



Accommodate

Student User Guide

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IMPORTANT: You **MUST** submit a Semester Request **EVERY** Semester to receive your accommodations for the semester (See Semester Request).

Introduction

The City University of New York (CUNY) has implemented its new student disability management system, [CUNY Accommodate](#). This innovative platform is part of CUNY's ongoing commitment to fostering an inclusive, accessible and supportive environment for all students as outlined in the first goal of the University's strategic plan, "Be a national leader in providing access to higher education for diverse populations of students."

CUNY Accommodate streamlines the management of requests for accommodations and services that Disability Services Offices (DSOs) provide on every campus. Accommodate simplifies this process for students with disabilities who are new to the University and students transferring from one CUNY campus to another. CUNY Accommodate gives them an accessible, mobile-friendly platform to easily initiate the accommodation request process, schedule appointments with campus DSOs and access resources across CUNY. Faculty will use Accommodate to efficiently manage their students' accommodations in collaboration with the DSOs, all in one space.

Getting Started

To get started with the CUNY Accommodate process:

1. Register with your campus DSO - If you have not registered with DSO, get started by completing the [Student Accommodation Request](#) form.
2. Explore Accommodate - Explore the Accommodate tutorials on the CUNY website or contact DSO directly.

Accommodate Request Form – First Time Request for Services

To register with your campus Disability Services Office (DSO), students need to complete the [Student Accommodation Request](#) form. You will be asked to provide the following information:

- General information (i.e., Name, CUNYfirst EMPL ID, and Email)
- Disability
- Accommodation(s) that you are requesting

The information provided by you will create an accommodation record within Accommodate.

Accommodate Request Form Registration

After clicking the link, carefully enter your personal information.

All fields with an asterisk are required to submit the form.

Provide a response to the following statement/question:

- I had academic accommodations in HS or College
- What is your disability?

CUNY Accommodate

Confidential Accommodation Request

* indicates a required field

First Name *

Last Name *

Middle Name

CUNYfirst EMPL ID number *

Student CUNY email *

10 Digit Phone Number

What is your home campus? *

I had academic accommodations in HS or College
 Yes No

What is your disability?

Next, enter the requested information regarding the accommodation. Supporting documentation may be uploaded at this time. Click the **Add Item** button and follow the prompts to upload documents. Once the form is completed, review all entries for correctness and click the **Submit** button.

Your request will be forwarded to the selected home campus Disability Services Office (DSO). You will receive an automated email response. Please check that email from your Disability Services Office for next steps.

CUNY Accommodate

If you would like to share, please select any you are affiliated with:

- Vocational Rehabilitation Services
- CBVH (Commission for the Blind and Visually Handicapped)
- SSDI
- VR&E (Veterans Readiness & Employment)

What reasonable academic accommodation(s) are you requesting?

Upload supporting document(s)
Upload document(s) that you believe may support your request for reasonable accommodations, such as: a record of receiving accommodations in the past, or documentation from your current provider (Licensed Counselor, LCSW, Psychologist, or Doctor).

Add Item

Is there anything you would like us to know before our initial meeting?

Voter Registration

Student Disability Services is a National Voter Registration Act Voter Registration Site. We are required to ask this question:

If you are NOT registered to vote where you live now, would you like information to register to vote?

NOTE: Your response has NO effect on your accommodation request.

This ongoing interactive process to determine reasonable accommodations will consider your narrative as well as appropriate and relevant documentation of your disability. After submitting this request, you will receive a message in your CUNY email from Disability Services. Please follow the instructions in that message to schedule an initial meeting.

