Symplicity-Accommodate Accommodation And Exam Requests Student Guide 2024-2025

Office of Accessibility Services

Created By: Jonathan Zou
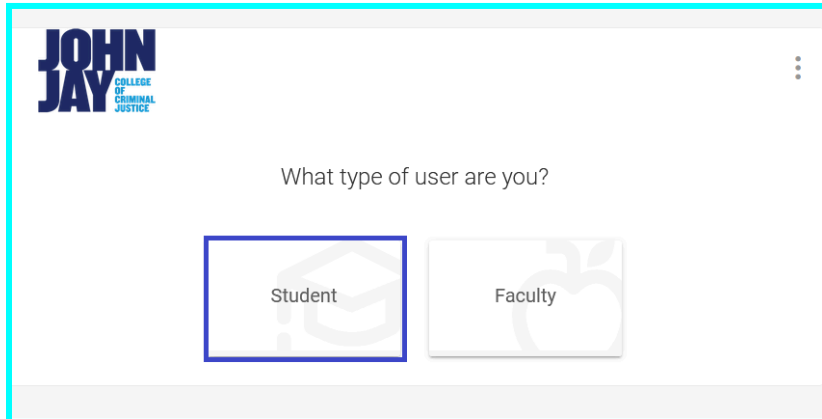**Assistive Technology Coordinator**

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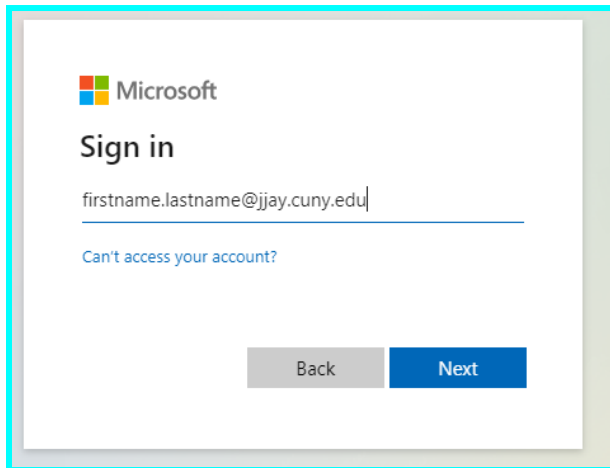
How to Log into Your Accommodate Account

1. Log in to *Accommodate* through the link below:
     https://jjay-cuny-accommodate.symplicity.com/
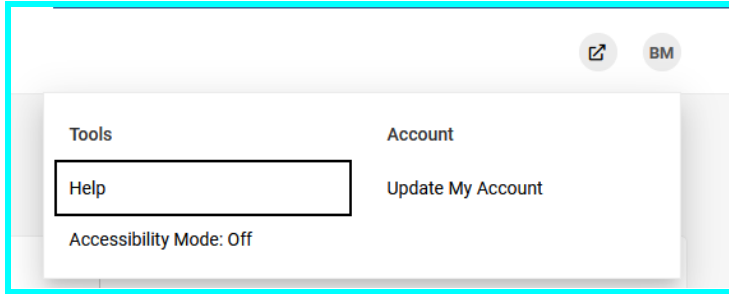
2. Choose *Student* as the type of user

3. Log in using your John Jay Email *username@jjay.cuny.edu* and Password

How to Access Accessibility Mode

1.Select your initials in the top right corner and a menu should show up. Select *Accessibility Mode: Off* and it should turn on

How to Register for Accommodate

1. In order to register for our services please use the following link:
https://jjay-cuny-accommodate.symplicity.com/public_accommodation/
or you can head to our Accessibility Services Website and access symplicity through there
https://www.jjay.cuny.edu/student-life/wellness-center/accessibility-services

2. Fill out the accommodation request form

3.If you are receiving sponsorship, fill out the section shown below on the form. If you do not receive sponsorship, you can skip this section on the form.

Agency Sponsorship
Check all that apply

☐ ACCES-VR

☐ CBVH

☐ SEEK

☐ VA

☐ Other

Please provide ACCES-VR, CBVH, SEEK, VA or OTHER counselor name & contact information

[   ]

Are you a CUNY Leads student?

