



Accommodate Current Student User Guide

Office of ACCESSibility

**Accommodations | Collaboration | Consultation | Educational Support
Services**

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Introduction to Accommodate:

We are thrilled to announce the launch of Accommodate, our new and simplified platform designed to streamline student accessibility. Accommodate serves as a one-stop hub where students can easily manage all aspects of their accommodation in one location. In addition, faculty can easily manage and navigate accommodations through a single platform, ensuring that all accommodations are effectively implemented. Accommodate allows students to quickly access their accommodation requests, testing schedules, and other important resources—all in just a few clicks!

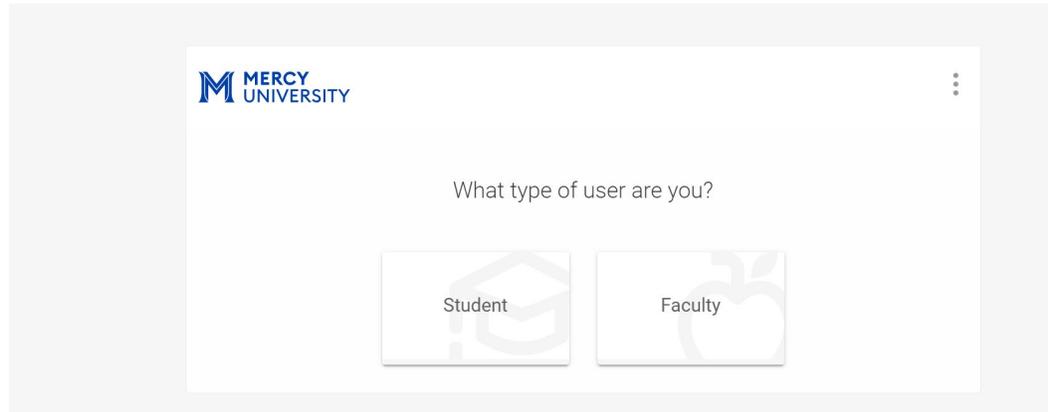
We're confident that Accommodate will not only improve the accessibility experience but also make the process smoother and more efficient for everyone involved. We are here to support you as you transition to this new platform and look forward to seeing the positive impact it will have.

Thank you for your attention, and we're excited to see how Accommodate enhances the overall student experience!

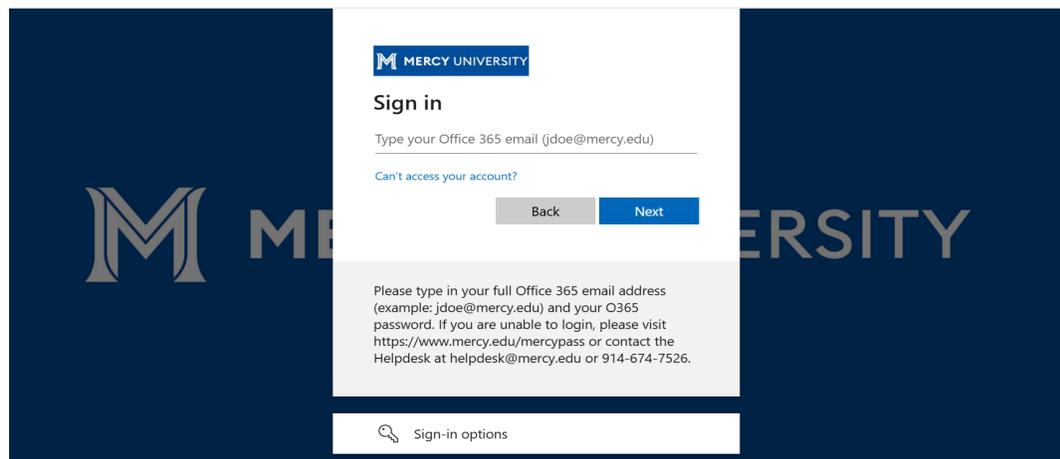
How to Log in to Accommodate:

Step 1: Log in to Accommodate through the link below: <https://mercy-accommodate.symlicity.com/>

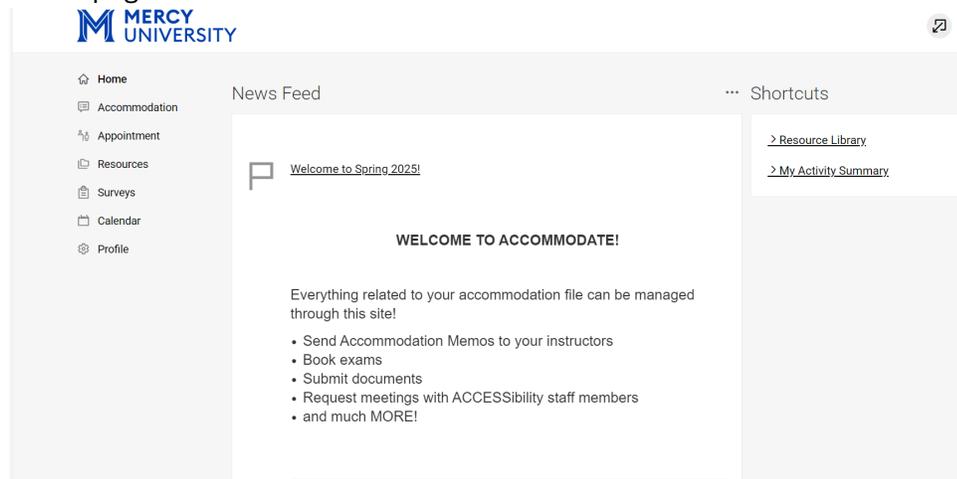
- a. Choose Student as the type of user



- b. Log in using your Mercy email and Password (**Single Sign On**)

