How-To Book an Appointment with SAA

I. Access the SAA ClockWork Site

After Creating Your Profile and receiving an email from SAA confirming that you can book an appointment, access ClockWork by clicking the link: https://students.accessibility.mcgill.ca/ClockWork. Click Schedule an Appointment.

II. Schedule an Appointment

Clicking Schedule an Appointment will open the Appointments module.

The appointments instructions overview will appear. This overview explains the different types of appointments available, and what they’re used for. When you have reviewed the types of appointment and know what type you need, click Schedule an Appointment.

The Appointment Availability will appear. Available Appointments show as blue boxes. The following tools can help you find a suitable appointment:

1. Type: Use the Dropdown Menu to select what Type of appointment you want – for example, an Advising New Registration – In Person appointment.
2. With Whom: Use the Dropdown Menu to select with whom you would like to meet (i.e. a specific Support Specialist)
3. Date: Use the Calendar to select the Date on which you would like to meet.
4. Select: When you’ve found a suitable appointment, Click the box to continue.
III. Confirm Your Booking

The Confirm Your Booking screen will appear. Review the date, time, and staff member with whom you are meeting to make sure they’re correct.

Next, you will need to complete the Appointment Pre-Booking Form. This form allows the Advisor to be fully prepared for your appointment.

To complete the Appointment Pre-Booking Form, simply respond to the questions on the screen. The questions will be different depending on the type of appointment you have booked.

You will also be asked if you require any accommodations in order to attend your appointment, and if you will be accompanied by a service animal. These questions allow SAA staff to be fully prepared to support you when you attend your booking.

If you ever have any questions while completing the form, you can reach out to access.achieve@mcgill.ca for assistance.

When you have completed the form, click the Confirm this booking button.

A confirmation message will appear.

Once the appointment has been booked, you can view your booked appointments at any time by clicking on the Calendar button.

The Calendar will show all your upcoming events, including booked appointments, tests and exams.

If you ever need to Cancel an appointment, click the Cancel button next to the appointment in your event list.