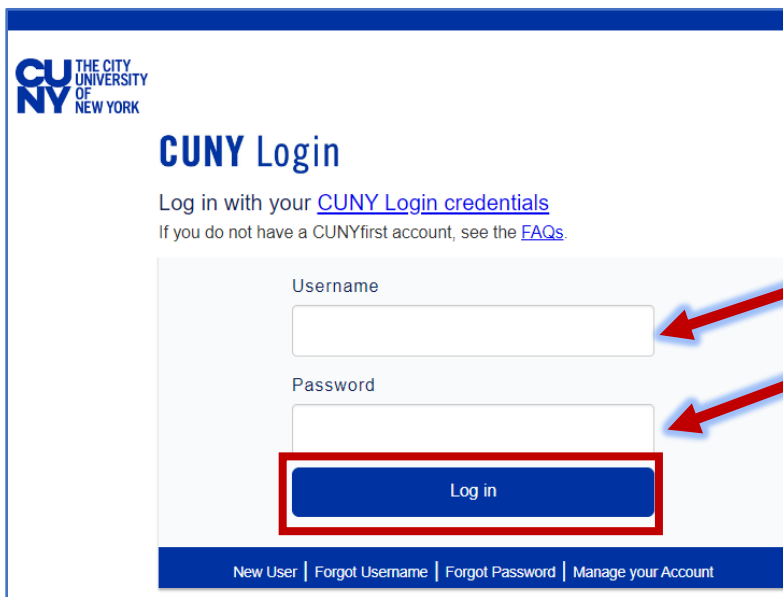
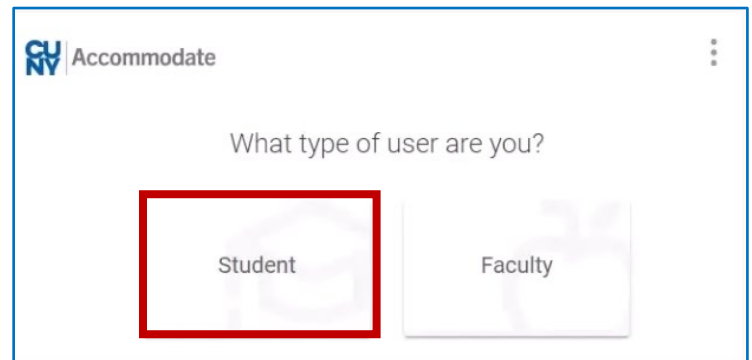
Submit

Login to CUNY Accommodate

After registering with your campus Disability Services Office (DSO), use your CUNY Single Sign On (SSO) credentials to login to the CUNY Accommodate system. These credentials (Username: Firstname.Lastname##@login.cuny.edu) are the same login you use to access CUNYfirst and Blackboard/Brightspace.

Accommodate Login

1. Click on the **Accommodate Login** link.
2. Select **Student** to identify the user type.
3. Enter your CUNY username and password.
4. Click on the **Login** button.



