

Student Portal: Requesting Alternate Format Materials

What is the Student Portal?

The student portal is a secure web tool that allows students to request and view accommodation letters for courses that they are registered in each semester through an internet browser. The student portal will also allow students to notify Accessibility Services of upcoming tests, quizzes or exams so that a space may be made available for them to write in our Testing Centre.

Why is there a shift to an online presence?

The use of online tools is designed to promote accessibility, ease of use, flexibility and independence, and better management of accommodations for students and instructors.

Being able to access information through a portal allows both students and instructors easier access to information independent of the Accessibility Services department. Students are able to select specific accommodations based from their Accommodation Plan, request their own accommodation letter(s), and arrange test and exam bookings (for courses delivered in person).

Is the Portal secure?

The Portal uses the same CNA sign in credentials as the rest of the College web tools and all data is stored on Douglas College servers.

Who can use the Portal?

Students who have received services from Accessibility Services for more than one semester and who have maintain consistency in their accommodations are able to use the Portal. The Portal would not be appropriate for students receiving temporary accommodations or whose accommodations vary frequently.

Will it be easy to use?

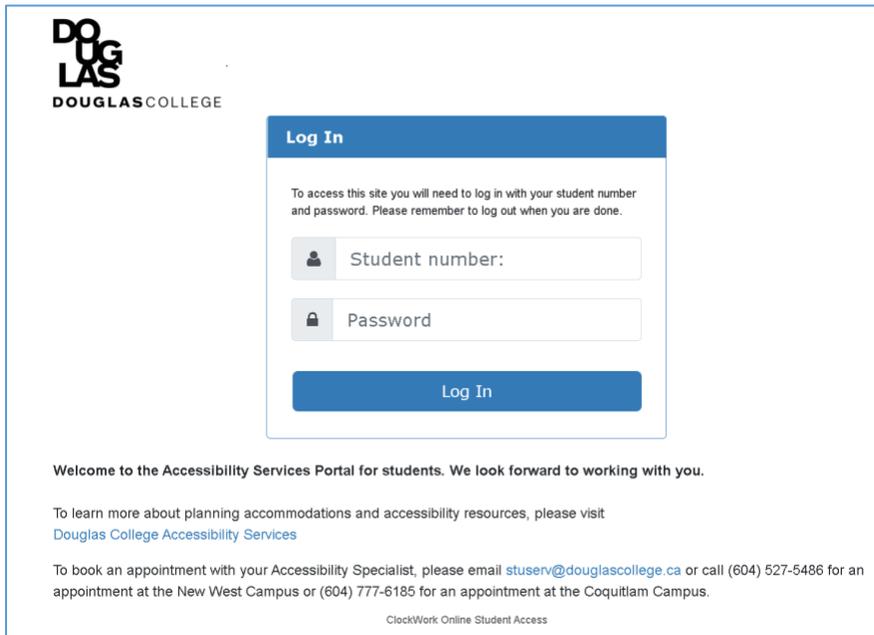
As with any new tool, there may be a period of adjustment. However, the interface is basic, intuitive and well laid out. The rest of this document is designed to help you learn the basics of the system and is divided into two sections (click on a section to navigate there):

- 1) [Signing in](#)
- 2) [Alternate Format Screen](#)
- 3) [Request Alternate Format Materials](#)
- 4) [Checking Requests](#)

In additional to this Student Guide, a [YouTube playlist](#) has been created that contains a series of instructional videos to provide additional assistance on using the Student Portal.