○ Yes   ○ No

4.To inform us about the accommodations you need specifically, please fill out this section of the form shown below

Specific Accommodation Information

My diagnosed disability falls into the following category *

[select]   ∨ | Clear

Please Specify

[   ]

I have difficulty
Check all that apply

[select]   ∨ | Clear

5. Upload your medical documentation and your John Jay ID.

Upload supporting document(s)
Forms to Upload - Checklist

1] **Medical Documentation** - Please upload either an 504 Plan, IEP or Medical Provider form. Please make sure the file type is appropriate (either ending in PDF or docx for MS Word and jpg for a picture)

2] **John Jay Photo ID** - Please provide a copy of your John Jay ID and make sure to save as PNG or JPG (Note: Apple file type is HEIC and we do not use that file type)

Add Item

If you do not have access to your John Jay ID yet, you may upload your federal or state ID as a temporary replacement until you have received your John Jay ID. Once you are in receipt of your John Jay ID, please submit a photo of it to our office (see *How to Submit Additional Documentation*).
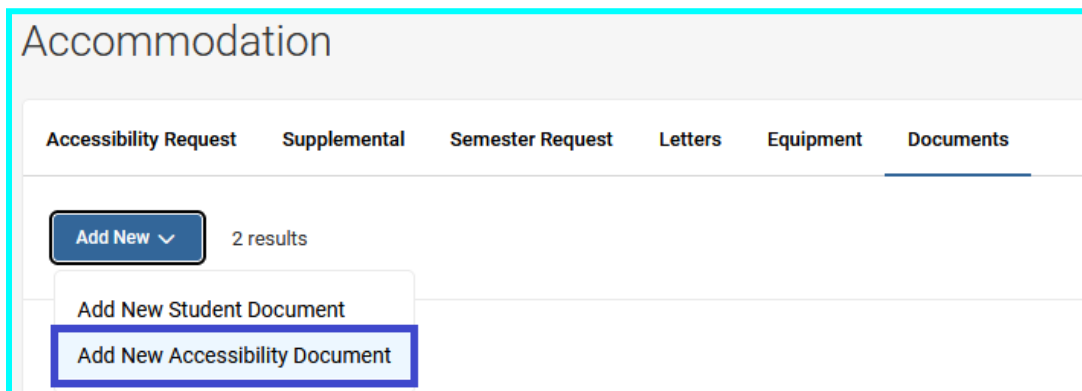
6.Once you are done, press submit and once our office has finished processing your documents, you will receive an email from symplicity accommodate.
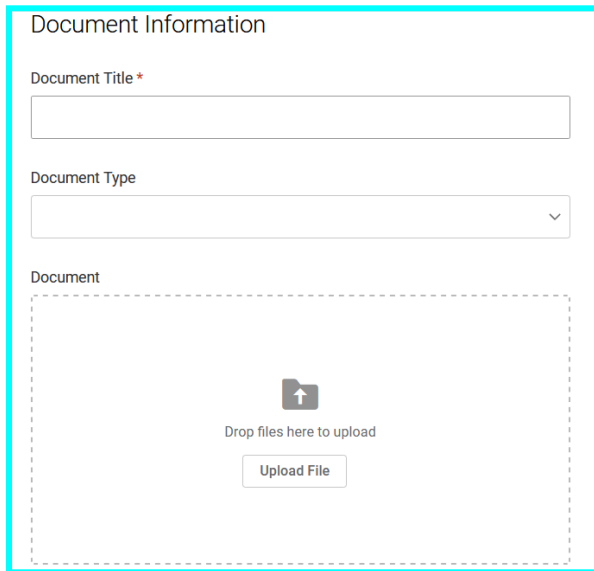
How to Submit Additional Documentation

1. Select *Documents* under the *Accommodation* menu on the left-hand side of your screen
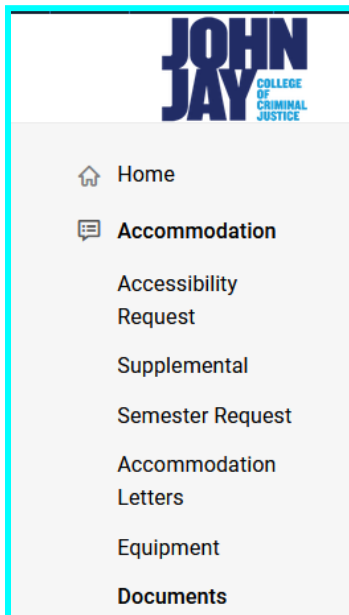
2.Under the *Add New* button, select *Add New Accessibility Document*

