

Disabled Students
Programs and Services
Clockwork User Guide:
Student Accommodations



LONG BEACH
CITY COLLEGE

Liberal Arts Campus

4901 East Carson Street
Long Beach, CA 90808
(562) 938-4558
Room: A-1134
Mon - Thurs: 8:00am - 6:00pm
Fri: 8:00am - 12:00pm

Pacific Coast Campus

1305 East Pacific Coast Highway
Long Beach, CA 90806
(562) 938-3921
Room: GG-107
Mon - Thurs: 8:00am - 6:00pm
Fri: 8:00am - 12:00pm

Section**Page**

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1. Send Letter of Accommodation Email to Instructor

Follow the steps outlined in this guide to inform instructors of your approved accommodations. Please note that **letters of accommodation must be submitted for each term that you require accommodations.**

To send letters of accommodation, start by selecting the following link:

<https://clockwork.lbcc.edu/clockwork/custom/misc/home.aspx>

On the displayed page, select “Access letter of accommodation”.

LONG BEACH CITY COLLEGE

Main menu TEST . log out

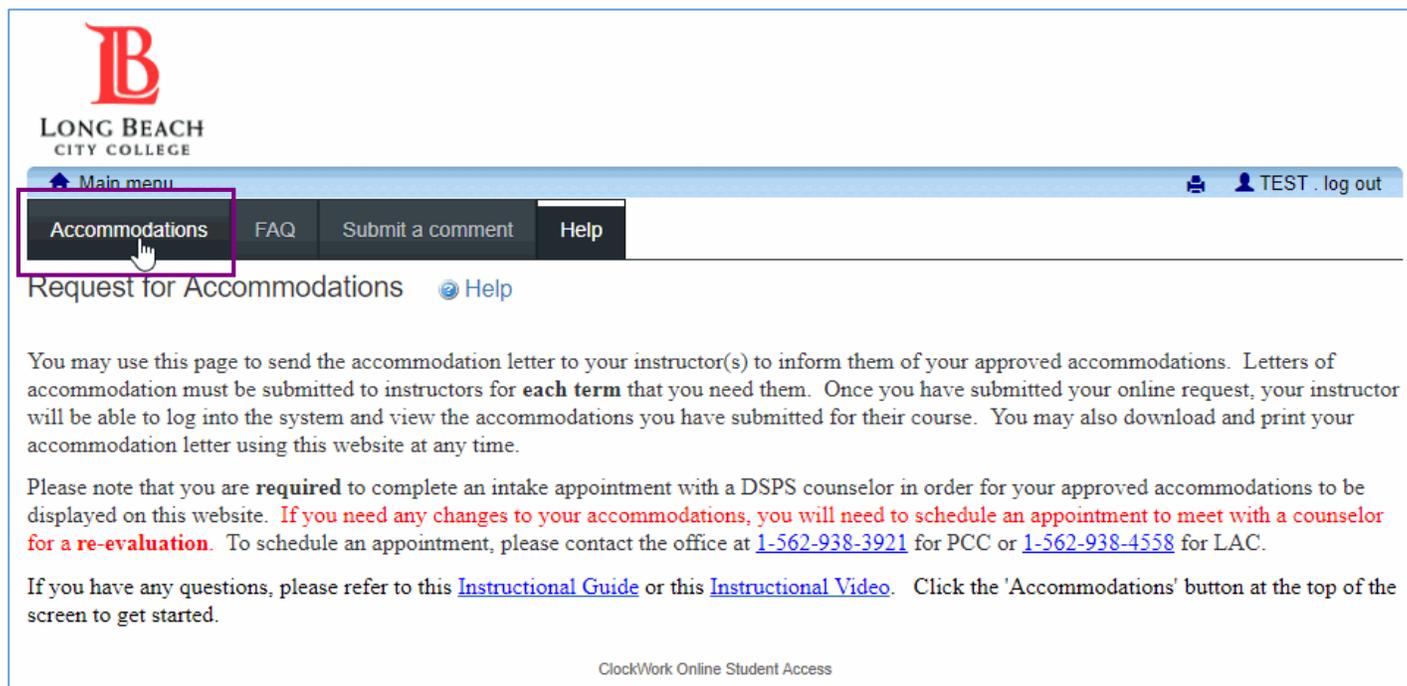
Welcome to the Online Student Services

Please select an option from the menu below:

- My calendar
- DSPS Intake Application
- My AAP
- Send Accommodation letter to instructor**
- Course Notes
- Schedule a test or exam
- Schedule an appointment

ClockWork Online Student Access

Please read the information text and select the “Accommodations button” as shown.