Accommodate Homepage

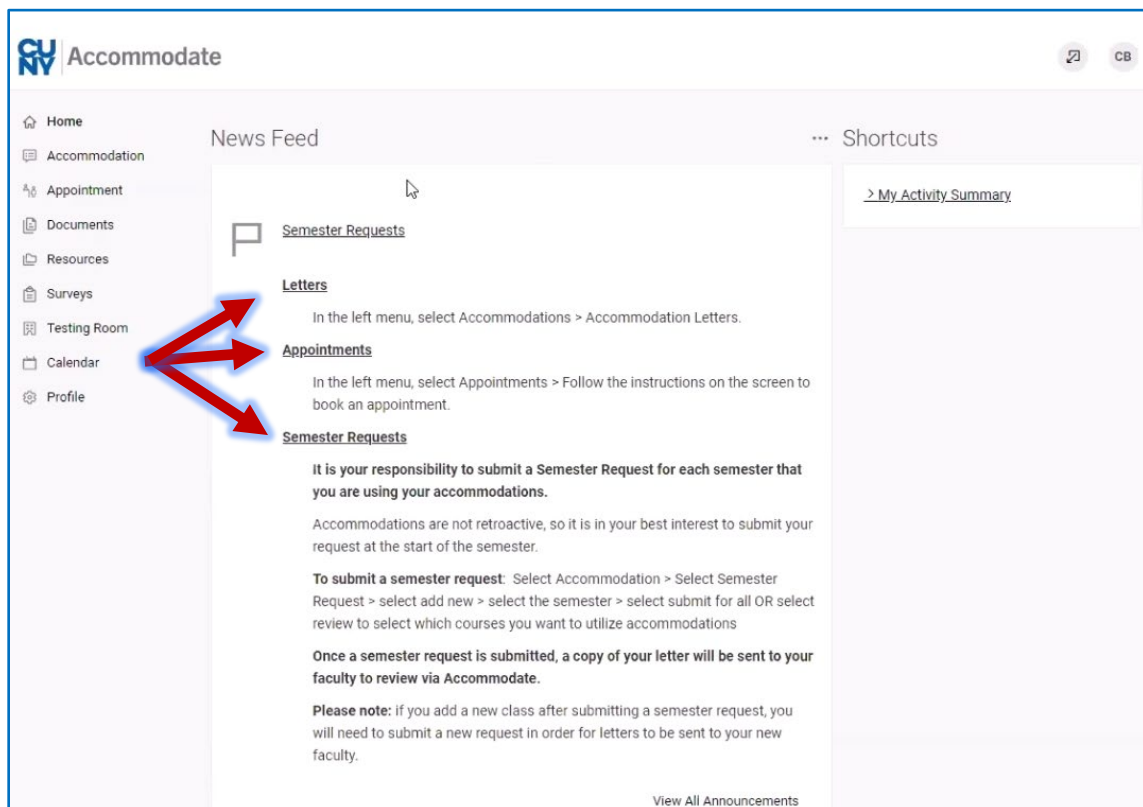
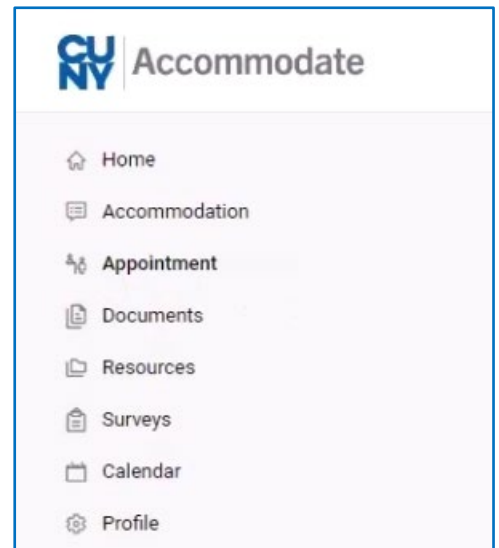
Once logged in through your student portal, the **Accommodate Homepage** displays.

Accommodate provides a dashboard of information: your classes, your accommodations and more. It also allows you to make semester accommodation letter requests.

The left side navigation bar contains the following options for processing and reviewing your accommodations:

- Accommodation
 - Semester Request – Create a semester request for accommodations
 - Accommodation Letters – Accommodation letters for current and past courses
- Appointment – Manage and review appointments
- Documents- Documents associated with your name

Additionally, the **News Feed** section contains hyperlinks that provide single click navigation to review letters, appointments, and semester requests.