3.Select the appropriate document type and upload the file

Document Information

Document Title *

Document Type

Document

Drop files here to upload

Upload File

4.Once you are done, click submit

How to Submit a Semester Request

1. Click on *Accommodation* on the left-hand side menu

Home

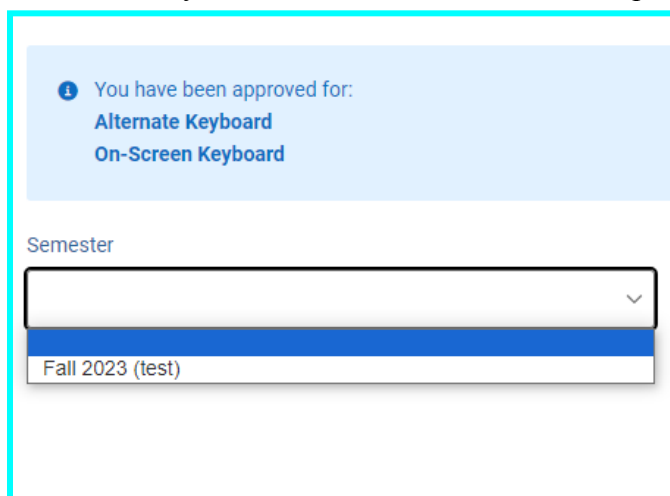Accommodation

Accessibility
Request

Supplemental

Semester Request

Accommodation
Letters

Equipment

Documents

Appointment

Documents
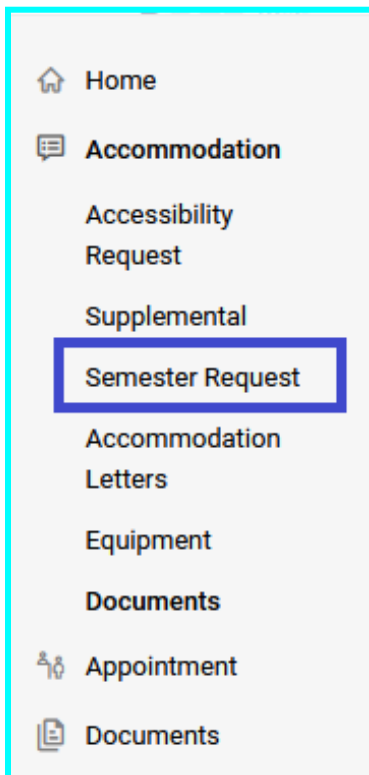
2. Select *Semester Request*

3.On this screen, you can view past semester requests and submit new semester requests by clicking *Add New*.
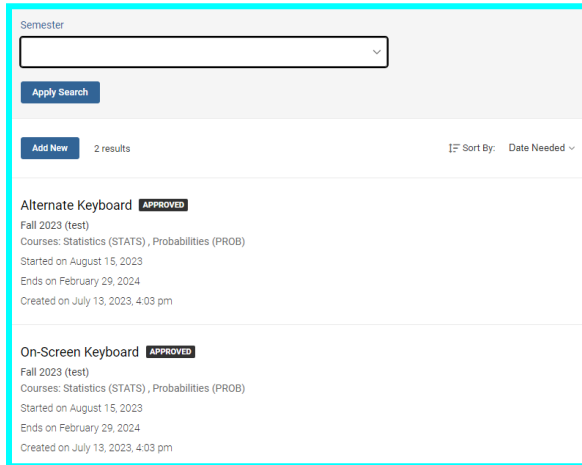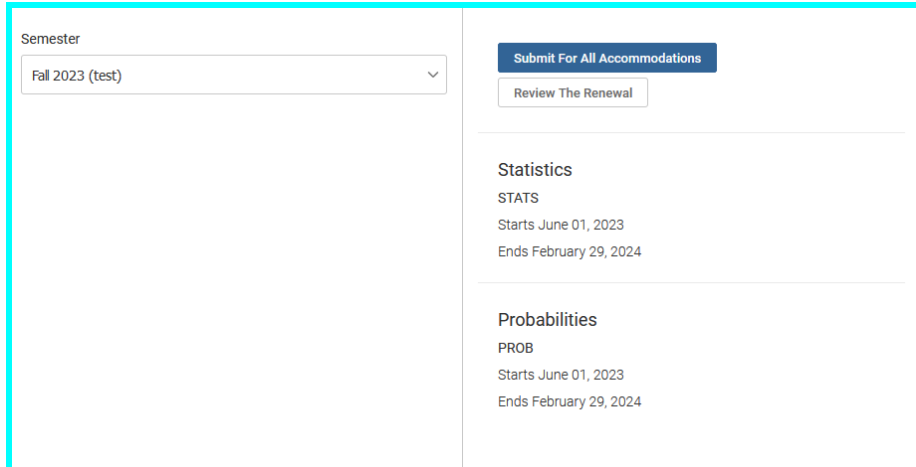
4.You will see the accommodations you are approved for and by clicking on *Semester* you will see semesters you are enrolled in which includes previous semesters.