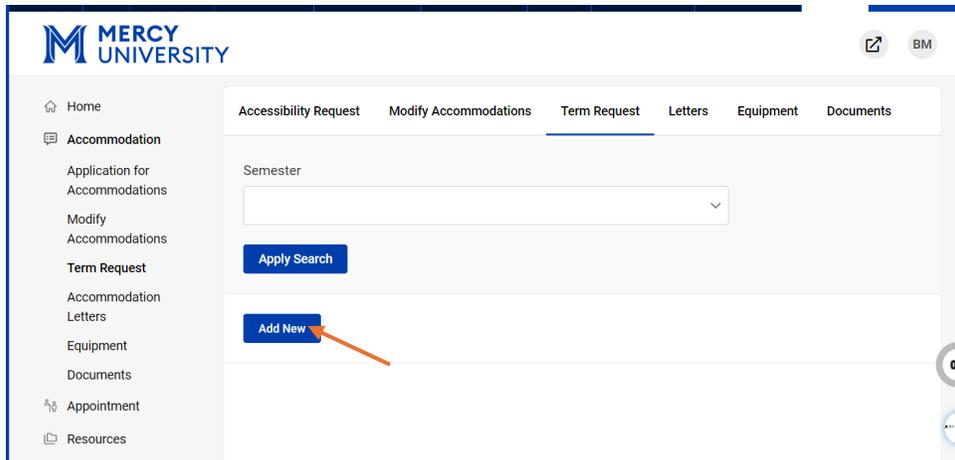
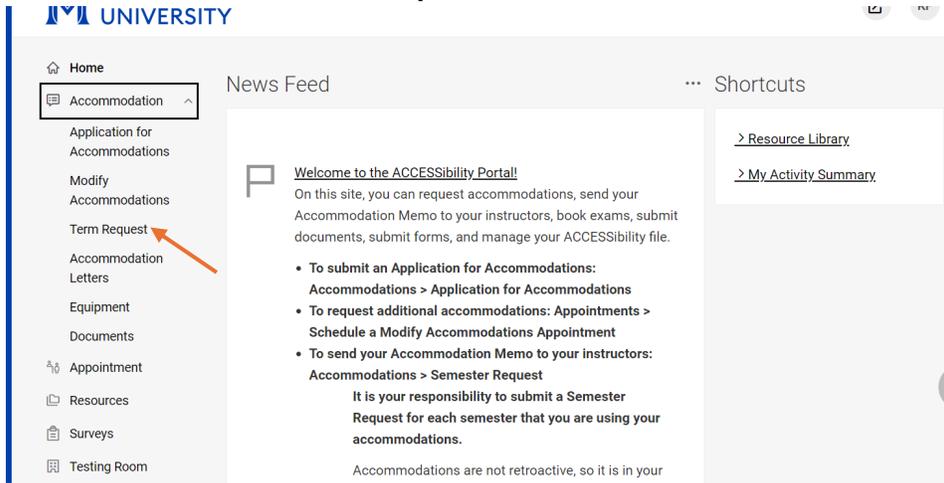


- c. Home page View for Students below:

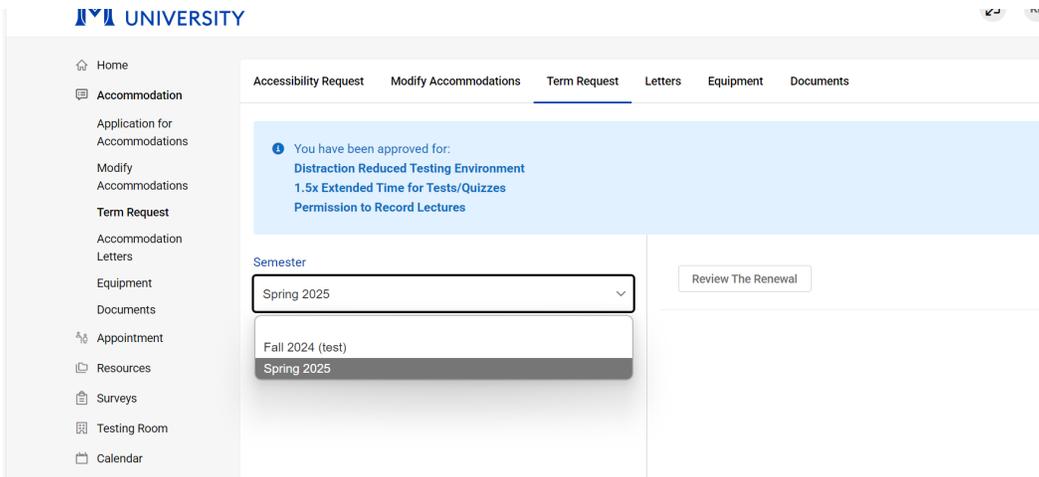


How to Submit a Semester Term Request:

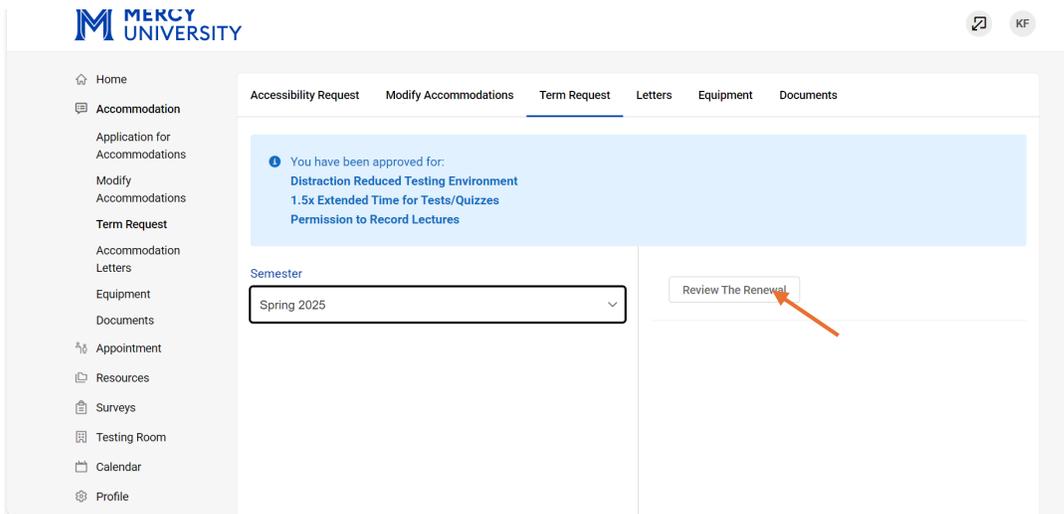
- a. To request your Accommodation Memo, select :
Accommodation > Term Request > and **> Add New**



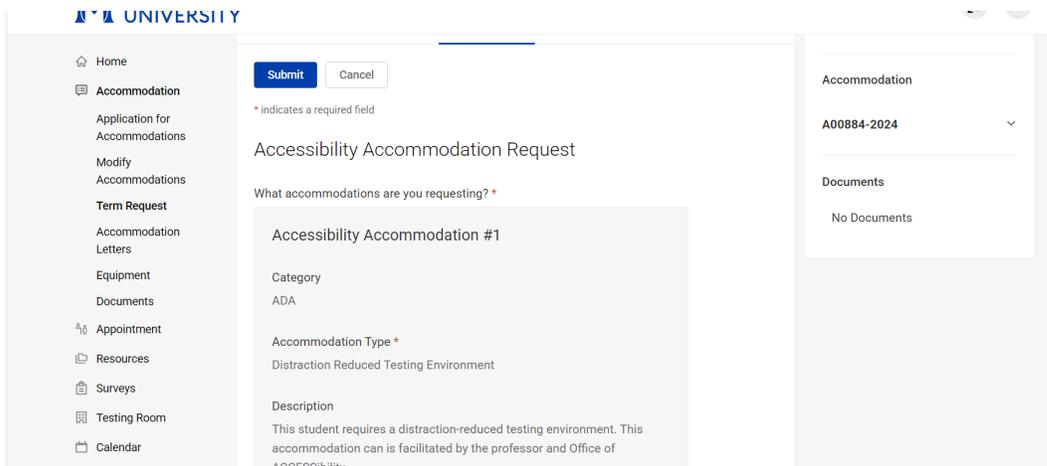
- b. Select the semester from the dropdown list ex: *Spring 2025 semester*.



c. Click **Review the Renewal** to review your Accommodation letter for the Semester.



