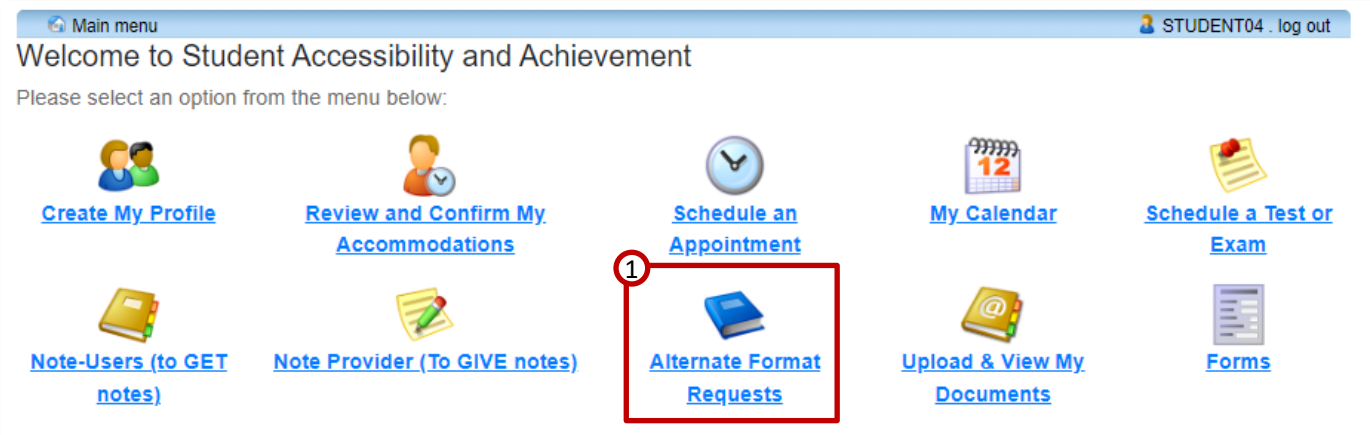


How-To Request Alternate Format

I. Access the SAA ClockWork Site

The first step to requesting an Alternate Format of your course materials is to access the ClockWork site from an internet browser. Click the following link: <https://students.accessibility.mcgill.ca/ClockWork>. Keep in mind that you will need to have access to Alternate Format (i.e. Braille, Large Print, Digital) as a part of your academic accommodation plan.



Next, access the **Alternate Format Requests Module**. This Module allows you to request alternate format materials and access them once provided. Click the **Alternate Format Requests** button.

II. Create New Request

The Alternate Format module will open.



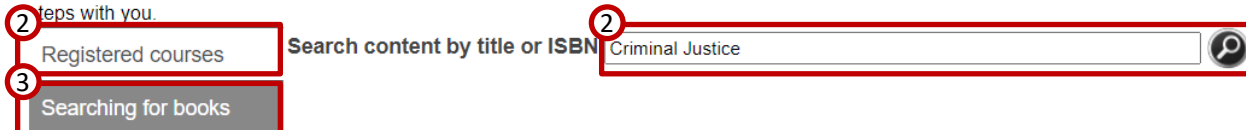
Request by Searching

Request by Searching

Start searching by content title or ISBN. Once you have found the material you are looking for, click the black plus sign (+) to add to your request. You can add more than one piece of material to your request before submitting.

If you do not see your materials in the search results, please submit an Alternate Format Request form on our [Forms module](#).

For any questions about the Alternate Format Request form, please [contact our Imaging and Computer Coordinator](#) and we will be more than happy to review the steps with you.



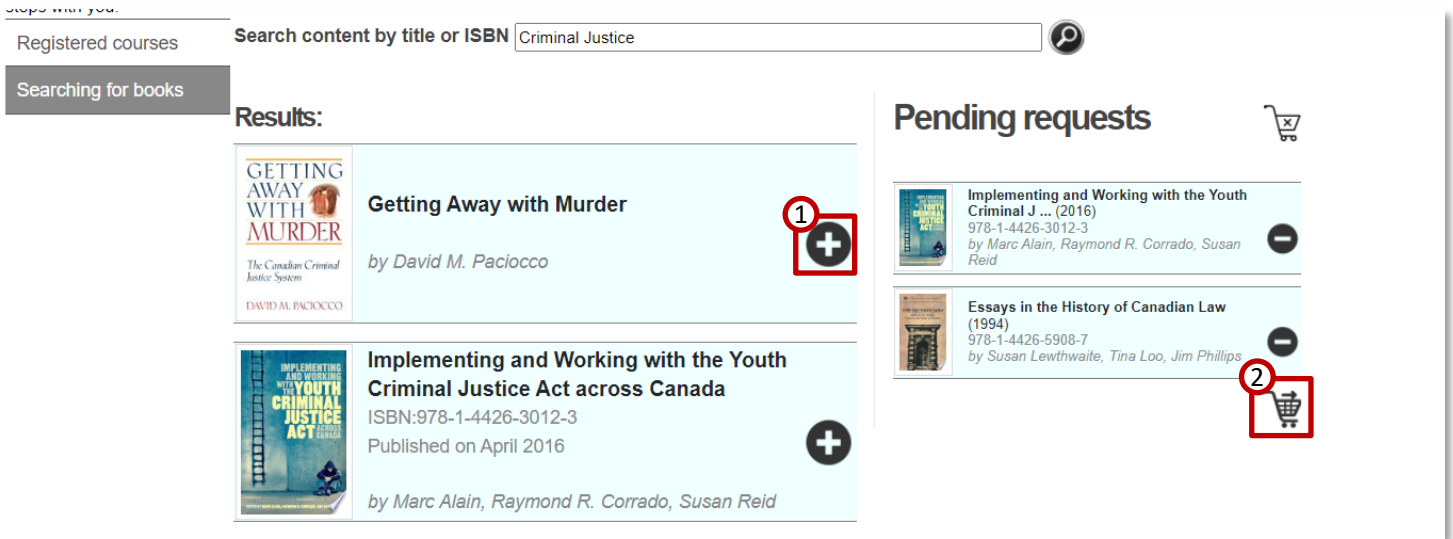
1. **New Request:** Click **New request**
2. **Registered Courses:** Any alternate format material already available in the SAA database for courses in which you are registered will be available under **Registered courses**.
3. **Searching for books:** If you require materials not already available, click **Searching for books**.
4. **Search:** Type the **Title** or **ISBN** of the book you want to request and press **search**.

