

# Booking a test or exam using the Student Portal

## 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?

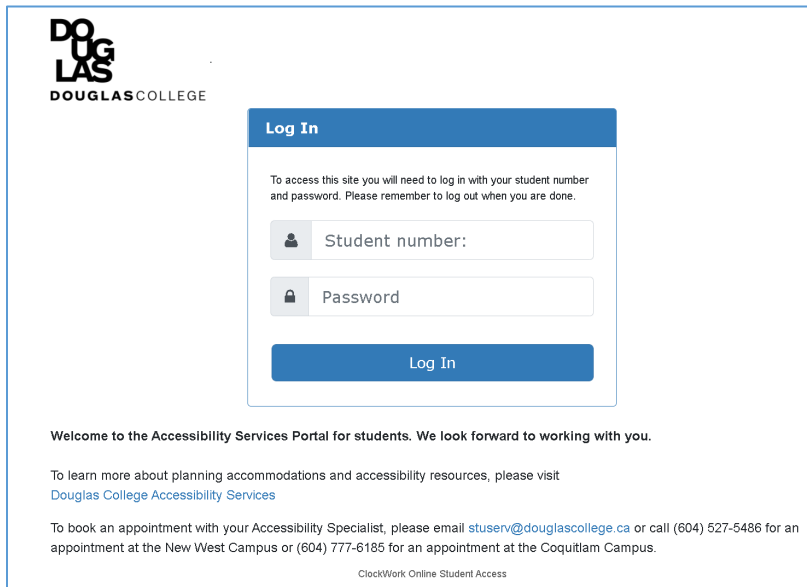
As with any new tool, there may be a period of adjustment. However, the interface is basic, intuitive and well laid out. The rest of this document is designed to help you learn the basics of the system and is divided into four sections (click on a section to navigate there):

- 1) [Signing in](#)
- 2) [Scheduling a test or exam](#)
- 3) [View upcoming events](#)

In addition 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.

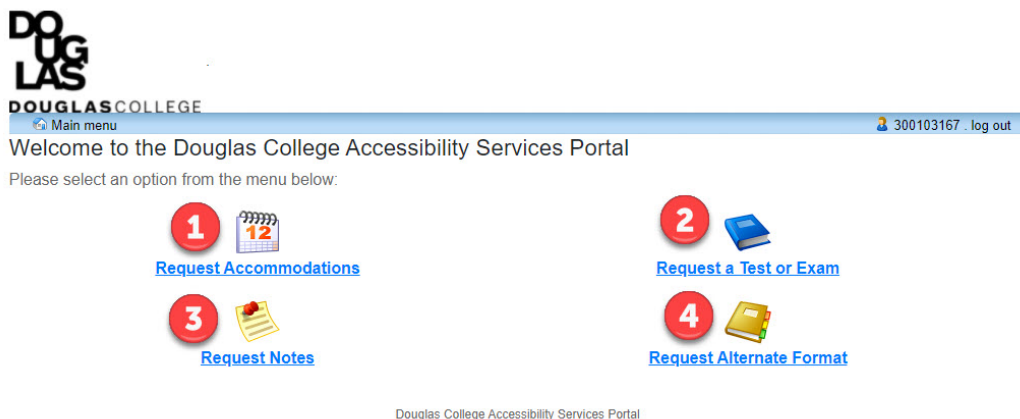
## Accessing the Online Portal

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, a welcome message reads: "Welcome to the Accessibility Services Portal for students. We look forward to working with you." Below this, two links are provided: "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](mailto: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 is "ClockWork Online Student Access".

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



The screenshot displays the main menu of the Douglas College Accessibility Services Portal. At the top left is the Douglas College logo. Below it is a "Main menu" link. A user bar on the right shows the user ID "300103167" and a "log out" link. The main heading is "Welcome to the Douglas College Accessibility Services Portal". Below this, a message says: "Please select an option from the menu below:". There are four numbered options, each with an icon and a link: 1. "Request Accommodations" with a calendar icon; 2. "Request a Test or Exam" with a book icon; 3. "Request Notes" with a notepad icon; 4. "Request Alternate Format" with a book icon. The footer text is "Douglas College Accessibility Services Portal".

The four 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.
- 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.
- 4) Request a Notetaker - this tool allows students to request a notetaker and manage the notes that have been shared with them.

### [Schedule a test or exam](#)

From the main page, click the “Schedule a test or exam” button to advance to the **Student Test-Booking and Accommodations** screen. This landing page outlines the process for booking an upcoming test in our Exam Centre. Click the button labelled “Schedule a test, mid-term or quiz” to get started.



DOUGLAS COLLEGE

Main menu

444444441 . log out

Schedule a test, mid-term or quiz

Schedule a final exam

My upcoming events

Help

## Student Test-Booking

Welcome to the Student Test-Booking 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

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.