The screenshot shows the Long Beach City College website interface. At the top left is the college logo (a red 'LB' monogram) and the text 'LONG BEACH CITY COLLEGE'. Below the logo is a navigation bar with a 'Main menu' link and a user profile 'TEST . log out'. The 'Accommodations' button is highlighted with a red rectangular box, and a mouse cursor is pointing at it. Other buttons in the navigation bar include 'FAQ', 'Submit a comment', and 'Help'. Below the navigation bar, the page title is 'Request for Accommodations' with a 'Help' link. The main content area contains the following text:

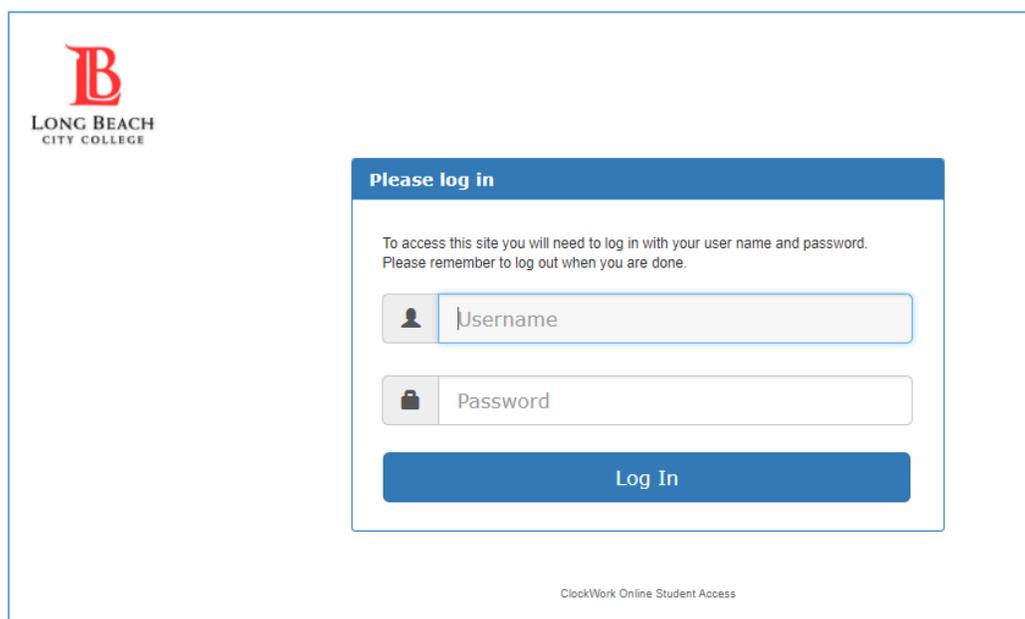
You may use this page to send the accommodation letter to your instructor(s) to inform them of your approved accommodations. Letters of accommodation must be submitted to instructors for **each term** that you need them. Once you have submitted your online request, your instructor will be able to log into the system and view the accommodations you have submitted for their course. You may also download and print your accommodation letter using this website at any time.

Please note that you are **required** to complete an intake appointment with a DSPS counselor in order for your approved accommodations to be displayed on this website. **If you need any changes to your accommodations, you will need to schedule an appointment to meet with a counselor for a re-evaluation.** To schedule an appointment, please contact the office at [1-562-938-3921](tel:1-562-938-3921) for PCC or [1-562-938-4558](tel:1-562-938-4558) for LAC.

If you have any questions, please refer to this [Instructional Guide](#) or this [Instructional Video](#). Click the 'Accommodations' button at the top of the screen to get started.

ClockWork Online Student Access

The page will prompt the user with instructions to enter in student ID and password in the corresponding fields. This is the same login information used to log into your PeopleSoft account and add/drop courses.