Signing In

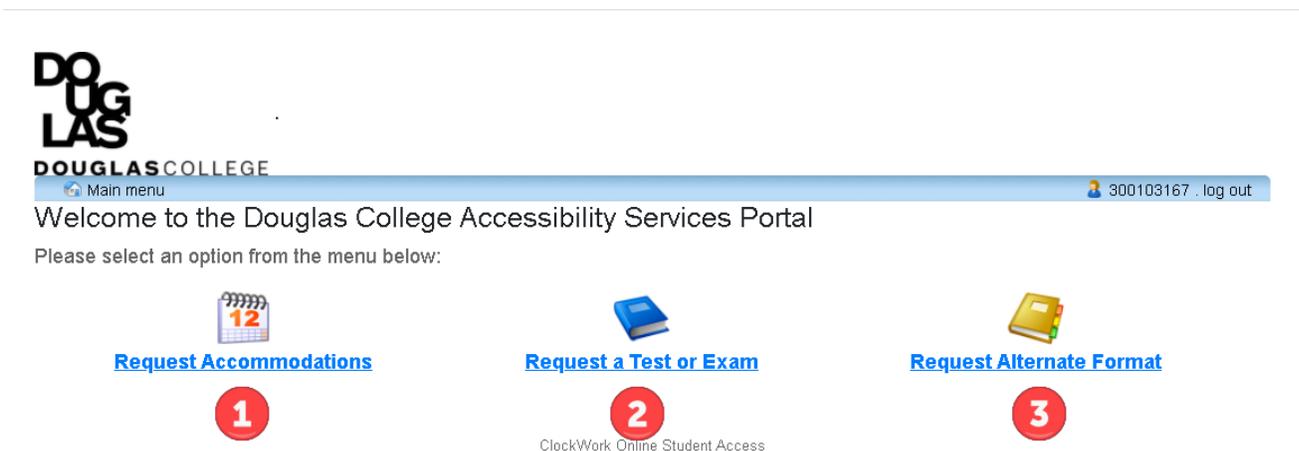
You may sign in to the Portal from any browser using your Douglas College credentials which include your student number and your CAN password. It is highly recommended that you use a secure internet connection over a private network rather than from a shared computer over a public network (e.g. Starbucks). Navigate to this [link](#) to access the sign in page.



The screenshot shows the login interface for the Douglas College Accessibility Services Portal. At the top left is the Douglas College logo. The main heading is "Log In". Below this, a message states: "To access this site you will need to log in with your student number and password. Please remember to log out when you are done." There are two input fields: "Student number:" with a person icon and "Password" with a lock icon. A blue "Log In" button is positioned below the fields. At the bottom of the page, there is a welcome message: "Welcome to the Accessibility Services Portal for students. We look forward to working with you." Below this, there are two links: "To learn more about planning accommodations and accessibility resources, please visit [Douglas College Accessibility Services](#)" and "To book an appointment with your Accessibility Specialist, please email stuserv@douglascollege.ca or call (604) 527-5486 for an appointment at the New West Campus or (604) 777-6185 for an appointment at the Coquitlam Campus." The footer text reads "ClockWork Online Student Access".

Log in using your Douglas CNA credentials (student number and password).

Once logged in, you will be presented with the Main Menu which allows you to access three different services as shown in the screenshot below:



The screenshot shows the main menu of the Douglas College Accessibility Services Portal. At the top left is the Douglas College logo. Below the logo is a "Main menu" link. In the top right corner, there is a user profile icon, the student number "300103167", and a "log out" link. The main heading is "Welcome to the Douglas College Accessibility Services Portal". Below this, there is a message: "Please select an option from the menu below:". There are three service options, each with an icon and a numbered red circle below it: 1. "Request Accommodations" with a calendar icon and a red circle containing the number "1". 2. "Request a Test or Exam" with a book icon and a red circle containing the number "2". 3. "Request Alternate Format" with a folder icon and a red circle containing the number "3". The footer text reads "ClockWork Online Student Access".

The three services that can be accessed through the Student Portal are:

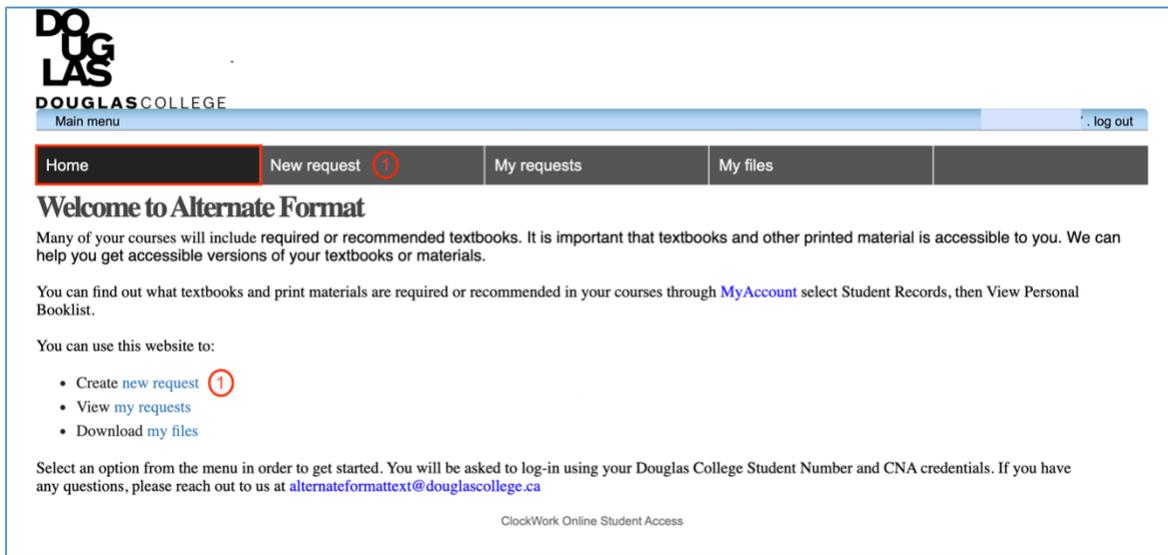
- 1) Request Accommodations – students can now have their accommodation memos sent out without the need to book an appointment with their Accessibility Specialist *if no additions or changes are required on their accommodation plan*. Additionally, students can select which accommodations are required for each course so that they are in line with course objectives and the way the course is taught and/or assessed. Students can also request additional accommodations not listed on their accommodation plan or to change or remove existing accommodations from an accommodation plan in which case the Accommodation Memo will not be sent immediately. The student's Accessibility Specialist will be notified electronically and they will be in touch with you to discuss the request(s).

- 2) Schedule a test or exam – students who wish to write tests or exams in our Testing Centre should inform Accessibility Services of upcoming tests or exams so that a writing space may be scheduled for them. A separate guide has been created to cover this process more thoroughly.

COVID-19 alert: during this period in which most courses are taught off campus virtually, our Testing Centre will not be operating as usual. For health and safety reasons, we will only be facilitating students who are currently taking courses on campus. Students who are taking their course(s) either partially or wholly on campus will be provided space to write in the Testing Centre. For students who may be experiencing difficulties with writing online or who have extenuating circumstances in which it would be largely beneficial to write in our Testing Centre, please contact your Accessibility Specialist.

- 3) Request Alternate Format materials for your course(s) – students who require accessible materials in order to engage in their course work will have been provided with Alternate Format Text accommodations. This tool will allow you to request and manage your requests

Requesting Alternate Format



DOUGLAS COLLEGE
Main menu . log out

Home New request My requests My files

Welcome to Alternate Format

Many of your courses will include required or recommended textbooks. It is important that textbooks and other printed material is accessible to you. We can help you get accessible versions of your textbooks or materials.

You can find out what textbooks and print materials are required or recommended in your courses through [MyAccount](#) select Student Records, then View Personal Booklist.

You can use this website to:

- Create [new request](#)
- View [my requests](#)
- Download [my files](#)

Select an option from the menu in order to get started. You will be asked to log-in using your Douglas College Student Number and CNA credentials. If you have any questions, please reach out to us at alternateformattext@douglascollege.ca

ClockWork Online Student Access

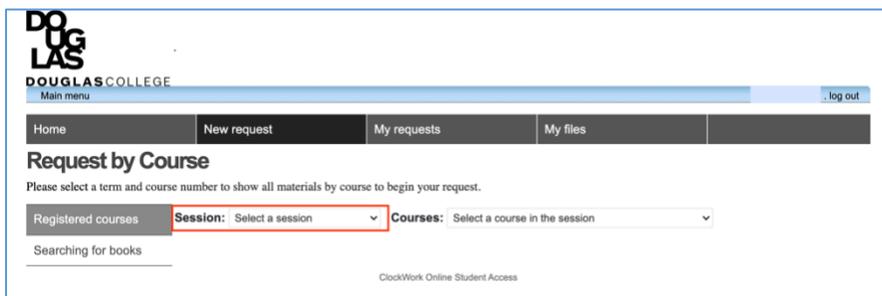
After clicking on the Request Alternate Format icon on the Main Menu, you will arrive on the **Alternate Format** home page shown below as indicated by the darkened tab labelled “Home” (outlined in red on this document only).