ClockWork Online Student Access

There are six steps to make an online test booking:



DOUGLAS COLLEGE

Main menu

444444441 . log out

### Welcome

1. [Select course](#)
2. [Class test date and time](#)
3. [Confirm prof info](#)
4. [Choose accommodations](#)
5. [Search status](#)
6. [Confirm and complete](#)

## Online Test Booking

Welcome to the Online Test Booking wizard. This wizard will guide you through the process of scheduling your test with us. You may abort this process at any time by clicking the 'Cancel' button at the bottom of each page.

Please be aware that your instructor will receive an email notification with the details of your test booking.

You will need to have the following information handy in order to successfully schedule your test:

1. The name of the course you want to schedule a test for, and the instructor's name and email address
2. The date, start time and duration of the test the class will be writing
3. You must be scheduling your test a minimum of seven (7) days before the class is writing

Click the 'Next' button below to get started.

Next

Cancel

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- 1) Select the course that the test/exam is for from the drop down menu

The screenshot shows the Douglas College ClockWork Online StudentAccess interface. The header includes the Douglas College logo and the text 'DOUGLAS COLLEGE'. Below the header is a navigation bar with 'Main menu' and a user ID '444444441' with a 'log out' link. A sidebar on the left contains a 'Welcome' message and a list of steps: '1. Select course', '2. Class test date and time', '3. Confirm prof info', '4. Choose accommodations', '5. Search status', and '6. Confirm and complete'. The main content area is titled '1. Select course' and contains the instruction 'Please select the course you would like to schedule a test for from the list below.' Below this is a section titled 'Course Info' with a label 'Course:' and a dropdown menu. The dropdown menu is highlighted with a red rectangle. At the bottom of the main content area are three buttons: 'Previous', 'Next', and 'Cancel'. The footer of the page reads 'ClockWork Online StudentAccess'.

- 2) Select the date and time of the test
  - a. Select the date using the calendar icon; you may not schedule a test within a week of the current date
  - b. Select the start time
  - c. Select how long the class is given (do **not** calculate extended time)
  - d. Click the “Next” button

The screenshot shows the Douglas College ClockWork Online StudentAccess interface. The header includes the Douglas College logo and the text 'DOUGLAS COLLEGE'. Below the header is a navigation bar with 'Main menu' and a user ID '444444441' with a 'log out' link. A sidebar on the left contains a 'Welcome' message and a list of steps: '1. Select course', '2. Class test date and time', '3. Confirm prof info', '4. Choose accommodations', '5. Search status', and '6. Confirm and complete'. The main content area is titled '2. Class test date and time' and contains the instruction 'Please specify when the test is taking place. Enter class test duration in minutes.' Below this is a section titled 'Specify a date and time' with three fields: 'Date of class test', 'Time of class test', and 'Class test duration'. The 'Date of class test' field is highlighted with a red circle and a calendar icon. The 'Time of class test' field is highlighted with a red circle. The 'Class test duration' field is highlighted with a red circle and contains the value '3' in the 'hours' section and '0' in the 'minutes' section. At the bottom of the main content area are three buttons: 'Previous', 'Next', and 'Cancel'. The footer of the page reads 'ClockWork Online StudentAccess'.

- 3) Confirm instructor information – their name and email will be automatically generated.

Confirm by clicking next.

- 4) Choose accommodations – select from the list as provided on your accommodation plan.

You may select individual accommodations, all or none. Select “Next” to proceed.

The screenshot shows the Douglas College ClockWork Online StudentAccess interface. The header includes the Douglas College logo and the text 'DOUGLAS COLLEGE'. Below the header is a 'Main menu' bar with a 'Welcome' message and a 'log out' link. The left sidebar contains a list of steps: 1. Select course, 2. Class test date and time, 3. Confirm prof info, 4. Choose accommodations (highlighted), 5. Search status, and 6. Confirm and complete. The main content area is titled '4. Choose accommodations' and contains the following text: 'Listed below are the accommodation(s) that have already been approved for you by your counsellor. Please check off the accommodation(s) that you feel are necessary for this test.' Below this is a section titled 'Available accommodations' with a note: '\* note: Only accommodations with a check will be used for your test booking.' The list of accommodations includes: Adaptive Keyboard, Adjustable Lighting, Extended Time (Double Time (2x)), JAWS, Kurzweil - PC, Large Print, Music, Separate from Class, and Word Bank. Each item has a checkbox next to it. At the bottom of the list are two buttons: 'Check all' and 'Check none'. At the bottom right of the interface are three buttons: 'Previous', 'Next' (highlighted), and 'Cancel'. The footer text is 'ClockWork Online StudentAccess'.

- 5) Search status – the system will assign you a seat. Click next to proceed.