Note: Students can view all approved accommodations listed on their accommodation letter, which will be provided to their professor once submitted.



After reviewing your Accommodation letter, click **Submit**.

The screenshot shows the 'UNIVERSITY' logo at the top left. A sidebar on the left contains navigation links: Home, Accommodation, Application for Accommodations, Modify Accommodations, Term Request, Accommodation Letters, Equipment, Documents, Appointment, Resources, Surveys, Testing Room, and Calendar. The main content area is titled 'Accessibility Accommodation Request' and includes a 'Submit' button (highlighted with a red arrow) and a 'Cancel' button. Below the buttons, there is a note: '* indicates a required field'. The form content includes: 'What accommodations are you requesting? *', 'Accessibility Accommodation #1', 'Category: ADA', 'Accommodation Type *', 'Distraction Reduced Testing Environment', and a 'Description' stating: 'This student requires a distraction-reduced testing environment. This accommodation can be facilitated by the professor and Office of ACCESSibility.' On the right side, there are two panels: 'Accommodation' with a dropdown menu showing 'A00884-2024' and 'Documents' with the text 'No Documents'.

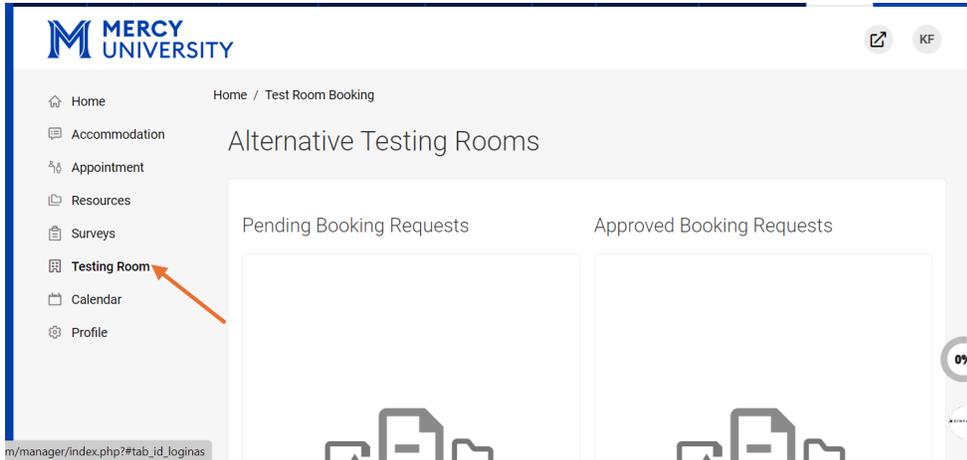
Note: Once approved, students will see "Approved" next to each accommodation under the Term Request tab.

The screenshot shows the 'UNIVERSITY' logo at the top left. The sidebar on the left is identical to the previous screenshot. The main content area is titled 'ACCOMMODATION' and has several tabs: 'Accessibility Request', 'Modify Accommodations', 'Term Request' (which is selected and underlined), 'Letters', 'Equipment', and 'Documents'. Below the tabs, there is a 'Semester' dropdown menu set to 'Spring 2025', an 'Apply Search' button, and a 'Clear' button. Below that, there is an 'Add New' button, '3 results', and a sorting option: 'Sort By: Date Needed' with a dropdown arrow, followed by 'Showing 20' with a dropdown arrow. The main content area displays a list item: '1.5x Extended Time for Tests/Quizzes' with a black 'APPROVED' badge next to it. Below this item, the details are: 'Spring 2025', 'Started on January 02, 2025', 'Ends on May 30, 2025', and 'Created on January 10, 2025, 12:44 pm'.

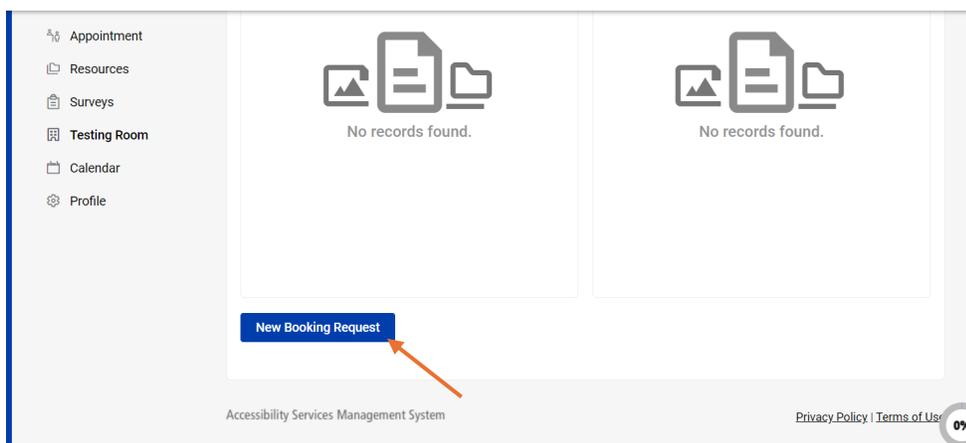
How to Submit an Exam Booking

To ensure your accommodations are arranged and we can prepare accordingly, we kindly ask students to submit test requests at least **seven** business days before the exam date. Additionally, please remember that a **Term request** for the current semester must be submitted before requesting a proctor.