5. Select the semester you want to request accommodations for

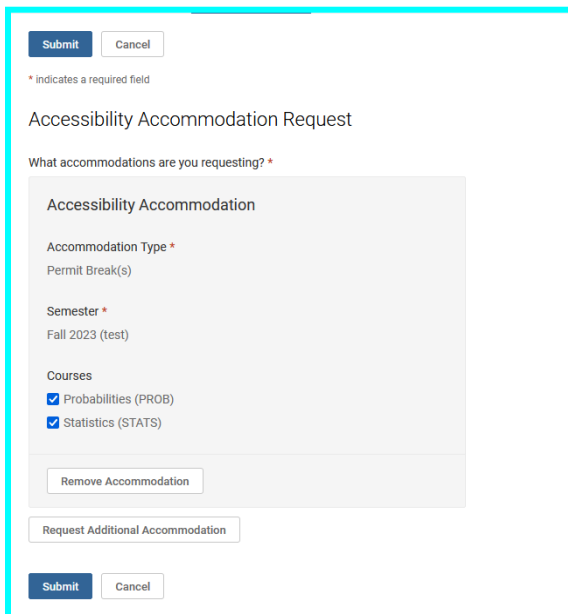6.Once you have selected a semester, you should see the following on your screen

Select **Submit For All Accommodations** to request that all your accommodations are to be applied to every course you are enrolled in for that semester.

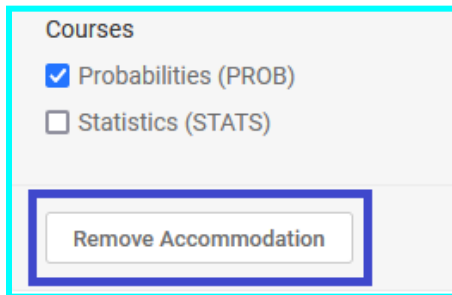7. If you select **Review The Renewal**, you will be brought to the following screen:

Here you can select which of your accommodations you would like and which courses those accommodation would be applied to.

If you do not want a certain accommodation, select the ***Remove Accommodation*** button to remove that accommodation from your semester request.
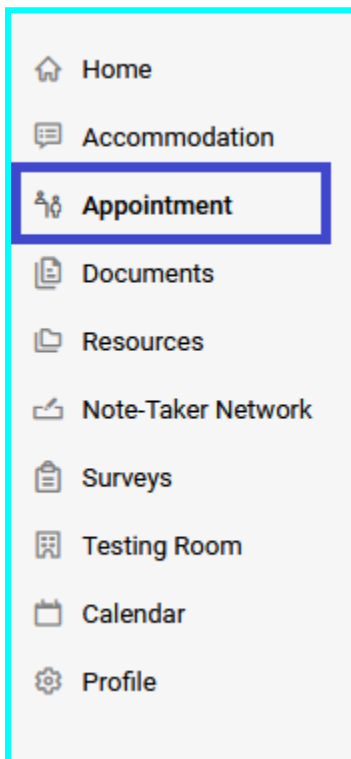
Courses
- ☑ Probabilities (PROB)
- ☐ Statistics (STATS)

Remove Accommodation

Once you are done, select ***Submit*** to send us your semester request with the changes you made.