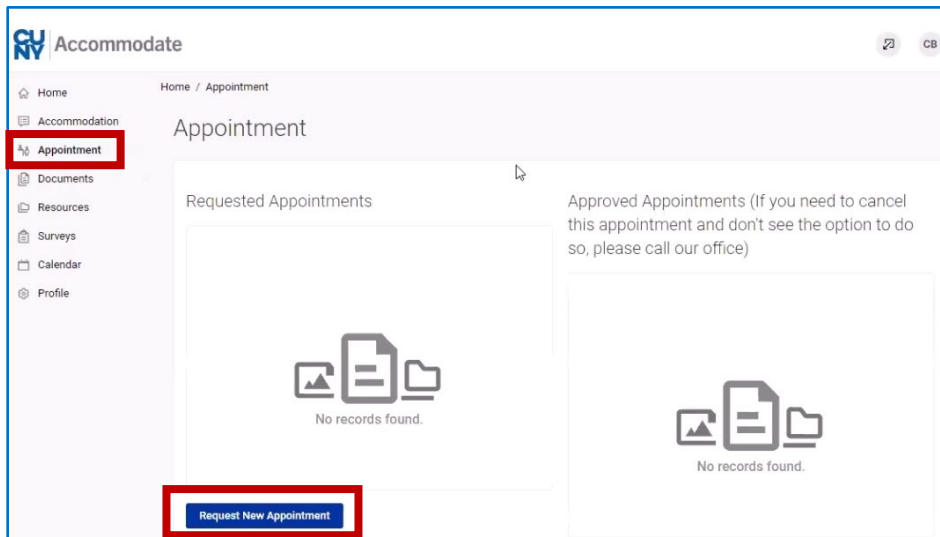


Schedule an Appointment

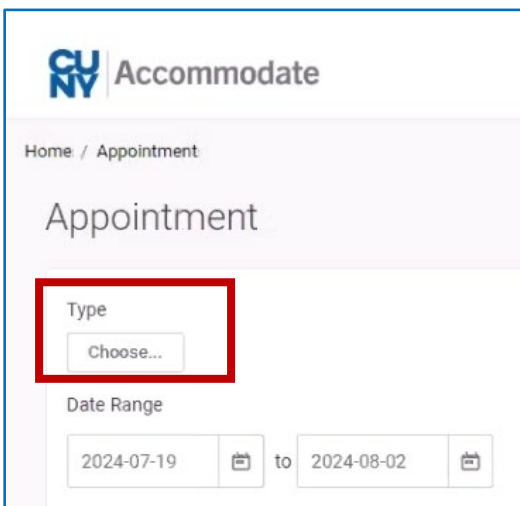
After registering, sign in to Accommodate to schedule an appointment with the DSO. DSO staff have their availability schedules on Accommodate so you can schedule your appointment at a time that works well for your schedule.

Schedule Appointments

1. Select **Appointment** on the left-hand side menu.
2. On the Appointment window, the appointments you requested and the appointments that are approved are displayed. Select **Request New Appointment**.



3. Click the **Choose** button to select the reason for the appointment. A pop-up window displays for selecting your reason. Click the **Done** button after selecting.



4. Click the **Check Availability** button to review all upcoming appointments.
You may filter the appointments by entering details that match your availability. This is an optional step.
 - Enter a specific staff member or select a specific day of the week. Then click **Check Availability** to view the times and day the staff is available.

CU NY Accommodate

Home / Appointment

Appointment

Type
Choose...

Date Range
2024-07-19 to 2024-08-02

Time Range
07 30 am Clear
to
06 30 pm Clear

Location
[Dropdown]

Staff
No Staff Found

Days of the Week
 Sun
 Mon
 Tue

Check Availability Back To My Appointments

Start by choosing a single search filter

- On the list at the right side, select the date/time range you would like to have your appointment and your meeting location preference (i.e., in-person or online). The **Confirm Appointment** window displays.

The screenshot shows the 'Accommodate' interface. On the left, there are filters for dates (2024-07-19 to 2024-08-02), time range (07:30 am to 06:30 pm), and a location dropdown. On the right, a list of appointments is shown for Sunday, Jul 21, 2024 and Monday, Jul 22, 2024. The appointment for Monday, Jul 22, 2024 at 2:00 pm in a virtual room is highlighted with a red box.

- Review the appointment information. If you have any additional notes, you want the DSO staff to read, type them into the textbox provided. After reviewing, select **Submit Request**. You will receive an email after you submit your request.

The screenshot shows the 'Confirm Appointment' modal window. It displays the selected time (2:30 pm) and type (Accommodation Request - 1st Meeting (60 min)). There is a large text area for 'Additional Notes' and a blue 'Submit Request' button at the bottom, which is highlighted with a red box.

Semester Request

A semester request is how you activate your accommodations for your classes each semester. It sends a letter to each instructor that you select listing your approved accommodations. When you want to share your accommodations with your instructors, you need to create a Semester Request. Within the request you can either:

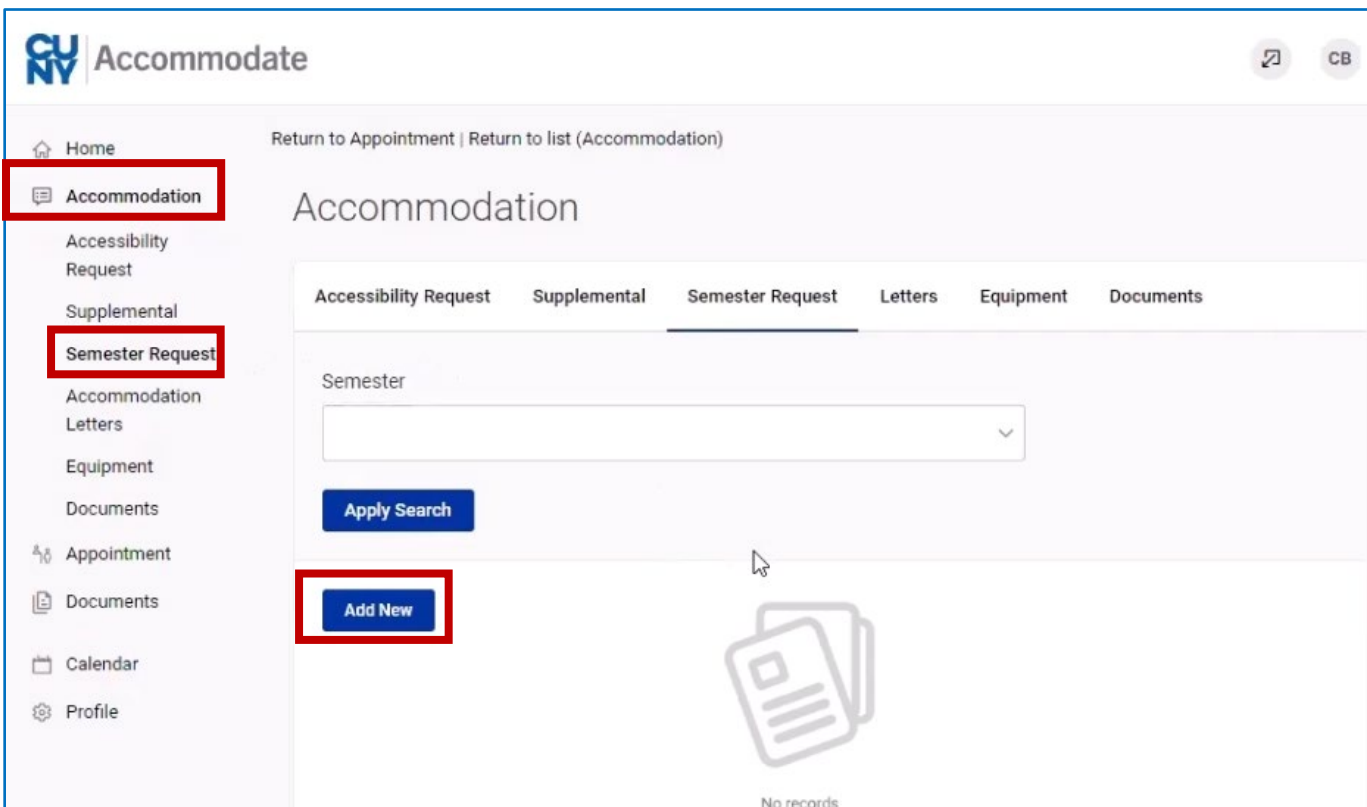
- **Submit for All Accommodations** - submits all accommodations to all classes
- **Review the Renewal** - customizes which accommodations are sent to each class

Once you have submitted the accommodation request, the Disability Services Office (DSO) will review the request and send your accommodation letters to instructors. Instructors can then view your letters within their Accommodate portal.

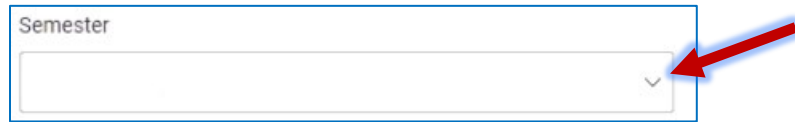
Please remember, you must create a new Semester Request every semester. Accommodate allows you to easily request your accommodation letters each semester.

Create a Semester Request

1. Navigate to semester request by clicking **Accommodation**, **Semester Request**, and the **Add New** button. Your approved accommodations display at the top of the window.



- Using the drop-down arrow, select the semester for the accommodation request.