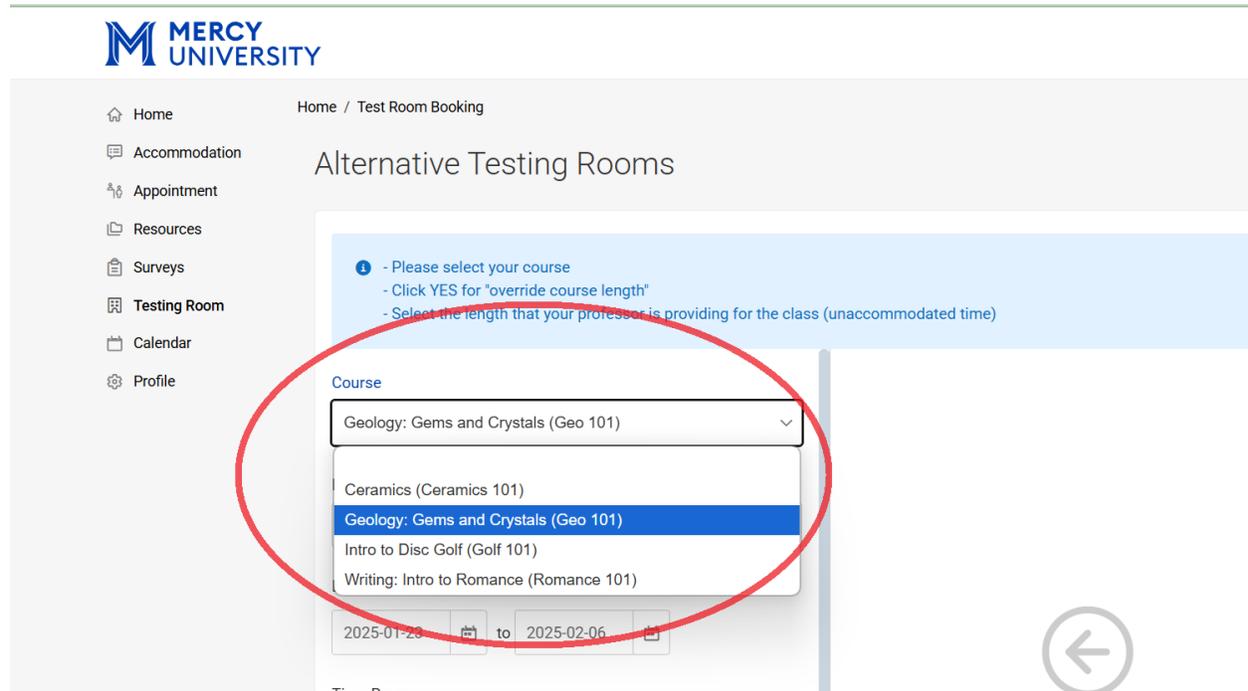
After logging in, use the navigation bar on the left side and select “**Test Room.**”



Scroll to the bottom of the page and select “**New Booking Request.**”



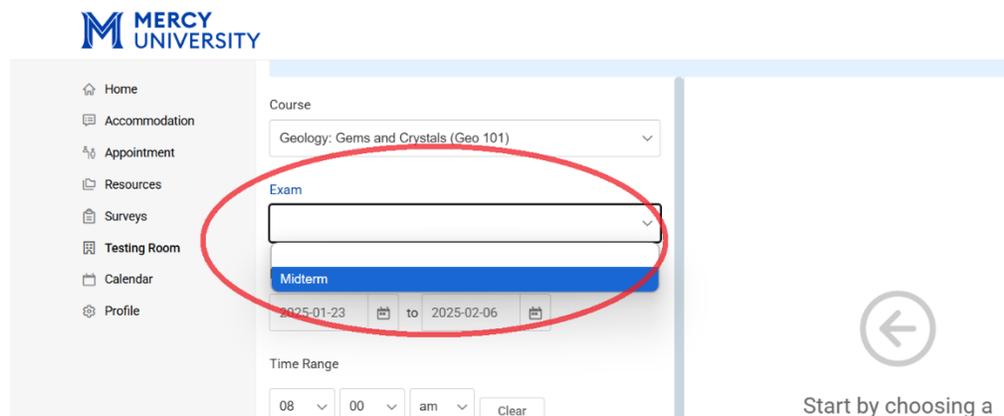
In the drop down select the course you would like to submit a request for
Ex: Math 116, ENG 114, PSY 101 etc.



Check to see if your professor has loaded the exam. *If the exam is not loaded, **go to page 11***

PROFESSOR HAS LOADED THE EXAM

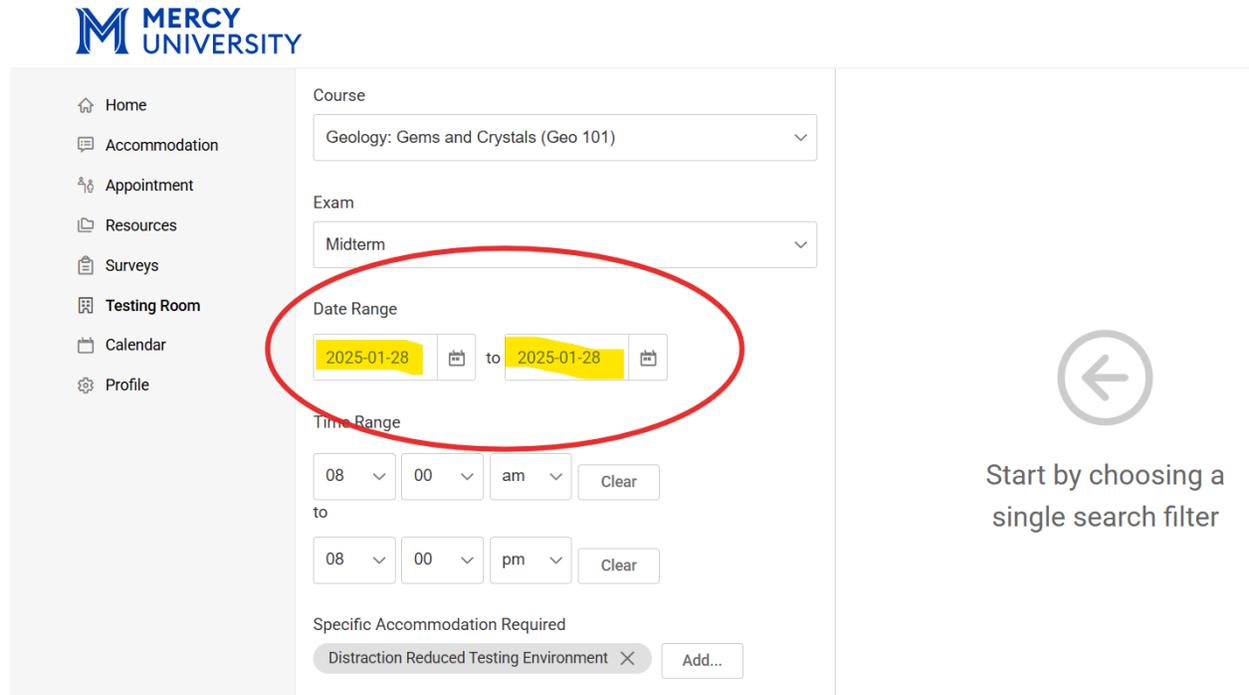
Select the exam you are requesting the booking for.



Start by choosing a

Select the date of your exam. The date range dates should be the same.

Note: You must take your exam on the same day as the rest of your class, unless a prior arrangement has been made with your professor.