The screenshot shows the Long Beach City College website interface with the login form. At the top left is the college logo (a red 'LB' monogram) and the text 'LONG BEACH CITY COLLEGE'. The main content area contains the following text:

Please log in

To access this site you will need to log in with your user name and password. Please remember to log out when you are done.

Username

Password

Log In

ClockWork Online Student Access

After entering the required login information, select “Log In”.

LONG BEACH CITY COLLEGE

Please log in

To access this site you will need to log in with your user name and password. Please remember to log out when you are done.

0000000

.....

Log In

ClockWork Online Student Access

Based on the date the user logs in, the website will default to that term. If the letter is for a different term, select the down arrow to the right of the term.

LONG BEACH CITY COLLEGE

Main menu TEST . log out

Accommodations FAQ Submit a comment Help

Request Accommodations

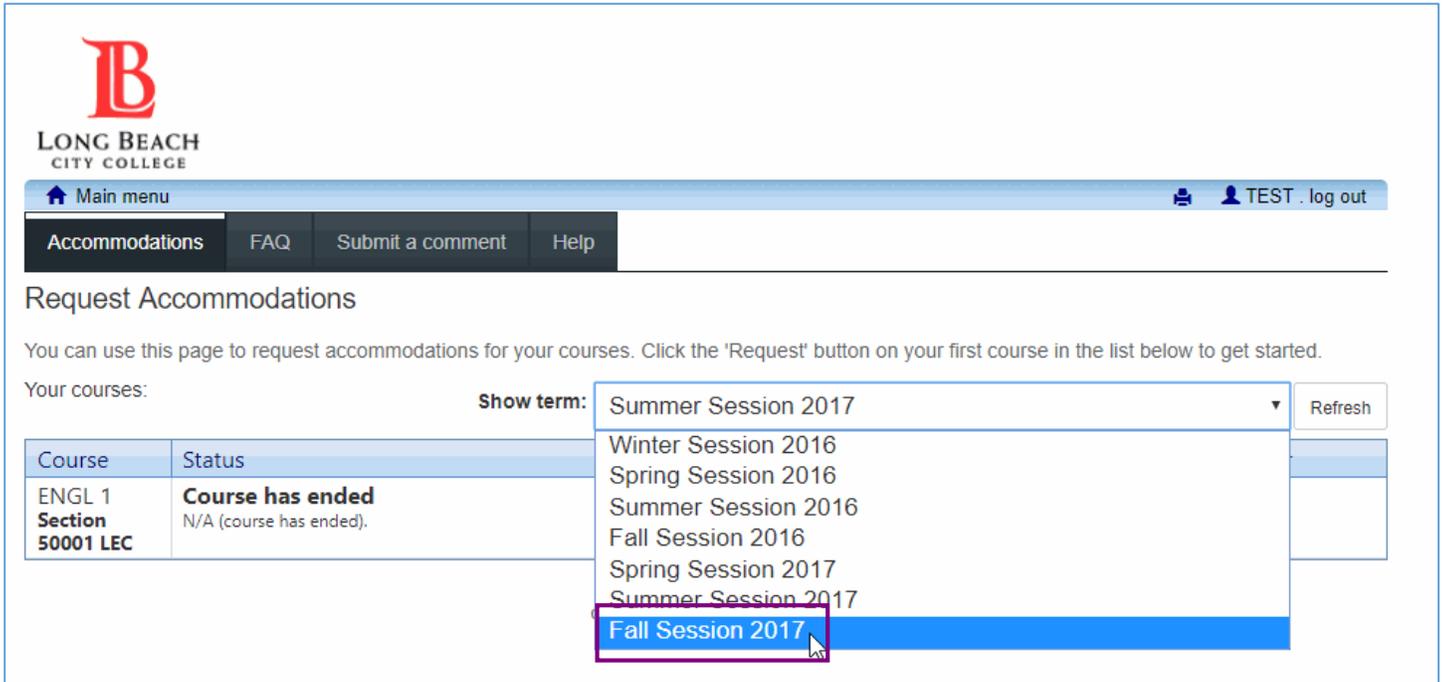
You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Summer Session 2017 Refresh

Course	Status	Request	Letter
ENGL 1 Section 50001 LEC	Course has ended N/A (course has ended).		