The screenshot shows the Douglas College ClockWork Online StudentAccess interface. The header includes the Douglas College logo and the text 'DOUGLAS COLLEGE'. Below the header is a 'Main menu' bar with a 'Welcome' message and a 'log out' link. The left sidebar contains a list of steps: 1. Select course, 2. Class test date and time, 3. Confirm prof info, 4. Choose accommodations, 5. Search status (highlighted), and 6. Confirm and complete. The main content area is titled '5. Search status' and contains the following text: '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 (ask for assistance with test booking).' Below this is a message: 'A spot was found for you to write your test; please click the 'Next' button below to continue scheduling your test.' At the bottom right of the interface are three buttons: 'Previous', 'Next' (highlighted), and 'Cancel'. The footer text is 'ClockWork Online StudentAccess'.

- 6) Confirm and complete – a summary of your test arrangements will be displayed. You **MUST** check the acknowledgement box and click the “Finish” button to submit your request.

**DOUGLAS COLLEGE**

Main menu 44444441 . log out

Welcome

- 1. Select course
- 2. Class test date and time
- 3. Confirm prof info
- 4. Choose accommodations
- 5. Search status
- 6. Confirm and complete**

### 6. Confirm and Complete

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.

#### Your tentative test information

**Course information**  
AS 4614 003

**Instructor**  
Colin Mc Cheng . ccheng22@douglascollege.ca

**Class test date / time**  
Thu Apr 23, 2020 12:00 PM (3 h)

**\* Note: this is not your accommodated writing time**

**Accommodations required**

- Adaptive Keyboard
- Adjustable Lighting
- Extended Time (Double Time (2x))**
- JAWS
- Kurzweil - PC
- Large Print
- Music
- Separate from Class
- Word Bank

☐ I acknowledge that the information I am submitting is correct to the best of my knowledge.

Previous **Finish** Cancel

ClockWork Online StudentAccess

A confirmation message will appear. At this point, you may log out or make another test booking by clicking the “Schedule another test” button.

**DOUGLAS COLLEGE**

Main menu 44444441 . log out

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

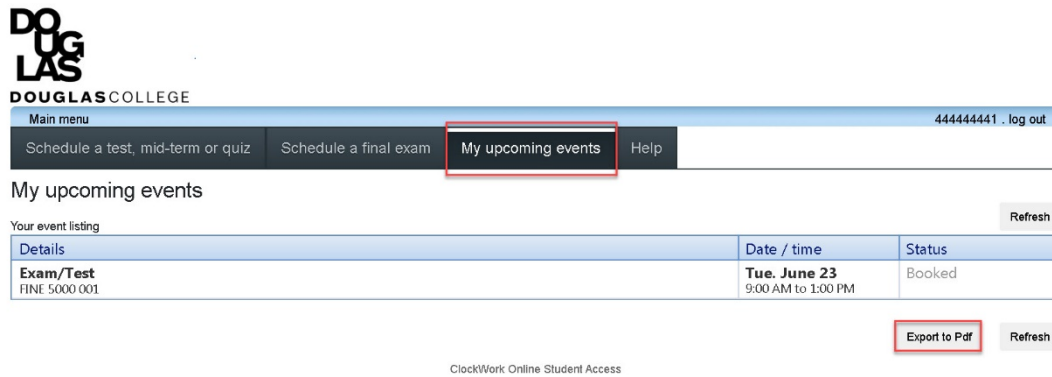
## Thank you for your submission.

**Schedule another test**

ClockWork Online Student Access

## View Upcoming Events

From the main page, click the “My upcoming events” button to view exams/tests that have been booked. From this page, you can export a summary of your events to a pdf file.



The screenshot shows the Douglas College ClockWork Online Student Access interface. At the top left is the Douglas College logo. Below it is a navigation bar with the following links: Main menu, Schedule a test, mid-term or quiz, Schedule a final exam, My upcoming events (highlighted with a red box), and Help. In the top right corner, the user ID 444444441 and a log out link are visible. Below the navigation bar, the page title is "My upcoming events". Underneath this, there is a section titled "Your event listing" with a "Refresh" button. The event listing is a table with three columns: Details, Date / time, and Status. The table contains one row for an exam/test titled "FINE 5000 001" scheduled for "Tue. June 23" from "9:00 AM to 1:00 PM" with a status of "Booked". At the bottom right of the table, there is an "Export to Pdf" button (highlighted with a red box) and another "Refresh" button. At the very bottom of the page, the text "ClockWork Online Student Access" is displayed.

**DOUGLAS COLLEGE**

Main menu 444444441 . log out

Schedule a test, mid-term or quiz Schedule a final exam **My upcoming events** Help

My upcoming events

Your event listing Refresh

Details	Date / time	Status
<b>Exam/Test</b> FINE 5000 001	<b>Tue. June 23</b> 9:00 AM to 1:00 PM	Booked

Export to Pdf Refresh

ClockWork Online Student Access