How to Schedule an Intake Appointment

1.Select ***Appointment*** on the left-hand side menu

- ⌂ Home
- 🖅 Accommodation
- 👥 Appointment
- 🖹 Documents
- 🗁 Resources
- 📤 Note-Taker Network
- 📋 Surveys
- 🏢 Testing Room
- 📅 Calendar
- ⚙ Profile

2.On the *Appointment* screen, you will see the appointments you requested and the appointments that are approved. Select *Request New Appointment* to request an appointment.
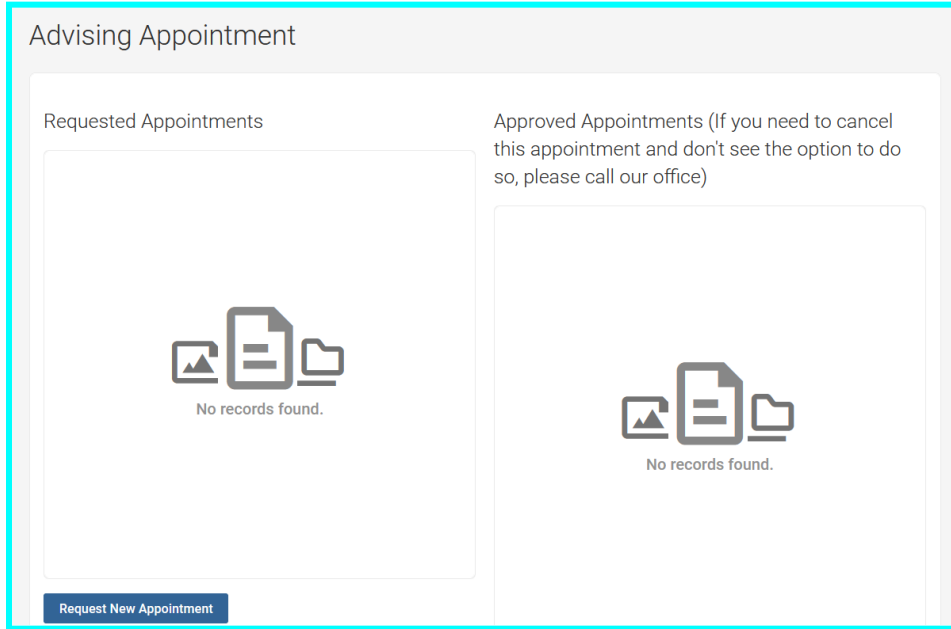
3.Choose what the appointment is for
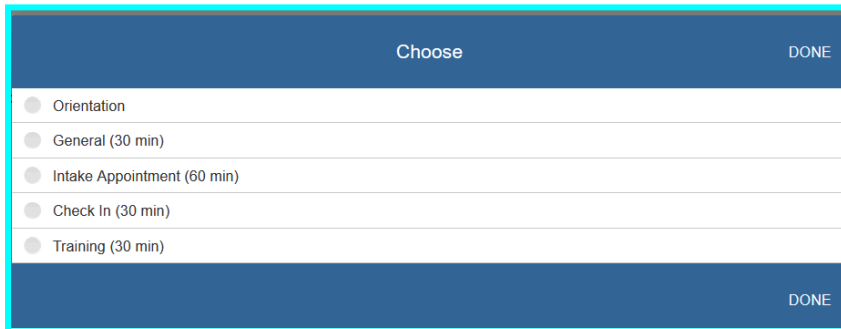
4.Select the date/time range you would like to have your appointment and whether you would like it to be in-person or online
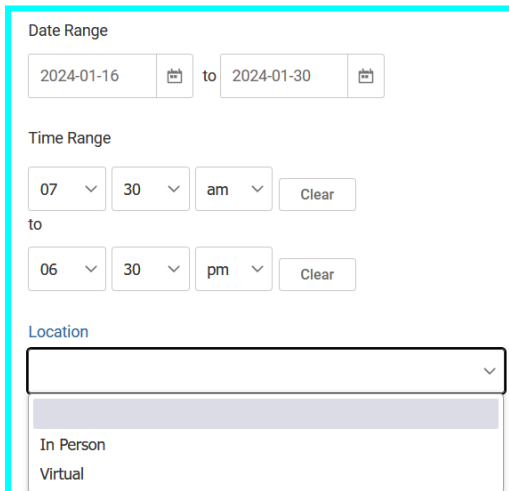
5.**If you would like to have a meeting with a specific specialist**, you may select that specialist through the section below. You may also select a specific day of the week if you want. This is optional. Then click *Check Availability* to view the times and day the specialist is available.