ClockWork Online Student Access

Then select the term for which you need a letter of accommodation.



LONG BEACH CITY COLLEGE

Home Main menu TEST . log out

Accommodations FAQ Submit a comment Help

Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

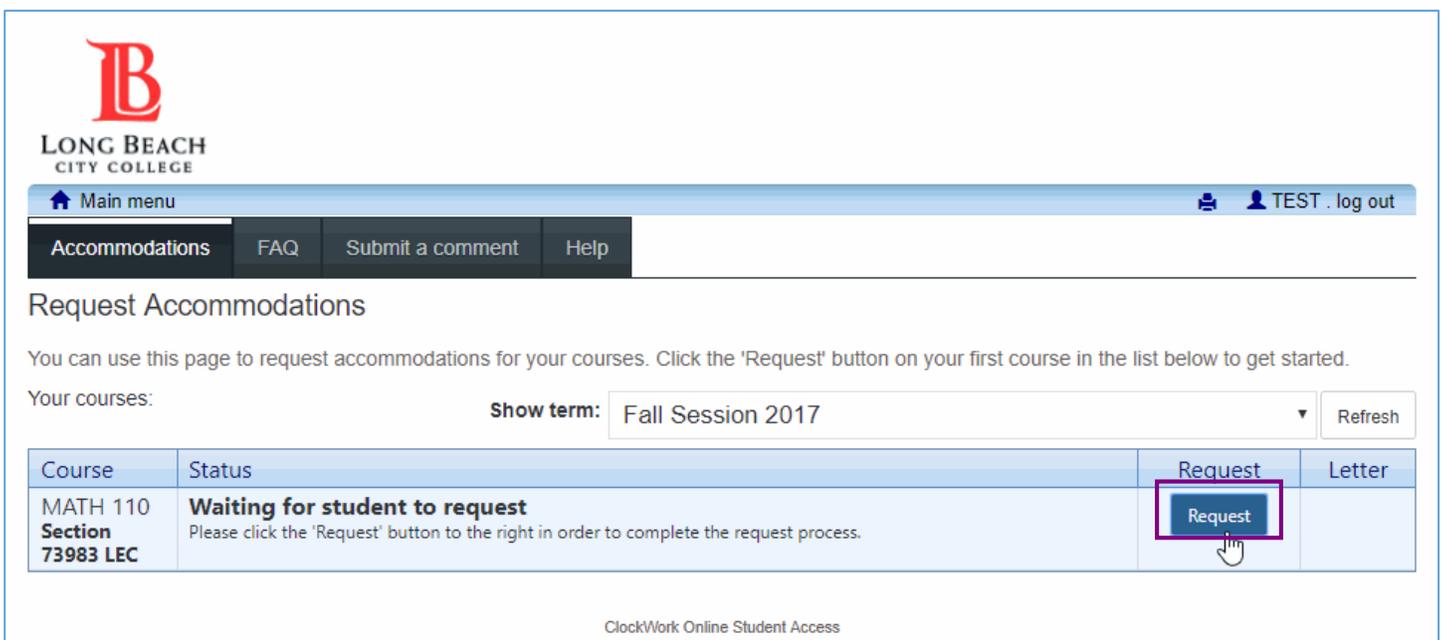
Your courses:

Show term: Summer Session 2017 Refresh

Course	Status
ENGL 1 Section 50001 LEC	Course has ended N/A (course has ended).

Winter Session 2016
Spring Session 2016
Summer Session 2016
Fall Session 2016
Spring Session 2017
Summer Session 2017
Fall Session 2017

To request accommodations for your course(s), select “Request”.



LONG BEACH CITY COLLEGE

Home Main menu TEST . log out

Accommodations FAQ Submit a comment Help

Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses:

Show term: Fall Session 2017 Refresh

Course	Status	Request	Letter
MATH 110 Section 73983 LEC	Waiting for student to request Please click the 'Request' button to the right in order to complete the request process.	Request	

ClockWork Online Student Access

The system will automatically select all of your approved accommodations for your courses. If you do not want to inform an instructor of a specific accommodation(s) that you have been approved for, you may simply de-select the corresponding checkbox. Similarly, you may also select or de-select courses. Selection of at least one accommodation and one course is required to submit.



