

Using Clockwork to support your accommodation needs

Introduction

Clockwork is the student accommodation database system. This system is utilized by the following accessibility services offices with Memorial University of Newfoundland (MUN):

- Accessibility Centre & Education Support (ACES) unit with Grenfell Campus
- Glenn Roy Blundon Centre with the St. John's Campus

Using Clockwork, students must:

- Submit accommodation letters to their instructors
- Schedule accommodated tests and exams, and
- Arrange meetings with their Accessibility Advisor

For students registered with the Accessibility Centre and Education Support (ACES) office, it is essential to use Clockwork **each semester** to send accommodation letters to instructors and to book tests and exams.

Clockwork Tutorials

The following are instructional videos to guide students through the Clockwork portal.

NOTE: The following videos and guides were completed by staff with the Blundon Centre. While these resources reference accessing accommodations through the Blundon Centre, the processes will be the same for student's accessing these services through the ACES office.

Video Tutorial #1: [Requesting Accommodation Letters through Clockwork](#)

[Step-by-step Guide: Requesting Accommodations \(Word\)](#)

[Step-by-Step Guide - Requesting Accommodations \(PDF\)](#)

[Step-by-Step Guide: Requesting Accommodations through my.mun.ca \(PDF\)](#)

Video Tutorial #2: [Booking Tests and Exams through Clockwork](#)

[Step-by-Step Guide: Booking Accommodated Tests and Exams \(Word\)](#)

[Step-by-Step Guide: Booking an Accommodated Test or Exam \(PDF\)](#)

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Video Tutorial #3: [Booking an Appointment with your Accessibility Advisor](#)

[Step-by-Step Guide: Booking an Appointment with your Advisor \(Word\)](#)
[PDF](#)

Clockwork FAQ's

Below are some frequently asked questions about the Clockwork web portal. If you still encounter problems after trying these solutions, please email gcaces@mun.ca for further assistance.

What browsers are compatible with Clockwork?

Clockwork is compatible with all major web browsers, including Edge, Chrome, Firefox, Safari, and others.

Why isn't my course appearing in the test booking portal?

To address this issue, check the following:

- Have you sent your Accommodation Letters? Accommodation letters must be sent to your instructors before you can book tests or exams. This ensures that instructors are aware of your accommodations prior to booking.
- Is the course an online course? Clockwork is only used for booking on-campus courses. Tests and exams for online courses are managed by CITL. For online course test dates and times, please contact CITL.

What should I do if I encounter an error while using the portal?

Errors on the web portal are often caused by outdated web browsers. If you experience an error when logging in or using the portal, check if your browser is up to date. Updating your browser should resolve about 95% of portal-related errors. After updating, try accessing the portal again.