There are four tab items in the tool bar: Home, New request, My requests, and My files¹. To create a new request, either click on the “New Request” tab in the tool bar or the linked text on the page (1).

Making a Request

There are two ways to search for course materials:

1) By course



DOUGLAS COLLEGE
Main menu . log out

Home New request My requests My files

Request by Course

Please select a term and course number to show all materials by course to begin your request.

Registered courses **Session:** Select a session **Courses:** Select a course in the session

Searching for books

ClockWork Online Student Access

¹ Currently, “My files” is not being used. Requested materials will be sent through CAPER via a download link in an email.

- a. You will be prompted to enter the session (semester) of the course(s) that you would like course material for

DOUGLAS COLLEGE
Main menu .log out

Home New request My requests My files

Request by Course

Please select a term and course number to show all materials by course to begin your request.

Registered courses **Session:** Select a session
Fall Session 2020
Winter Session 2021

Courses: Select a course in the session

Searching for books

ClockWork Online Student Access

- b. Click on the pull down arrow to the right of the **Session** field. This will display semesters that you are registered in.

DOUGLAS COLLEGE
Main menu .log out

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Request by Course

Please select a term and course number to show all materials by course to begin your request.

Registered courses **Session:** Select a session

Courses: Select a course in the session

Searching for books

ClockWork Online Student Access

- c. after selecting the session, select the course for which you are requesting materials for.

DOUGLAS COLLEGE
Main menu .log out

Home New request My requests My files

Request by Course

Please select a term and course number to show all materials by course to begin your request.

Registered courses **Session:** Select a session

Courses: Select a course in the session
ENGL 1102 section (202110) O :

Searching for books

ClockWork Online Student Access

- d. Click on the pull down arrow to the right of the **Courses** field. This will display all courses that you are currently registered in.

DOUGLAS COLLEGE
Main menu .log out

Home New request My requests My files

Request by Course

Please select a term and course number to show all materials by course to begin your request.

Registered courses **Session:** Winter Session 2021

Courses: ENGL 1102 section (202110) O :

