Accessibility Services at Memorial University
Step-by-Step Guide: Uploading Documentation via ClockWork

Step 1: Access the ClockWork Web Portal
Go to the Accessibility Services website for your campus:
- St. John's Campus: www.mun.ca/student/accessibility-services
- Grenfell Campus: www.mun.ca/grenfellcampus/student-life/accessibility-services

Under the 'Returning Students' section, click the 'Launch ClockWork' button.

Step 2: Log In
You'll be redirected to the Memorial authentication page. Enter your Memorial username and password.
After logging in, you'll arrive at your ClockWork dashboard.

Step 3: Navigate to Student Files
On the dashboard, select 'Student Files'.
You'll see:
- Left side: Document upload section.
- Right side: A list of previously uploaded or Advisor-downloaded documents.

Step 4: Review Existing Documents
You can download any listed document by clicking 'Download'.
Example:
- Advisor-downloaded: '#2 document'
- Student-uploaded: '#1 document'

Step 5: Upload a New Document
1. On the left side, click 'Browse'.
2. Locate and select your document on your computer.
3. Click 'Open'.

Supported file types:
- PDFs
- Word documents
- JPEGs, PNGs

Important: If uploading an image file, ensure it's readable. If not, staff may request a clearer version or require you to submit it in a different format.

Step 6: Add a Comment
<u>You must add a comment before submitting</u>.
If the document is password-protected, include the password in your comment.
Example comment: 'Here is the document you requested during our last meeting.'

Step 7: Submit the File
Click 'Submit File'.
If successful:
- You'll see a confirmation message.
- A status update will appear.

If unsuccessful:
- You'll receive an error message and be prompted to try again.

Step 8: Need Help?
If you encounter issues or need assistance:

St. John's Campus
Email: blundon@mun.ca
Phone: (709) 864-2156

Grenfell Campus
Email: gcaces@mun.ca
Phone: (709) 637-6232