitled "*Returning Students*" and select the "*Launch ClockWork*" button. This will direct you to the main MUN Login page where you will enter your MUN Login ID or email address and your password.

**Step 3.** Once your credentials are authenticated on the MUN Login page, you will be directed to your ClockWork main dashboard.

**Step 4.** On the main ClockWork dashboard there are several options available. Select the first option entitled "Request Accommodations".

**Step 5.** Next, select "Accommodations" tab at the top of the page.

**Step 6.** Assuming your accommodations do not need to be renewed, you will now see a table that includes a list of all of your courses, the status of your accommodation request as well as the option to "Request" accommodations and view your letters of accommodations. Under the "Request" column, select "Request". If your accommodations have expired and you need to renew them, you will see a message that they have expired. Simply book an appointment with your Accessibility Advisor to renew.

**Step 7.** Select the accommodations you will require (on the left) and select the courses in which you will require these accommodations (on the right). Only select the accommodations you wish to use and select the courses in which you want them.

**Step 8.** Check the box next to "My accommodations are correct the way they are".

**Step 9.** Read the privacy and confidentiality statement and check the box next to "I agree to the terms outlined above" and select "Submit".

**Step 10.** (Optional) You can download your accommodation letters found in the "Letter" column at any time during the semester. This will download a copy of your Letter of Accommodation to your computer. We always encourage students to download and/or print these letters each semester, just in case you need them.

If you have any problems completing these steps, please contact the Accessibility Services on your campus for assistance.

#### **St. John's Campus**

Email: [blundon@mun.ca](mailto:blundon@mun.ca)

Phone: (709) 864-2156

#### **Grenfell Campus**

Email: [gcaces@mun.ca](mailto:gcaces@mun.ca)

Phone: (709) 637-6232