6. On the list at the right-hand side, select the date and time you desire by <u>clicking on the name of the specialist</u>.
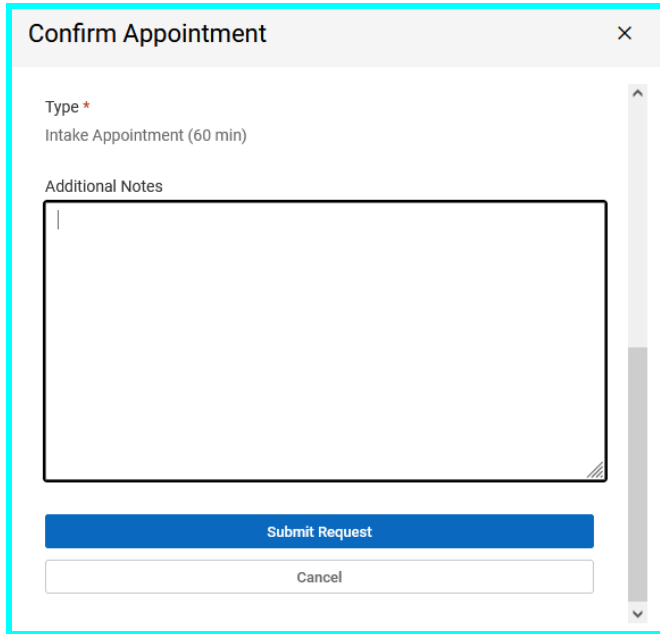

7.Review the appointment information and if you have any additional notes you want the specialist to be aware of, you may type it into the textbox provided. Once you are done reviewing, select *Submit Request*. You will receive an email when your request is approved or denied.
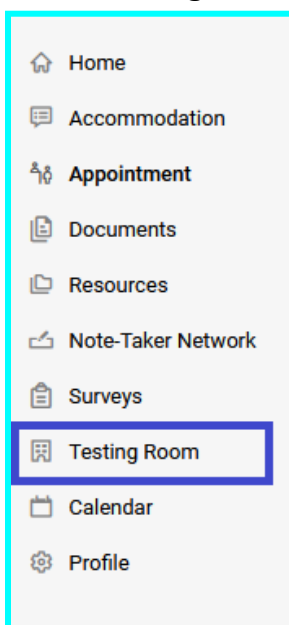
Confirm Appointment   ✕

Type *
Intake Appointment (60 min)

Additional Notes

[   ]

Submit Request

Cancel

How to Schedule an Exam Booking Request

IMPORTANT: You Must Submit a Semester Request to Receive Your Accommodations for That Semester (*See How to Submit a Semester Request)*

1.Select ***Testing Room*** on the menu at the left-hand side of the screen

⌂ Home

💬 Accommodation

👥 **Appointment**

📄 Documents

📁 Resources

✍ Note-Taker Network

📋 Surveys

▦ Testing Room

📅 Calendar

⚙ Profile

2.Here you will see your pending booking requests and your approved booking requests. Select *New Booking Request* under *Pending Booking Request* to send a booking request.

3.Select the course the exam is for and date/time range you will be taking your exam

4.Select *New Building* under *Building* and *Testing Lab* under *Room(s)*. Then select the day of the week you would like to take the exam on. Once done, click on *Check Availability* at the bottom.

5.On the right hand side, you will see availability for that day of the week within the date/time range you selected. Click on the date and time you would like to take your exam.

6.Fill out the form that shows up with your exam information and what type of exam it is

7.Select the accommodations you are requesting for this exam and any additional information you believe we should be aware of. Once you are done, select *Submit Request*.


8.You should now see the exam request you have just submitted under *Pending Booking Requests*. You will receive a notification once this exam request is approved by your Professor.