MERCY UNIVERSITY

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Course
Geology: Gems and Crystals (Geo 101)

Exam
Midterm

Date Range
2025-01-28 to 2025-01-28

Time Range
08 00 am Clear
to
08 00 pm Clear

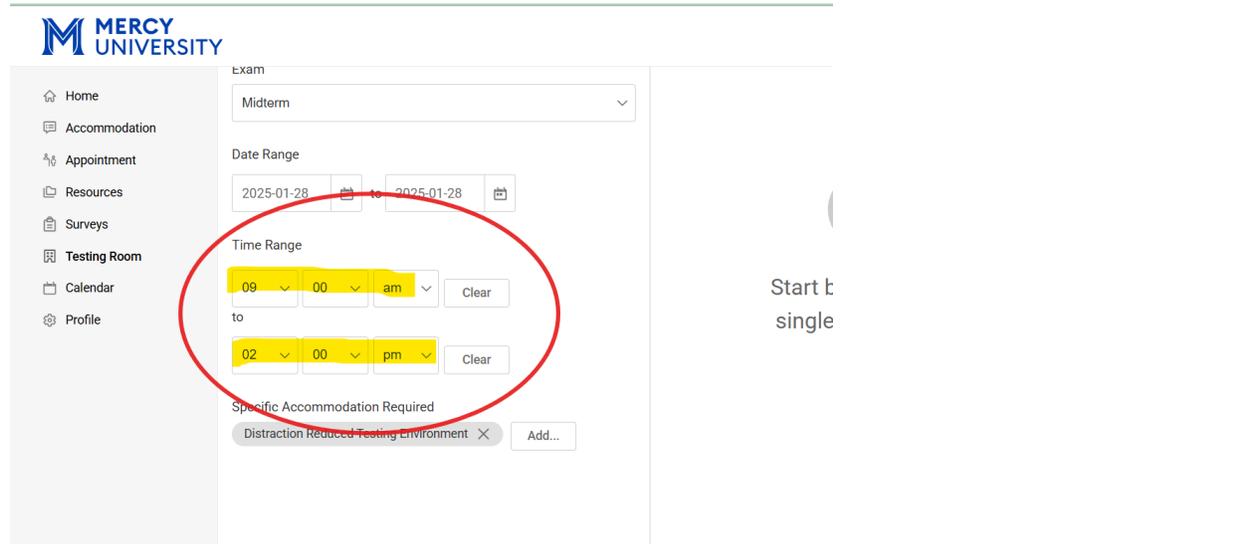
Specific Accommodation Required
Distraction Reduced Testing Environment X Add...



Start by choosing a single search filter

Select the time range. Please be sure to consider your schedule and availability.

Note: Please consult with your professor on the start time. You may not be permitted to start before the rest of the class.



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Exam
Midterm

Date Range
2025-01-28 to 2025-01-28

Time Range
09 00 am Clear
to
02 00 pm Clear

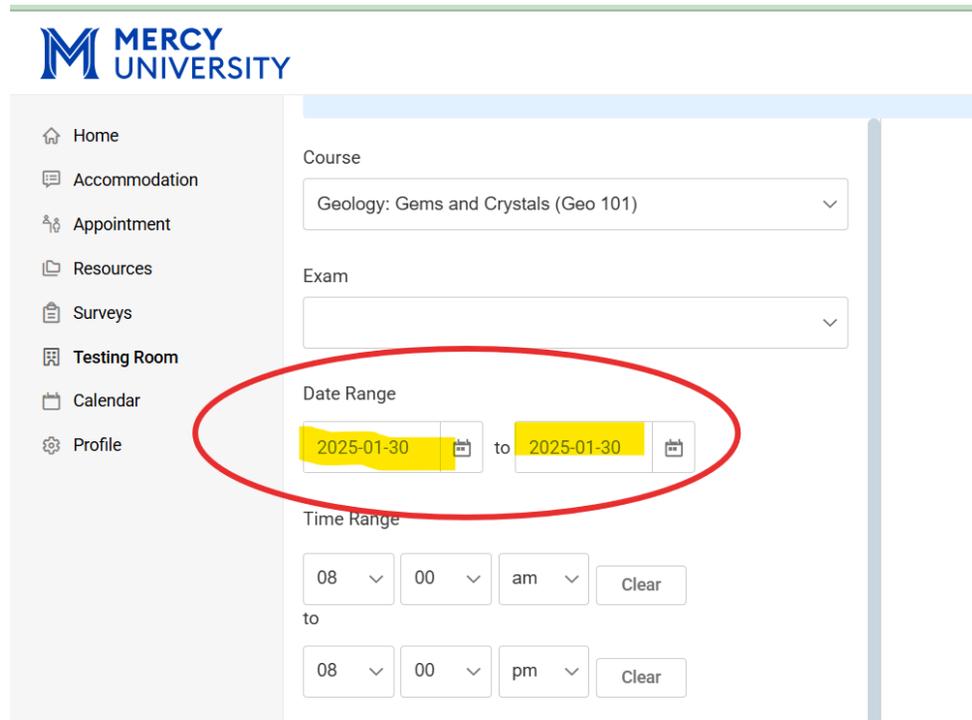
Specific Accommodation Required
Distraction Reduced Testing Environment X Add...

Start by choosing a single search filter

NO EXAM LOADED

Select the date of your exam. The date range dates should be the same.

Note: You must take your exam on the same day as the rest of your class, unless a prior arrangement has been made with your professor.



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Course
Geology: Gems and Crystals (Geo 101)

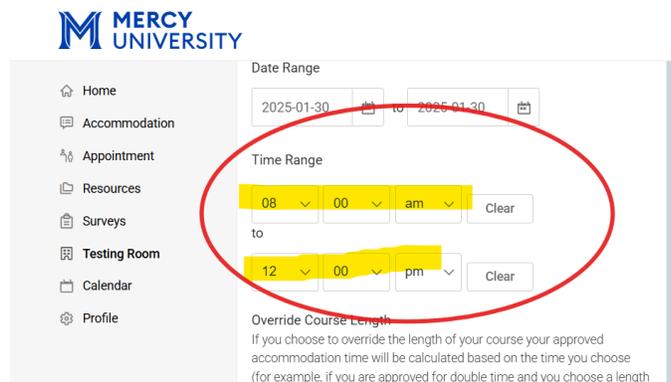
Exam

Date Range
2025-01-30 to 2025-01-30

Time Range
08 00 am Clear
to
08 00 pm Clear

Select the time range. Please be sure to consider your schedule and availability.

Note: Please consult with your professor on the start time. You may not be permitted to start before the rest of the class.