- Select either **Submit for All Accommodations** (submits all accommodations to all courses) or **Review the Renewal** (allows you to customize what accommodations are sent to classes).

A screenshot of the CU NY Accommodate web application. The page title is 'Accommodation' and the sub-header is 'Semester Request'. There are navigation tabs for 'Accessibility Request', 'Supplemental', 'Semester Request', 'Letters', 'Equipment', and 'Documents'. A blue notification box states: 'You have been approved for: Dictionary, Assistive Technology, Alternative Format, Exam - Additional Time (Time and a half)'. Below this is a 'Semester' dropdown menu with 'Summer 2024 (test)' selected. To the right, there are two buttons: 'Submit For All Accommodations' (highlighted with a red box) and 'Review The Renewal'. Below the buttons, there is a list of courses: 'Writing: Intro to Romance 3', 'Romance 301', 'Ceramics 3', and 'Intro to Disc Golf 3', each with its start and end dates.

- An accommodation may be unchecked so as not to be included in the semester request. Scroll down to review the accommodation request for each class.

CU NY Accommodate

Home Accommodation Accessibility Request Supplemental Semester Request Letters Equipment Documents

Submit Cancel

* indicates a required field

Accessibility Accommodation Request

What accommodations are you requesting? *

Accessibility Accommodation #1

Accommodation Type *
Dictionary

Description
Use of a dictionary when completing writing assignments

Semester *
Summer 2024 (test)

Courses

- Ceramics 3 (Ceramics 301)
- Geology: Gems and Crystals 3 (Geo 301)
- Intro to Disc Golf 3 (Golf 301)
- Writing: Intro to Romance 3 (Romance 301)

Remove Accommodation

Accommodation
A00006-2024
Documents

Upload Documentation

Submitting documentation is often a step in the accommodation request process. Documentation assists DSO staff in clarifying the connection between the disability and the environmental barrier for which accommodations are requested. Documentation is often needed to establish a qualifying disability and the need for reasonable accommodations and is generally provided by a qualified professional.

If you are unsure what supporting documentation you should submit, consult with your DSO professional.

Upload Documentation

1. Navigate to the document window by clicking **Accommodation, Documents**, and the **Add New** button. Select **Add New Student Document**.
2. Create a document title. The title should reflect the characteristics of the document. You may select the **Document Type** from the drop-down list.
3. Click the **Upload File** button and follow the prompts to complete the file upload.
4. Enter a brief description about the document. This step is optional.
5. Click the **Submit** button.

The screenshot displays the 'Accessibility Document' form within the CU NY Accommodate system. The interface includes a navigation sidebar on the left with options like Home, Accommodation, and Documents. The main content area shows the 'Accessibility Document' form with tabs for 'Accessibility Request', 'Supplemental', 'Semester Request', 'Letters', 'Equipment', and 'Documents'. The 'Submit' button is highlighted with a red box. Below the 'Document Information' section, there is a 'Document' upload area with a dashed border and an 'Upload File' button, also highlighted with a red box. A red arrow points to the 'Description' text area at the bottom of the form.

View Accommodation

Accommodate allows you to easily view, print, and sign (optional) your accommodation letters each semester. There are a few different types of letters that DSO might send through Accommodate. Letters are sent to document an official step in the accommodation process. Letters most commonly include:

- Accommodation Letter
- Accommodation Request Follow up letter
- Accommodation Letters for classes
- Supporting Documentation Letter

View and Sign Letters

1. Navigate to the accommodation letters window by clicking **Accommodation** and **Accommodation Letters** links.
2. Navigate to the document window by clicking the appropriate letter in the window.
3. Choose the letter you want to view or download.