How to Cancel/Reschedule an Exam Request

1.Head to the *Testing Room* view(see step #1 under *How to Schedule an Exam Booking Request*).
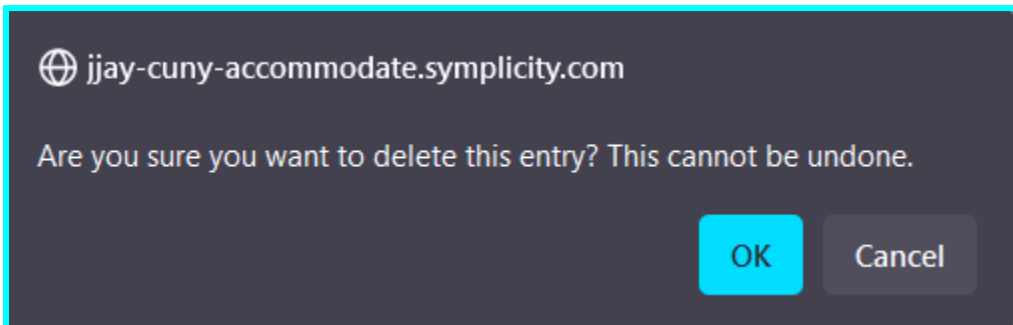
2.Select the three vertical dots on the exam request you plan to cancel/reschedule
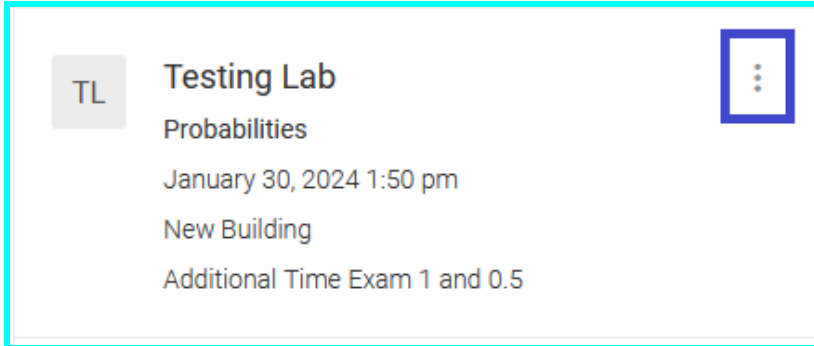
3.If you plan to reschedule the exam, select *Reschedule* and follow steps #3-7 under *How to Schedule an Exam Booking Request*. If you plan to cancel the exam request, select *Cancel*.
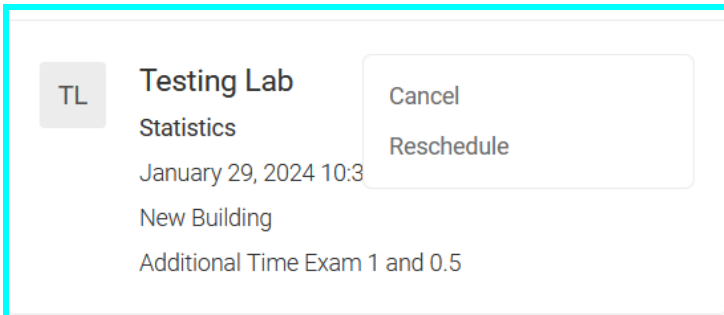
4.After you select *Cancel*, you will receive a popup asking you if you are sure you want to cancel your request.