[Main menu](#)
TEST . log out

Request Accommodations

Please review the information listed below and indicate whether you need changes to your accommodations at this time. If your accommodations require changes your request will be submitted for review.

Your accommodations

Exam Proctored in Distraction Reduced DSPS Testing Office

Note-Taking Assistance

[check all](#) [check none](#)

Courses to request

MATH 110 section 73983 LEC

[check all](#) [check none](#)

Please indicate if your accommodations require any changes

My accommodations are correct the way they are

Optional note:

Terms

Website Privacy and Security Policy: Long Beach City College is committed to ensuring the privacy and accuracy of your confidential information. We have the utmost respect for your privacy and will not share your personal information in accordance with the Family Educational Rights and Privacy Act (FERPA). ===== This Website is regularly monitored in order to supply you with the best service and to meet your expectations. For this purpose, we consult the statistics relating to use of our Website and develop the Website on the basis of this data. Your information may also be used in our reports. User statistics are anonymous. Security ===== The Website uses a secure server to protect your information data. Secure server software is used to encrypt the information exchanged between your Web browser and our Website. This measure ensures the security of all your transactions when you use the Sites. We follow strict security procedures when filing and using the information you supply, and may request proof of your identity before supplying you with information. We take all reasonable steps to ensure the secrecy of your personal data. Cookies ===== The Website may use cookies to ensure the smooth operation of your transactions. Cookies are small information files that a Website can send to the hard disk of a personal computer for traceability reasons. They are not executable programs, and cannot contain viruses or applications. The cookies used only take up a minimal amount of space on your hard disk. You can always prevent cookies from being recorded on your computer by using the options provided by your browser. However, if you do so, some parts of this site may not be functional as a result.

I agree to the terms outlined above

Cancel
Submit

ClockWork Online Student Access

If your accommodations are correct as stated, select “My accommodation(s) are correct the way they are.” Please note that any accommodation additions or removals require a meeting with a counselor for a re-evaluation appointment. To schedule a re-evaluation appointment, please stop by the office or contact us at 562-938-4558 for LAC or 562-938-3921 for PCC.

Please indicate if your accommodations require any changes

My accommodations are correct the way they are

Optional note:

Please read our privacy and security policy, select the box “I agree to the terms outlined above” and click submit.

Terms

Website Privacy and Security Policy: Long Beach City College is committed to ensuring the privacy and accuracy of your confidential information. We have the utmost respect for your privacy and will not share your personal information in accordance with the Family Educational Rights and Privacy Act (FERPA). ===== This Website is regularly monitored in order to supply you with the best service and to meet your expectations. For this purpose, we consult the statistics relating to use of our Website and develop the Website on the basis of this data. Your information may also be used in our reports. User statistics are anonymous. Security ===== The Website uses a secure server to protect your information data. Secure server software is used to encrypt the information exchanged between your Web browser and our Website. This measure ensures the security of all your transactions when you use the Sites. We follow strict security procedures when filing and using the information you supply, and may request proof of your identity before supplying you with information. We take all reasonable steps to ensure the secrecy of your personal data. Cookies ===== The Website may use cookies to ensure the smooth operation of your transactions. Cookies are small information files that a Website can send to the hard disk of a personal computer for traceability reasons. They are not executable programs, and cannot

I agree to the terms outlined above

Cancel

ClockWork Online Student Access

Your professor(s) will receive an email indicating that your letter of accommodations is ready for review and confirmation. That professor can then see accommodations as you have authorized in the previous step. A confirmation email will also be sent to your email address as identified in the Viking student system.



LONG BEACH
CITY COLLEGE
www.LBCC.edu

Disabled Students Programs and Services

<i>Liberal Arts Campus</i>	4901 East Carson Street, Long Beach, California 90808	tel 562.938.4111 fax 562.938.4118
<i>Pacific Coast Campus</i>	1305 East Pacific Coast Highway, Long Beach, California 90806	tel 562.938.4111 fax 562.938.3912

Dear TEST,

Thank you for submitting your accommodation request(s). The following request(s) were received:

- **Approved: MATH 110** section 73983 LEC

If your course is labeled with the instructor name "staff", please download and print the letter to provide to your eventual instructor.

