# 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

**You must add a comment before submitting**.  
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