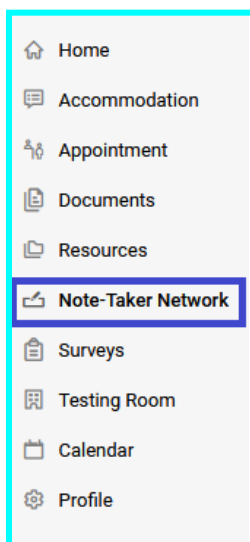5.After selecting *OK*, you will receive a second prompt making sure you are certain you want to cancel the request.
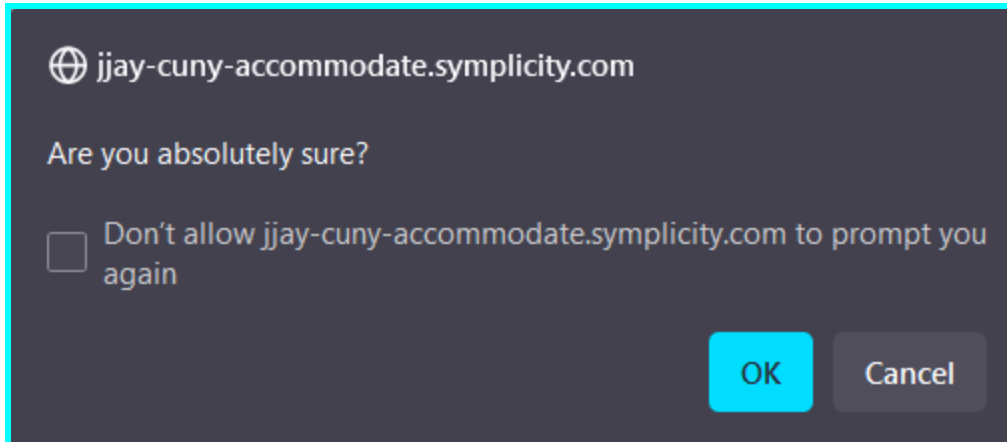
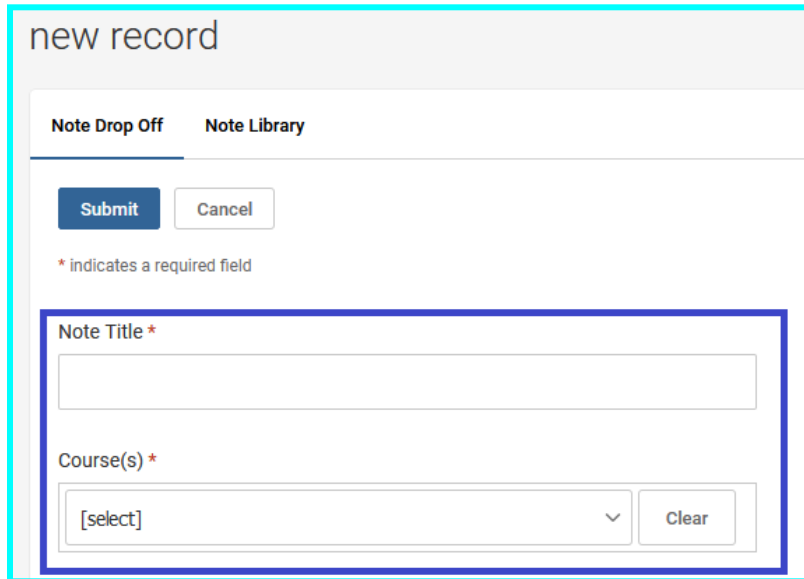6.After selecting *OK* one more time, the exam request will be canceled.

How to do Note Taking on Accommodate

Instructions For Note Takers:

1.Log into symplicity accommodate

2.Select *Note-Taker Network* on the left-hand side menu

3.Here you will put the name and select which course the notes are from

4.If you have any additional information not on the notes or a specific description about the note you believe should be known, please type it into the description box.

5.Upload the notes and input the date the notes are taken

6. Click submit and it will send an email to the student you are note taking for. **If you want to view any of the notes you have submitted**, select the *Note Library* tab to see them.
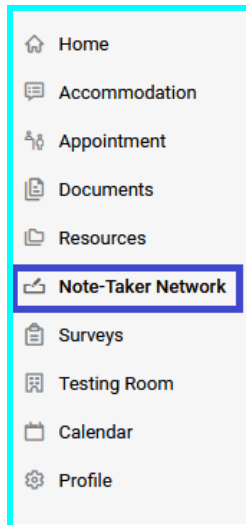

Click on the name of the document to download the file to your computer if needed.

Instructions For Accommodated Students

IMPORTANT: You Must Submit a Semester Request to Receive Your Accommodations for That Semester (*See How to Submit a Semester Request*)

1.Log into symplicity accommodate

2.Select *Note-Taker Network* on the left-hand side menu

3.On your screen you should be able to see the name of each note that has been submitted and what course they are for.
You can download the notes by clicking on the name of the file.