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.
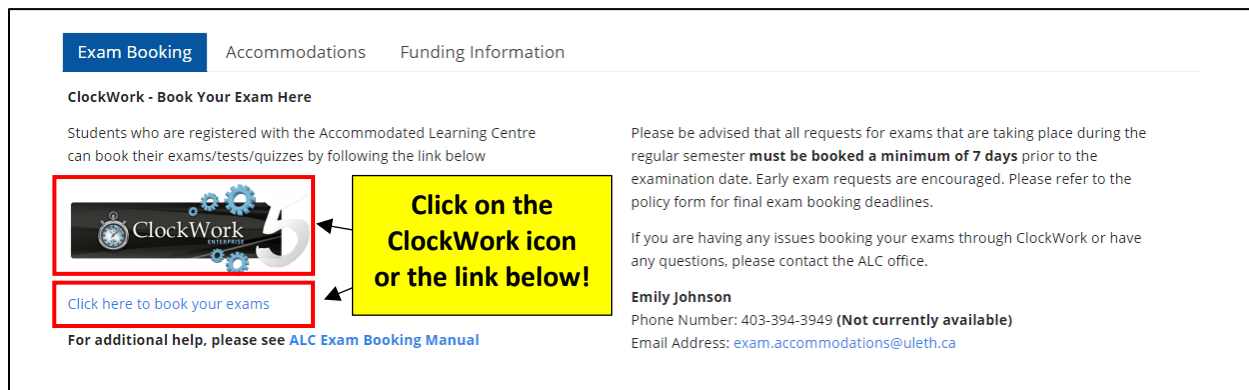
Exam Booking Reminders (During Covid-19)

- If a Moodle based exam is open for several days, **we recommend that the ClockWork booking is made for the first day that the exam is open.** This will ensure that exam accommodations are set-up on Day 1 of the exam, while giving you the freedom to write the exam on any date/time during the window that it is open.
- **We encourage students to begin all Moodle based exams during office hours (Monday – Friday from 8:30 AM – 4:00 PM).** Should you encounter any technical difficulties in the evening or on a weekend, they will not be resolved until the next business day.
- **We discourage students from writing Moodle based exams on the last day that it is being offered in case there are any technical difficulties or issues beyond the control of the ALC.**

*** 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:

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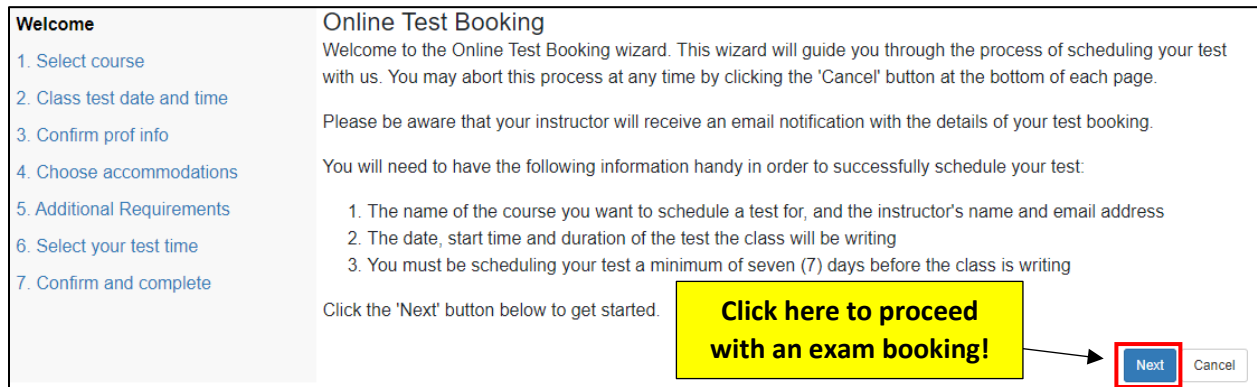
The sign-in page should appear as it is displayed below:

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 <mark>AM</mark> or <mark>PM</mark> 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: this is a quiz, test, or exam that is set up on Moodle.

NEW! Timed Assignment – posted in Moodle: if your Professor/Instructor has noted that your assessment is under the assignment category within Moodle, please select this option. The Teaching Centre typically looks under the quiz, test, or exam function when they are setting up time overrides, so you must specify if your assessment is classified as an assignment.

Non-Moodle Exam: this is a quiz, test, or exam that is NOT set up in Moodle and is sent to you by your Professor/Instructor using some other means (e.g. email, Crowdmark, Jupyter, WeBWork etc…).