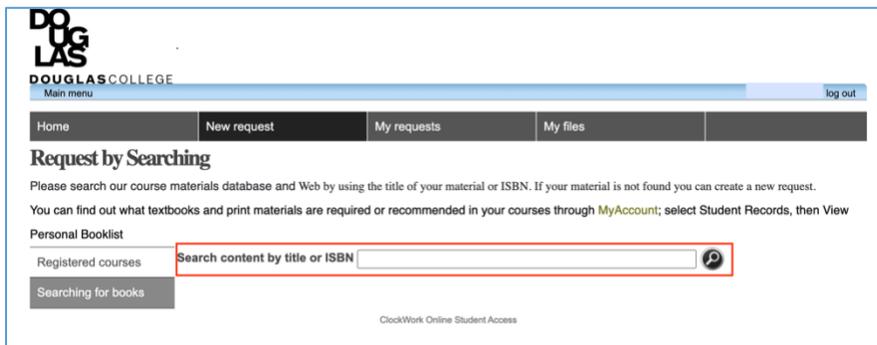
Searching for books

Results:
There is no content available for the selected course. Search books

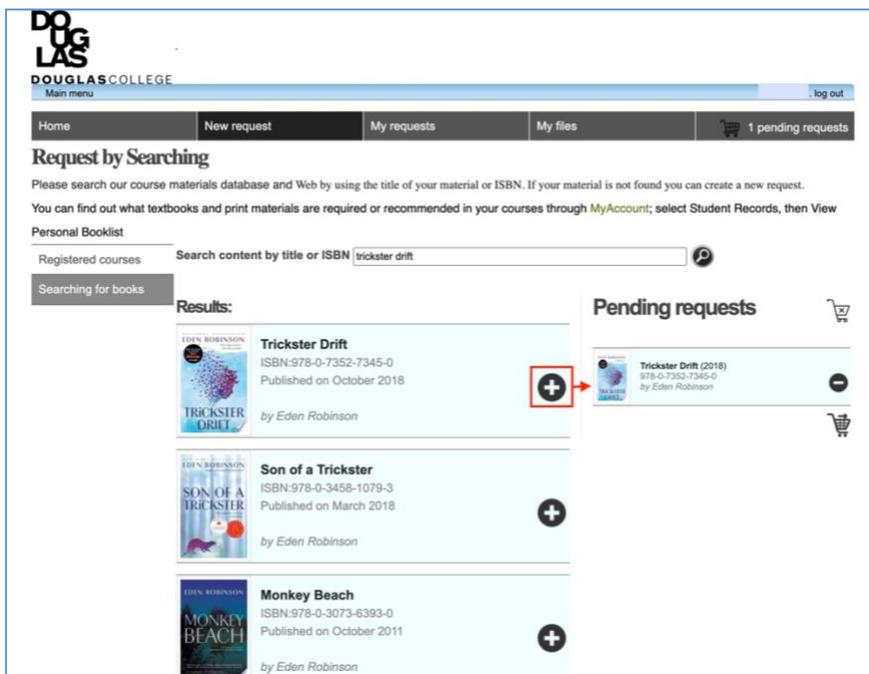
ClockWork Online Student Access

- e. In this example, no materials were found for the requested course. In this case, you will need to search for course materials using the second method which is by book title or ISBN number.

2) By book title or ISBN number



- Begin the search by book title by clicking on the grey shaded box labelled "Searching for books". Type the name of your book title or the ISBN number in the text field outlined in red.
- Based on the results that are shown, click the '+' icon next to the item that matches your request. Your requested item will now appear in your cart on the right hand side of the screen.



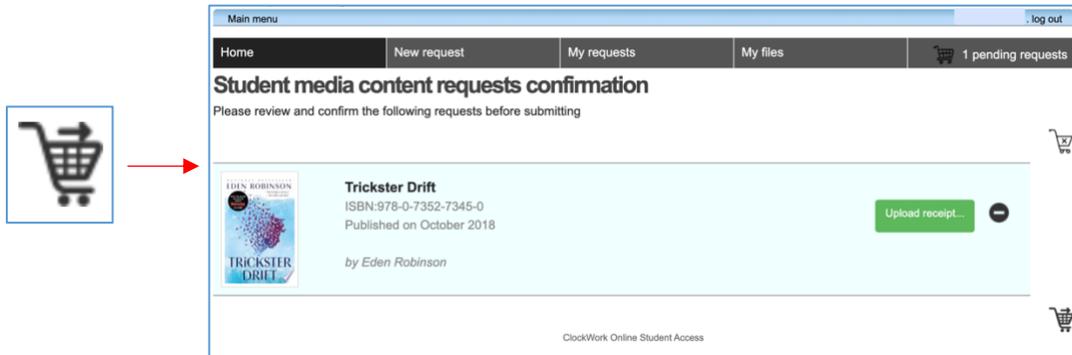
- To remove any item, click on the '-' icon next to the item. You will be prompted with a warning asking for confirmation of this action.



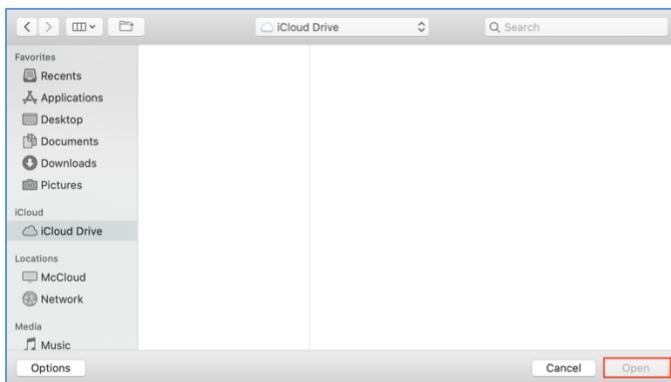
- d. To remove all items, click on the shopping cart icon with the 'x' inside the cart. You will be prompted with a warning asking for confirmation of this action.