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Date Range
2025-01-30 to 2025-01-30

Time Range
08 00 am Clear
to
12 00 pm Clear

Override Course Length
If you choose to override the length of your course your approved accommodation time will be calculated based on the time you choose (for example, if you are approved for double time and you choose a length

IMPORTANT!! Click **“yes”** to **override course length**. This will tell the system to calculate your accommodated time.

Select the length of time for the exam.

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08 00 am Clear
to
12 00 pm Clear

Override Course Length
If you choose to override the length of your course your approved accommodation time will be calculated based on the time you choose (for example, if you are approved for double time and you choose a length of 10 minutes, your alternative test request will be for 20 minutes).

Yes No

Length

Building

Select the location of the exam.

Note: You must take your exam at the same location where your class meets.

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Override Course Length
If you choose to override the length of your course your approved accommodation time will be calculated based on the time you choose (for example, if you are approved for double time and you choose a length of 10 minutes, your alternative test request will be for 20 minutes).

Yes No

Length

Building

Bronx Campus
Main Hall - Westchester
Manhattan Campus

Check Availability Back To My Booked Rooms

Select "Check Availability" at the bottom of the screen.

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Override Course Length
If you choose to override the length of your course your approved accommodation time will be calculated based on the time you choose (for example, if you are approved for double time and you choose a length of 10 minutes, your alternative test request will be for 20 minutes).
 Yes No

Length
20

Building
Bronx Campus

Specific Accommodation Required
Distraction Reduced Testing Environment X Add...

Check Availability Back To My Booked Rooms

Accessibility Course Management System

Available time periods will appear on the right-side panel of the screen. Please select the time that works with your schedule.

Note: Your exam time should be during class time unless otherwise discussed with your professor.

Ex: 10:00 am

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- Please select your course
- Click YES for 'override course length'
- Select the length that your professor is providing for the class (unaccommodated time)

Course
Geology: Gems and Crystals (Geo 101)

Exam

Date Range
2025-01-30 to 2025-01-30

Time Range
08:00 am to 12:00 pm

Thursday, Jan 30, 2025

Bronx - proctored exams (6 of 6 slots available)	9:00 am
Bronx - proctored exams (6 of 6 slots available)	9:15 am
Bronx - proctored exams (6 of 6 slots available)	9:30 am
Bronx - proctored exams (6 of 6 slots available)	9:45 am
Bronx - proctored exams (6 of 6 slots available)	10:00 am
Bronx - proctored exams (6 of 6 slots available)	10:15 am

Confirm that you spoke to your professor before completing this Exam Booking by clicking “yes” and enter the name of the exam

Note: if you have not spoken with your professor, please pause on submitting the request until you have and are sure of the exam details. You can use the “Professor Section Form” (click to download) to collect the information needed OR ask your professor to load the exam.

This screenshot shows the 'Confirm Exam Booking' form. The 'Exam' field is circled in red and contains the text 'Exam 1'. Other visible fields include 'Testing Room' (Bronx - proctored exams), 'Course' (Geology: Rocks and Systems (Geo 101)), 'Testing Date' (January 30, 2025), and 'Testing Time' (10:00 am). A red circle highlights the 'Exam' field.

This screenshot shows the 'Confirm Exam Booking' form with a warning message. The text reads: 'DO NOT SCHEDULE. Before proceeding with scheduling this exam, you must discuss this with your instructor. Please ask your instructor to help you complete this reservation by filling out the Professor Section Form linked below. This will provide you all the information needed to complete this reservation.' A red circle highlights the 'Professor Section Form' link, with a red arrow pointing to it. The 'Notes' field is also visible below.

Make a note of your accommodated time, and check that you have read and understand the statement.

This screenshot shows the 'Confirm Exam Booking' form with the 'Exam Policy' section highlighted. The text reads: 'By submitting this exam form, I agree that I have discussed this exam scheduling with my instructor bla bla bla bla'. A red circle highlights the checkbox 'I have read and agree with the below statement.', which is checked. Other visible fields include 'Testing Date' (January 30, 2025), 'Testing Time' (10:00 am), 'Length' (30), and 'End Time' (10:30 am).

Scroll down and click “Submit Request”

Confirm Exam Booking ×

- 1.5x Extended Time for Tests/Quizzes
- Distraction Reduced Testing Environment

Unavailable Accommodations
Any available accommodation is allowed in this room.

Notes

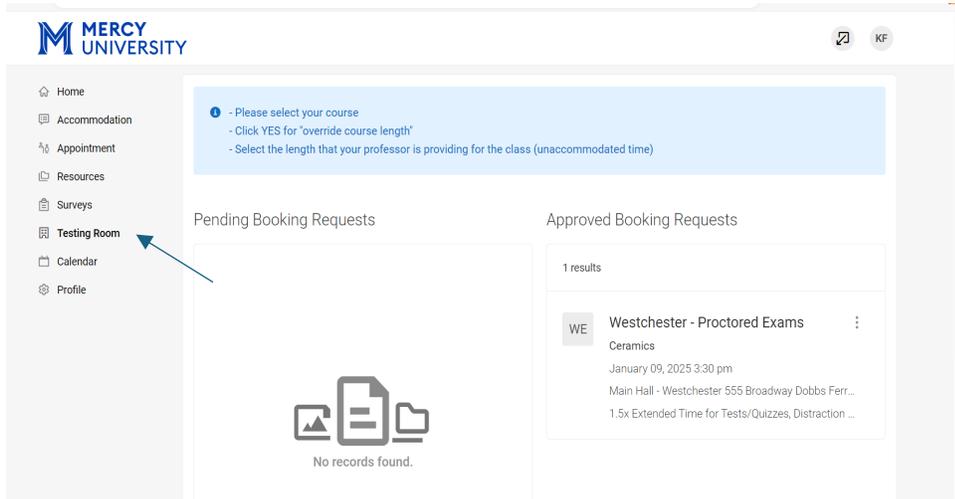


Once your booking is successfully submitted, it will appear under “Pending Booking Requests.” After approval by the Access Office, it will be moved to “Approved Booking Requests.”

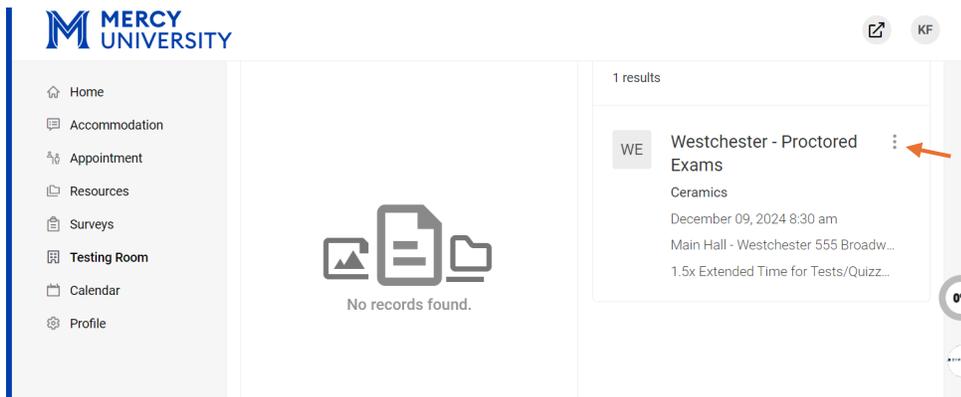
If you have not received approval within 2 days of submission, please contact the Access Office for assistance.