The screenshot shows the Accommodate web application interface. The top left corner features the CU NY logo and the word 'Accommodate'. A navigation menu on the left side includes links for Home, Accommodation, Accessibility Request, Supplemental, Semester Request, Accommodation Letters, Equipment, Documents, Appointment, Documents, Resources, Surveys, Testing Room, Calendar, and Profile. The 'Accommodation' and 'Accommodation Letters' links are highlighted with red boxes. The main content area is titled 'Accommodation' and has a breadcrumb trail 'Return to Home | Return to list (Accommodation)'. Below the title is a horizontal menu with tabs for Accessibility Request, Supplemental, Semester Request, Letters, Equipment, and Documents. The 'Letters' tab is selected. The main content area displays '2 results' and lists two items: 'Accommodation Letter' and 'Accommodation Request Follow Up Letter'. Both items have a 'REQUESTED' status label next to them. A red arrow points to the 'REQUESTED' label for the 'Accommodation Letter' item. The bottom of the page indicates the system is the 'Accessibility Services Management System'.

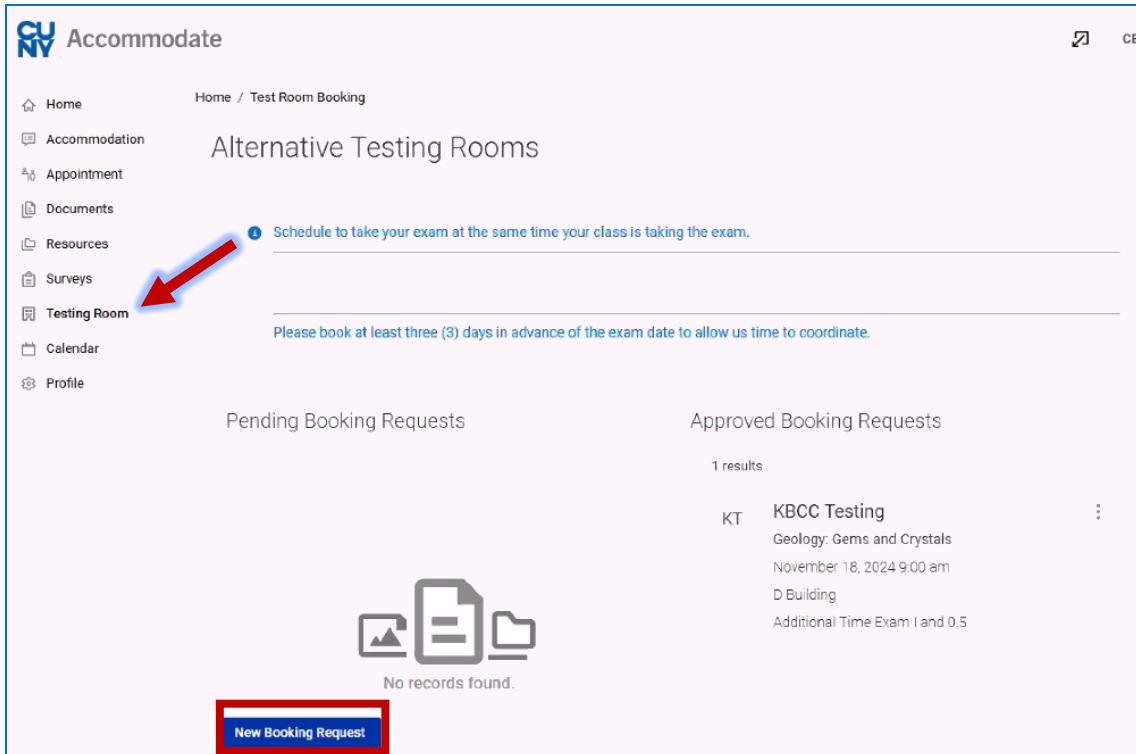
- To download the letter, select the **Print Letter** or **Generate PDF** button.
 - If you are signing a letter, scroll to the bottom of the letter, type your name, and click **Submit**. This is an optional step.