Sincerely,

Disabled Students Programs and Services
Long Beach City College

After clicking "submit", you will be returned to the accommodations request page and a confirmation message will display.

Status Screen 1: Instructor has not yet seen your letter or accommodation.



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TEST . log out

[Main menu](#)

Accommodations
FAQ
Submit a comment
Help

Request Accommodations

Your accommodation request(s) have been submitted. Please review the list below.

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses:

Show term:

Fall Session 2017

▼

Refresh

Course	Status	Request	Letter
MATH 110 Section 73983 LEC	Sent Your Letter of Accommodation has been sent to your instructor and is awaiting confirmation.		<div style="background-color: #0056b3; color: white; padding: 5px 10px; border-radius: 3px;">Get letter</div>

ClockWork Online Student Access

Once your instructor has confirmed reception of your accommodations letter, you will see a different confirmation message.

Status Screen 2: Instructor has confirmed that they have seen your letter of accommodation.

Once your instructor has confirmed that they have read your Letter of Accommodation, you will see the status updated to “confirmed”.

The screenshot shows the Long Beach City College student portal. At the top left is the college logo. Below it is a navigation bar with links for 'Main menu', 'Accommodations', 'FAQ', 'Submit a comment', and 'Help'. On the right side of the navigation bar, there is a user profile icon labeled 'TEST' and a 'log out' button. The main content area is titled 'Request Accommodations' and includes instructions on how to use the page. Below the instructions, there is a 'Your courses:' section with a 'Show term:' dropdown menu set to 'Fall Session 2017' and a 'Refresh' button. A table lists the courses, with the first row highlighted in purple. The table has columns for 'Course', 'Status', 'Request', and 'Letter'. The 'Status' column for the first row contains the text 'Confirmed' and 'Your Letter of Accommodation has been confirmed by your instructor.' The 'Letter' column for the first row contains a 'Get letter' button with a hand cursor icon over it. At the bottom of the page, it says 'ClockWork Online Student Access'.

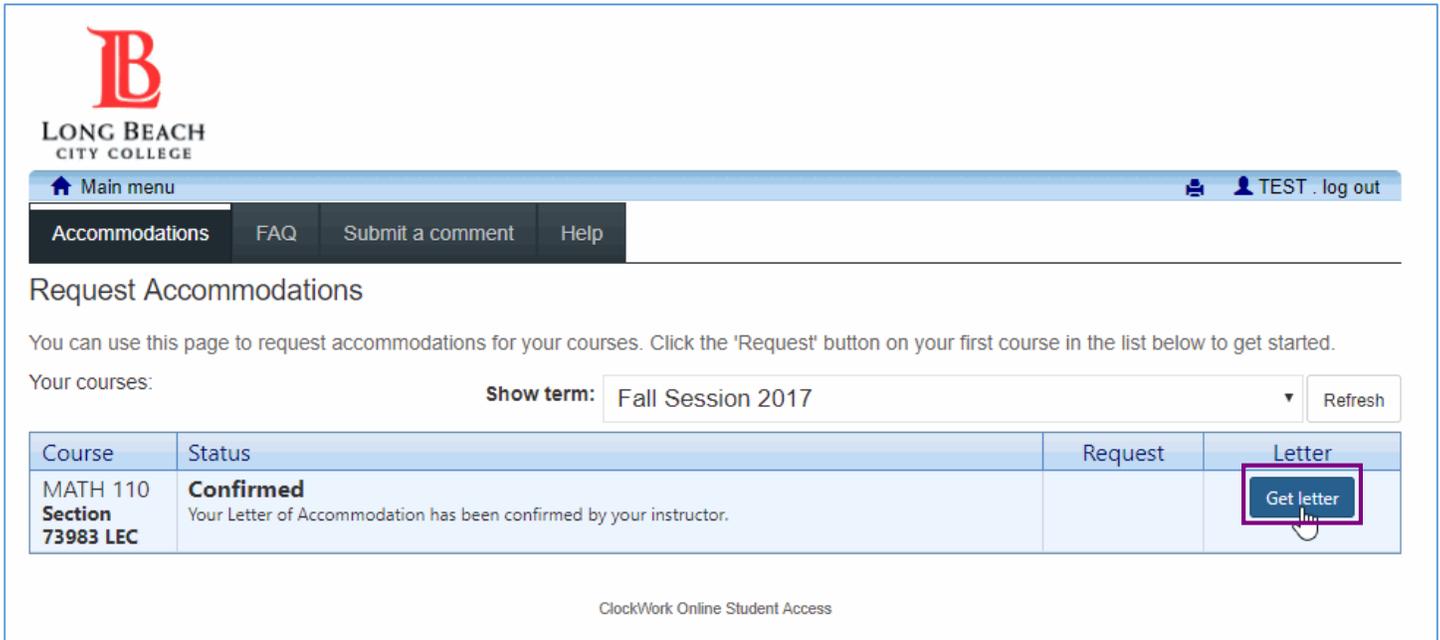
Course	Status	Request	Letter
MATH 110 Section 73983 LEC	Confirmed Your Letter of Accommodation has been confirmed by your instructor.		Get letter