How to Cancel an Exam Request

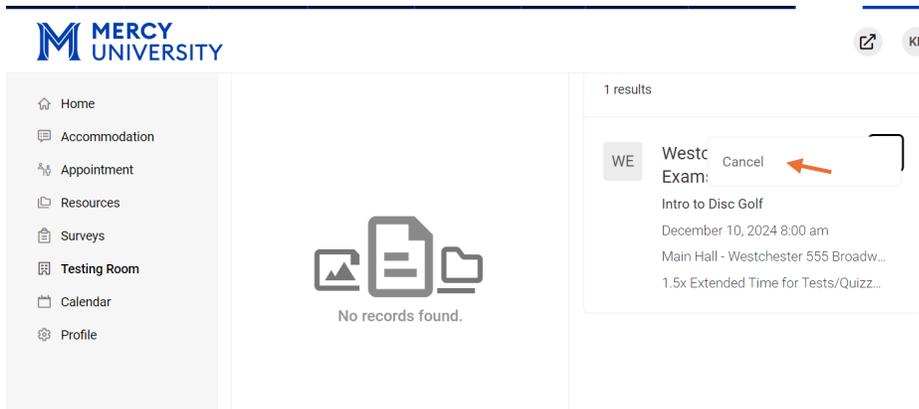
Step 1. Sign into Accommodate. Click *Testing Room* to view all Pending Booking Request:



Step 2. Select the **three** vertical dots on the exam request you plan to cancel/reschedule

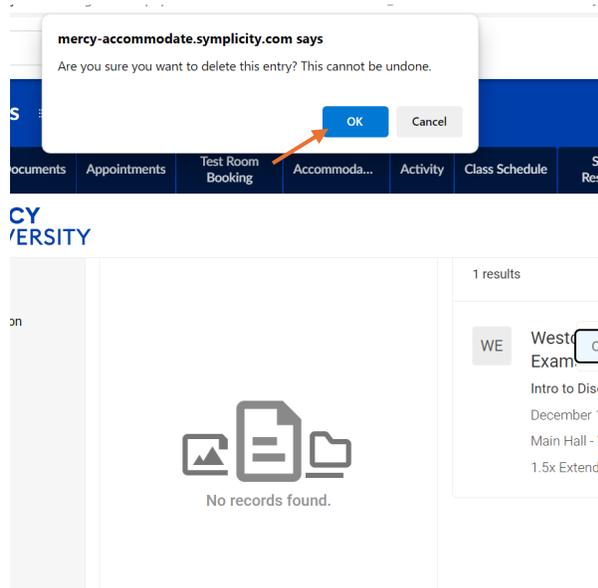


Step 3. If you plan to cancel the exam request, select **Cancel**.

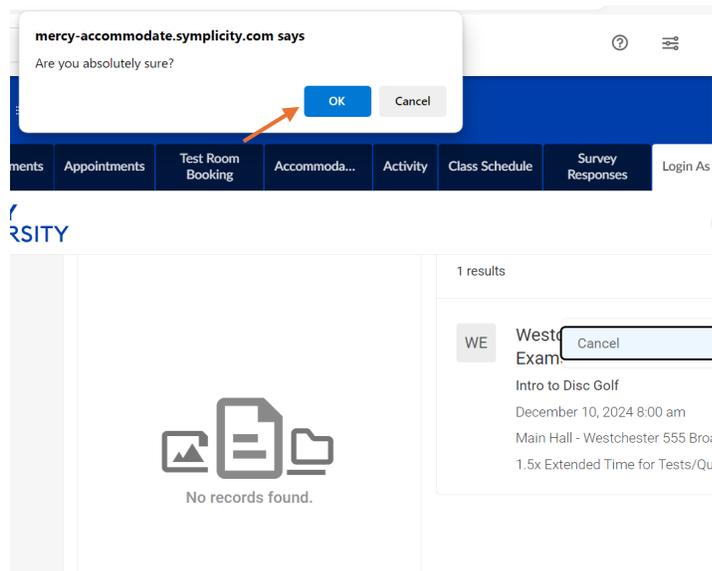


Step 4. After you select **Cancel**, you will receive a popup asking you if you are sure you want to

cancel your request.



Step 5. After selecting **OK**, you will receive a second prompt making sure you are certain you want to cancel the request.



Step 6. After selecting **OK** one more time, the exam request will be **canceled**.

Proctor Request Form

Students are no longer **required** to upload this form with their exam booking.

The "Professor Section," can be used as a tool to help ensure that you have all the information needed to submit a Test Room Booking. If you do not have all the information outlined in this form, you will not be able to submit your booking.



PROCTOR REQUEST FORM

PROFESSOR SECTION

Professor Name _____

Professor Email _____

Professor Phone _____

Course Name _____

Exam Information:

Date of Exam: _____ Time of Exam: _____

How much time will your class receive to take this exam? _____
NOT THE ACCOMMODATED TIME

Will lecture resume after class? No Yes, at _____

Students are permitted to use the following during the exam:

EXAM DELIVERY:

How will the exam be delivered?

- Emailed to accessibility@mercy.edu
- Professor will drop off exam at ACCESS office
- ExamSoft
- Blackboard
- Other: _____

How will exam be collected?