The screenshot shows the CUNY Accommodate web application interface. At the top left is the CUNY Accommodate logo. Below it is a navigation sidebar with various menu items: Home, Accommodation (with sub-items: Accessibility Request, Supplemental, Semester Request, Accommodation Letters, Equipment, Documents), Appointment, Documents, Resources, Surveys, Testing Room, Calendar, and Profile. The main content area has a top bar with the text 'Return to Accommodation | Return to list (Letters)'. Below this is a title 'Accessibility Letter sent at 2024-07-19 14:08:30'. A horizontal tab bar contains 'Accessibility Request', 'Supplemental', 'Semester Request', 'Letters', 'Equipment', and 'Documents'. The 'Letters' tab is selected. Below the tabs is a row of buttons: 'Save', 'Print Letter', 'Generate PDF', and 'Cancel'. The 'Print Letter' and 'Generate PDF' buttons are highlighted with a red rectangular box. Below the buttons is a section titled 'Send Notification' with a 'Subject' field containing 'Accommodation Letter'. The CUNY Accommodate logo is displayed again, followed by the letter content: 'Date: July 19, 2024', 'From: Office of Disability Services (ODS)', 'Subject: Accommodation Letter', and 'To: Cora'. The letter body begins with 'Thank you for engaging with the Office of Disability Services (ODS) to identify and remove academic barriers related to your disability. The accommodations listed in this accommodation letter ensure equal access for you. The following reasonable accommodations have been approved:'.

Testing Rooms

The **Testing Room** option provides for booking an exam. **Note:** This option is only visible to students with approved testing accommodations who have submitted a semester request for the current semester.

1. Click on the **Testing Room** option.
2. Click **New Booking Request**.



3. Select **Course** from the dropdown menu. Optional filters may be entered to refine date results.

The screenshot shows the search filters for the 'Course' dropdown menu. The dropdown is set to 'Geology: Gems and Crystals (Geo 101)'. Below it are filters for 'Date Range' (2024-11-11 to 2024-11-25) and 'Time Range' (08:00 am to 04:30 pm). A red arrow points to the dropdown menu.

4. Click the **Check the Availability** button. **Note:** Only days/times when the course meets display to the student. To book an alternative time, you will need to reach out to DSO staff.
5. Select the day/time of exam from the options on the right side of the screen.

The screenshot displays the 'Alternative Testing Rooms' interface. On the left, there is a search form with the following fields:

- to:** 04 : 30 pm (with a 'clear' button)
- Building:** A dropdown menu.
- Room(s):** A list with checkboxes for 'KBCC Testing' and 'John Jay Testing'. Below the list, it says '0 of 2 selected'.

At the bottom of the search form, there are two buttons: 'Check Availability' (highlighted with a red box) and 'Back To My Booked Rooms'.

On the right side, a list of available testing rooms is shown, grouped by date:

- Wednesday, Nov 13, 2024** (indicated by a red arrow):
 - KBCC Testing (25 of 25 slots available) 9:00 am
- Friday, Nov 15, 2024**:
 - KBCC Testing (25 of 25 slots available) 9:00 am
- Wednesday, Nov 20, 2024**:
 - KBCC Testing (25 of 25 slots available) 9:00 am
- Friday, Nov 22, 2024**:
 - KBCC Testing (25 of 25 slots available) 9:00 am
- Monday, Nov 25, 2024**:
 - KBCC Testing 9:00 am

- 6. Request window populates with chosen date, time, and location. Accommodated time is automatically added to the length of the course to determine the length of time for the booking.

Confirm Exam Booking [X]

Testing Time *
9:00 am

Length *
Completing this field will cause the page to reload. All fields will retain their values.
90

End Time
10:30 am

Accommodations Needed
Uncheck the accommodations that you do not plan to use for this test room booking.

Additional Time Exam I and 0.5

Unavailable Accommodations
Any available accommodation is allowed in this room.

Submit Request

- 7. Click Submit Request. The exam request will be listed as pending and a confirmation email will be sent regarding the testing request. Additionally, a notification will be sent once the request is approved.

Equipment

Students use a wide range of different technologies and equipment. While students are still expected to purchase devices for personal use, there is some technology and equipment that are accommodation specific. Most commonly DSO can assist students with the following:

- Recorders
- Assistive Listening Systems

If you would like to discuss equipment or assistive technology, please contact your campus Disability Services Office (DSO) directly.

Manage Equipment

Accommodate allows you to view the equipment you have been assigned, check on due dates, and verify whether you have returned the equipment.

Once in the system, click:

1. Click **Accommodation** then select **Equipment**
2. Click on the specific equipment for more details. If there are questions about the details, please contact the DSO directly.