If you are unable to find the material you need either in our database or using the "Searching for books" feature, you can complete your request by completed the **Request for Alternate Format Material Not Available in Database form**, available in the online **Forms module**.

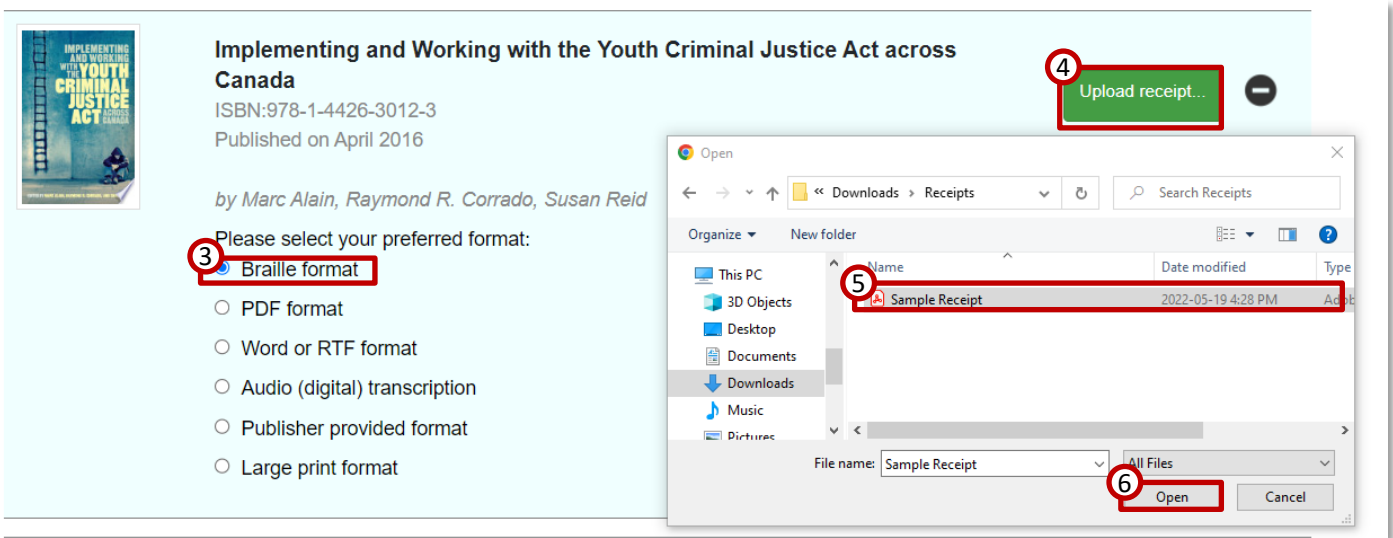
How-To Request Alternate Format

III. Add Books to Request

The list of results will appear. You can now add books to your request.



- 1. Add:** To add a book to your request, click the **Add (+)** icon next to that title.
- 2. Check Out:** When you have finished adding the books you'd like to request, click the **checkout** button.



- 3. Format:** Select the **format** you wish to request by clicking the Check Box. Note that only formats identified on your accommodation plan will be displayed.
- 4. Upload Receipt:** Click the **Upload Receipt** button to upload a receipt proving you purchased this book.
- 5. Select:** Select the appropriate receipt from your computer.
- 6. Open:** Click the **Open** button to attach this receipt.
- 7. Check-Out:** Click the **Check-Out** button.

A confirmation message will appear. Your request has now been made. You can track the progress of your requests in the **My Requests** section, and you will receive an email when the file is ready for download/pick-up.