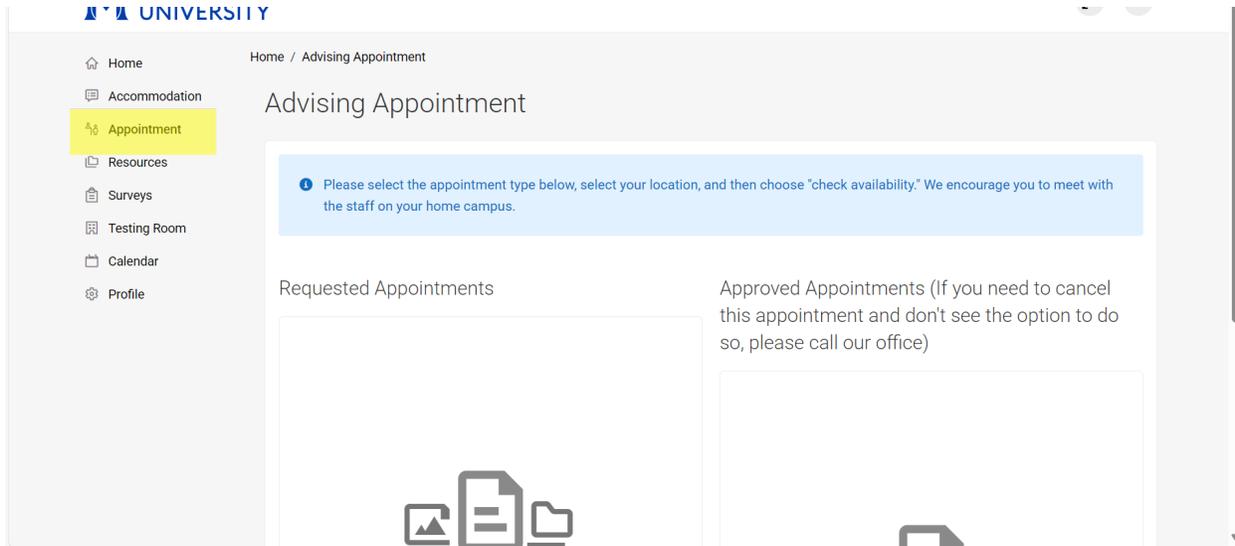
- Emailed to professor's Mercy email
- Professor will pick off exam at ACCESS office
- ExamSoft
- Blackboard
- Other: _____

Professor Signature _____ Date _____

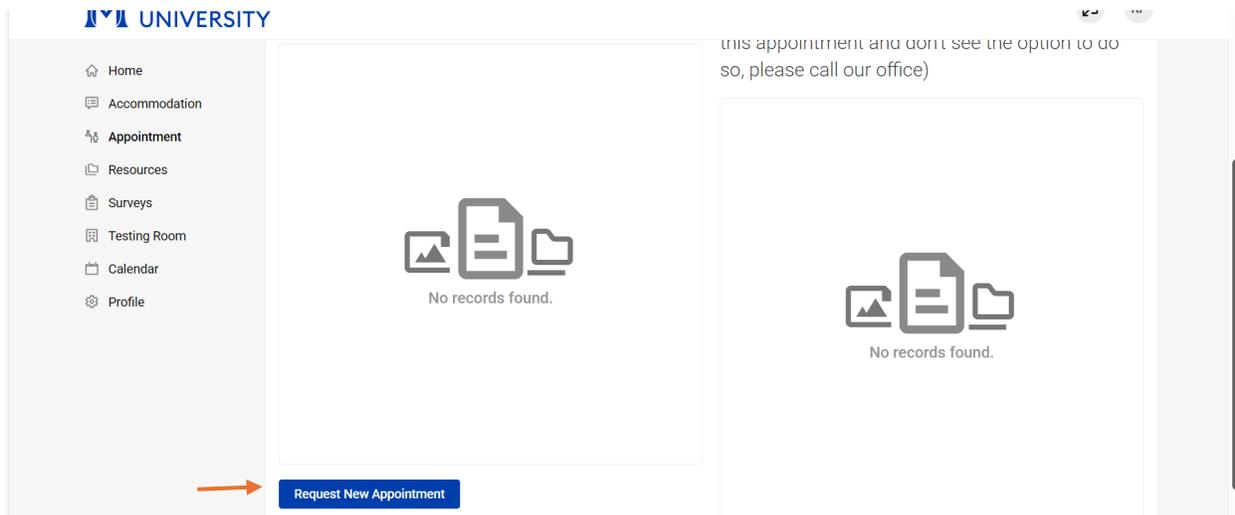
How to Book an Appointment with Access:

If you need assistance, students can schedule an appointment through Accommodate to discuss their accommodations, modify existing accommodations, or request new accommodations. To book an appointment, follow the steps below to ensure a timely meeting with our office. Our team is here to support you and provide guidance throughout the accommodation process.

Step 1: Sign in to Accommodate to Book an Appointment. Select “Appointment.”



Step 2: Select “Request New Appointment.”



Step 3: Before filling out the New Appointment form, please select the appropriate appointment type to help Access better assist you.

Note: Students can choose from the following options: Intake, Accommodation Question or Concern, Assistive Technology Pickup, or Modify Accommodations.

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Type
Choose...

Date Range
2025-01-10 to 2025-01-24

Time Range
09 00 am Clear
to
04 00 pm Clear

Location

Start by choosing a single search filter

MERCY UNIVERSITY

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Choose

- Intake Appointment (60 min)
- Accommodation Concern/Question (30 min)
- Modify Accommodations (30 min)**
- Assistive Tech Pickup (10 min)

Time Range
09 00 am Clear
to
04 00 pm Clear

Start by choosing a

Step 4: Fill out the form by choosing the best date, and time that works for your schedule. Choose campus and Accessibility counselor to best assist you. Select **“Check Availability.”**

MERCY UNIVERSITY

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Location
Bronx

Counselor(s)
 Christina Locario

Days of the Week
 Sun
 Mon
 Tue
 Wed
 Thu
 Fri
 Sat

Check Availability Back To My Appointments

Christina Locario 11:30 am
Bronx - 30 mins

Christina Locario 3:00 pm
Bronx - 30 mins

Thursday, Jan 23, 2025

Christina Locario 1:00 pm
Bronx - 30 mins

Friday, Jan 24, 2025

Christina Locario 10:00 am
Bronx - 30 mins

Step 5: Once you have selected the best date and time, choose whether you would prefer the meeting to be conducted over the phone or in person.

Note: Phone meetings are often more flexible, especially if a counselor is at another campus or working remotely at the time of your appointment

The screenshot displays the 'Confirm Appointment' interface. On the left is a navigation sidebar for Mercy University with options: Home, Accommodation, Appointment, Resources, Surveys, Testing Room, Calendar, and Profile. The main content area is titled 'Confirm Appointment' and includes:

- Appointment Method ***: A section with 'Please note:' and two bullet points: '- Christina is only available for phone appointments on the Westchester Campus.' and '- Sara is only available for phone appointments on the Bronx Campus.' Below are radio buttons for 'Phone' and 'In Person'.
- Additional Notes**: A large empty text area for providing extra information.
- Submit Request**: A prominent blue button at the bottom.

On the right, a calendar widget shows a vertical scroll bar and time slots (11:30 am, 3:00 pm, 1:00 pm, 10:00 am) for the year 2025. At the bottom right, there are links for 'Privacy Policy' and 'Terms of Use'.

Step 6: Click **Submit Request**.

Note: Once your appointment is received, you will receive an email confirmation to verify the details of your appointment.

Accommodate: QR Code:

Accommodate



Application
Accommodation Memo
Testing Request Form