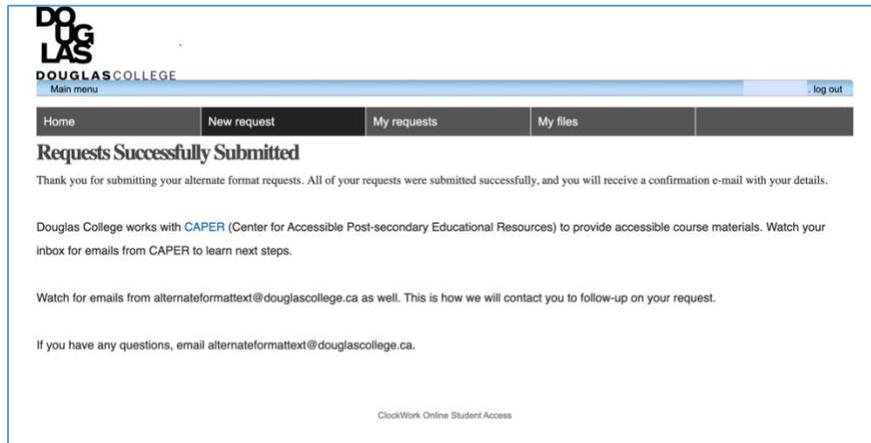
- e. To check out all items, click on the shopping cart icon with the right arrow above the cart.



This will bring you to the requests confirmation page where you will be asked to upload a receipt demonstrating the purchase of the requested material. Upload a receipt by clicking on the green button marked "Upload receipt". A file management window will open on your computer. This step may look different than the screenshot depending on the computer system that you are using. Navigate to the location of either your digital receipt or the scanned image of your paper receipt and click on the file. Click the "Open" button on the bottom of the file window.



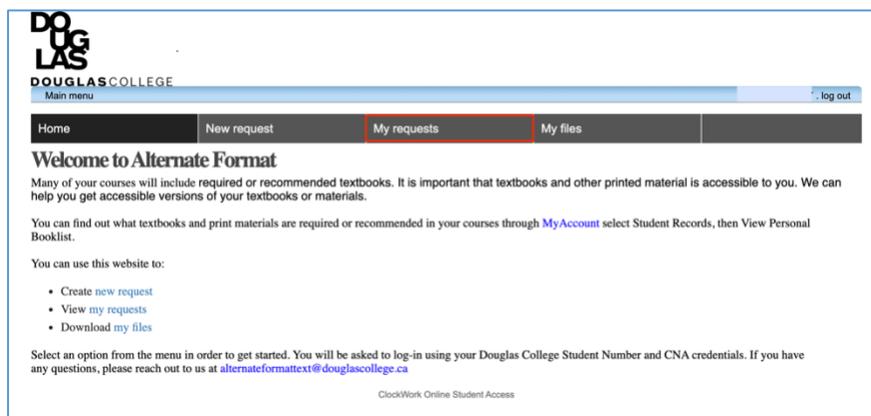
You will receive a notification confirming that your request has been successfully submitted. Once your request has been processed, you will receive an email instructing you on how to download your material(s).



The screenshot shows the Douglas College website interface. At the top left is the Douglas College logo. Below it is a navigation bar with a 'Main menu' and a 'log out' button. A dark navigation bar contains the following tabs: Home, New request, My requests, and My files. The main content area features the heading 'Requests Successfully Submitted' in bold. Below this heading, there are three paragraphs of text: a thank-you message, information about CAPER (Center for Accessible Post-secondary Educational Resources), and contact information for alternateformattext@douglascollege.ca. At the bottom center, there is a small link for 'ClockWork Online Student Access'.

Request Status

You can check the status of your alternate format requests at any time by clicking the “My Requests” tab on the Alternate Format home page.



The screenshot shows the Douglas College website interface. At the top left is the Douglas College logo. Below it is a navigation bar with a 'Main menu' and a 'log out' button. A dark navigation bar contains the following tabs: Home, New request, My requests, and My files. The 'My requests' tab is highlighted with a red border. The main content area features the heading 'Welcome to Alternate Format' in bold. Below this heading, there are three paragraphs of text: a welcome message, information about finding textbooks and print materials, and a list of actions users can take on the website. At the bottom center, there is a small link for 'ClockWork Online Student Access'.

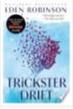
Ensure that you have selected the appropriate semester. The “My requests” screen will list all of the materials that were requested for any given semester.



My Requests

Please select a term to display all of your previous requests and status of each request.

Session: Winter Session 2021



Trickster Drift (978-0-7352-7345-0)

by Eden Robinson



Format: Unspecified

Status: Created

Request made on Dec 09, 2020



* please contact us if you want to cancel an in-progress request.