In-person – Exam: only 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 your desired accommodations, 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**:**

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"**:

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
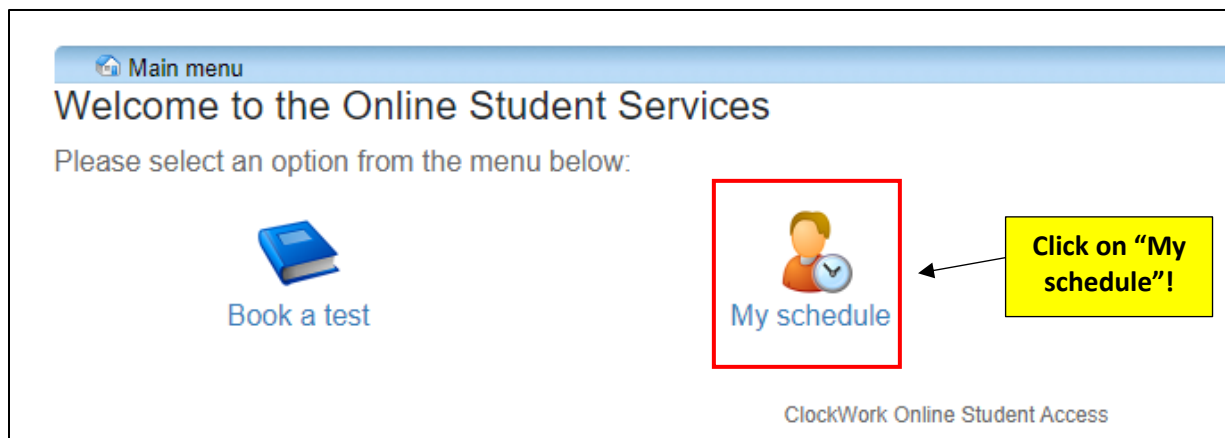
- Click on **"My upcoming events"**:

Main menu

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

My upcoming events

Click on the "My upcoming events" tab!
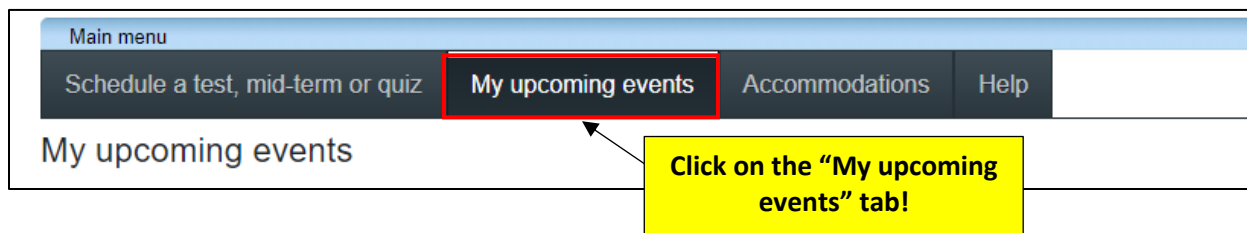
Here you will find a list of every exam you have booked, and it can be exported to a PDF so that you can save and/or print it!

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

My upcoming events

Your event listing

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
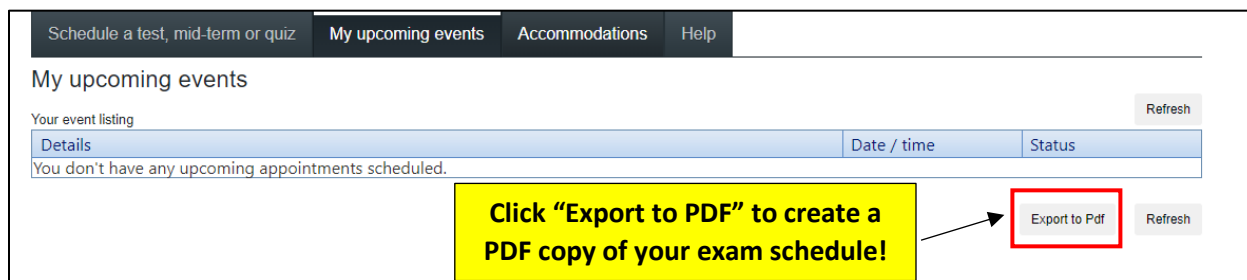
If you have any questions, or need assistance with changing the details of a booking or cancelling it altogether, please send an email to the Exam Coordinator at: exam.accommodations@uleth.ca