You may select “main menu” for more available options, or you may download/print the letter by selecting “get letter” and following the steps in section 3 of this guide.

2. Download and Print Letter of Accommodation

To download a letter of accommodation to your personal computer and/or print it, **you must first login and send the letter to your instructor** and return to the accommodations confirmation page as shown in section 1.

On this page, simply select “get letter”.



LONG BEACH CITY COLLEGE

Main menu TEST . log out

Accommodations FAQ Submit a comment Help

Request Accommodations

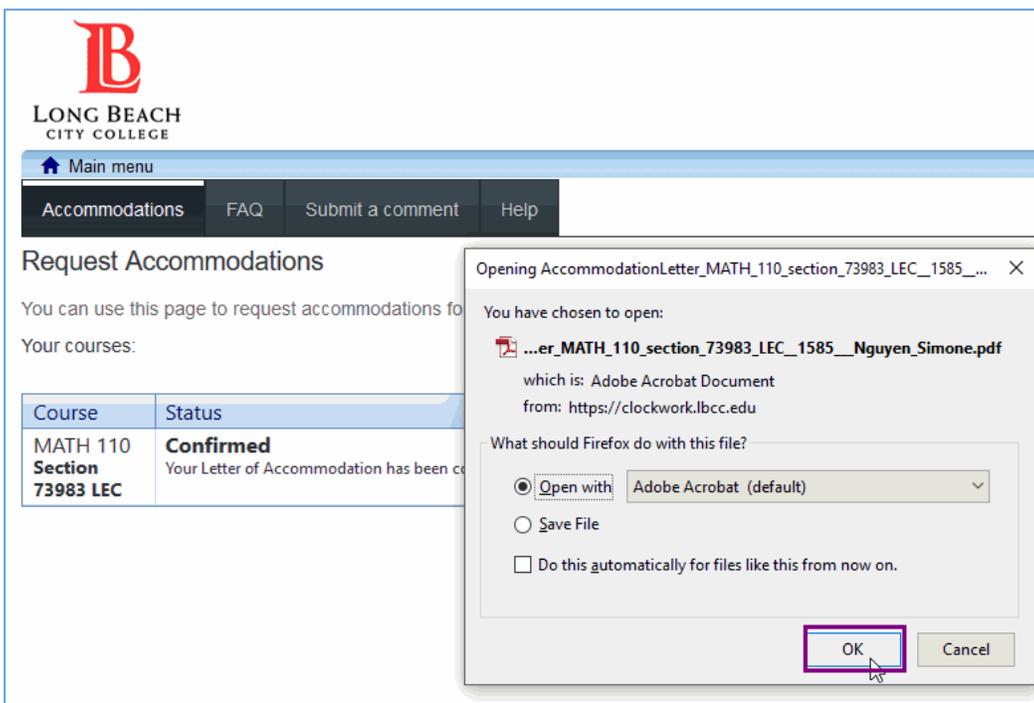
You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Fall Session 2017 Refresh

Course	Status	Request	Letter
MATH 110 Section 73983 LEC	Confirmed Your Letter of Accommodation has been confirmed by your instructor.		Get letter

ClockWork Online Student Access

A file download menu will appear, click “ok”. If you do not see this menu, please check your browser and ensure that you allow the popup. **Note:** different browsers download and display files differently.



LONG BEACH CITY COLLEGE

Main menu

Accommodations FAQ Submit a comment Help

Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses:

Course	Status
MATH 110 Section 73983 LEC	Confirmed Your Letter of Accommodation has been confirmed by your instructor.

Opening AccommodationLetter_MATH_110_section_73983_LEC_1585_... X

You have chosen to open:

...er_MATH_110_section_73983_LEC_1585__Nguyen_Simone.pdf
which is: Adobe Acrobat Document
from: https://clockwork.lbcc.edu

What should Firefox do with this file?

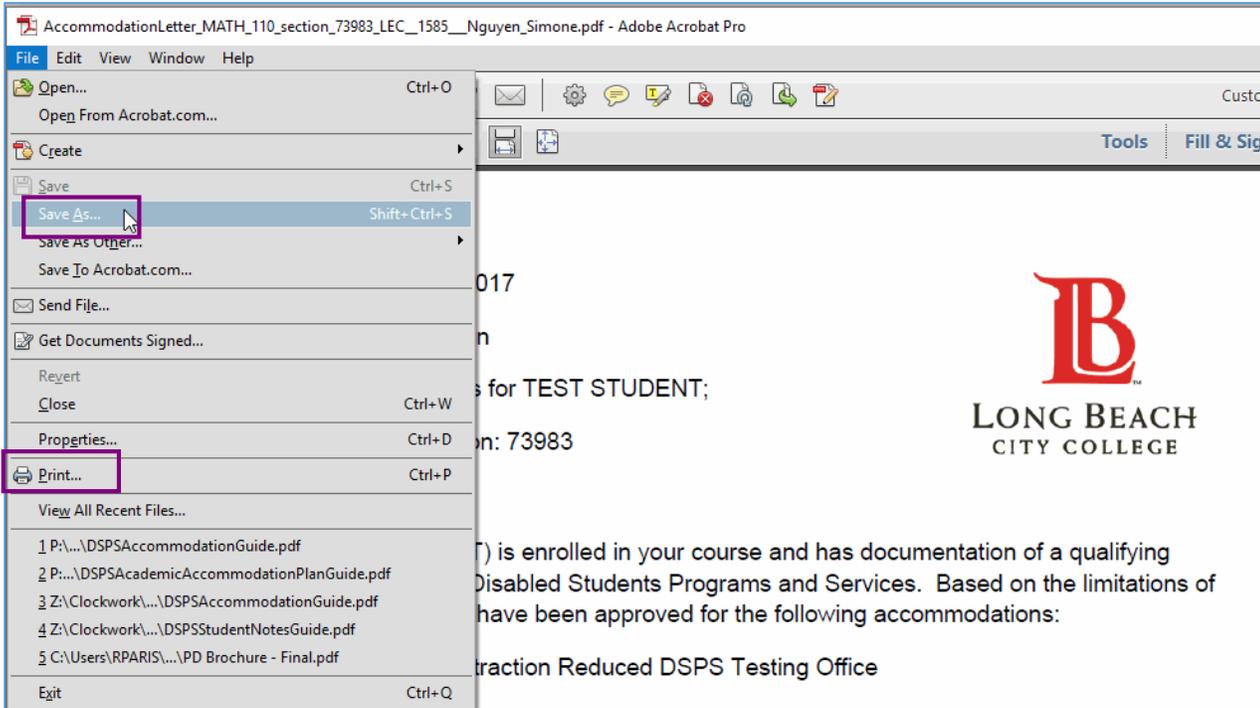
Open with: Adobe Acrobat (default)

Save File

Do this automatically for files like this from now on.

OK Cancel

The letter exact letter that you allowed your instructor to see will be shown. To save the document, select “File” and then “Save As...” at the top left-hand corner. You can also print here.



Give the file a memorable name. The convention shown below is recommended for future reference. Then click “save”. You can also print this file if desired.

