Students’ How-to Guide to ACCESS CAS

Below is a comprehensive step-by-step guide for students, we will cover the following:

1. How to register with the Center for Accessibility Services
2. How to log into ACCESS CAS
3. How to view approved accommodations
4. How to submit a Semester Request
5. How to view and sign an ACCESS Plan
6. How to schedule an appointment at CAS
7. How to manage your appointments
   a. How to reschedule
   b. How to cancel
   c. How to monitor pending versus approved
8. How to submit a Proctoring Request
9. How to manage your Proctoring Requests
   a. How to request a change
   b. How to cancel
   c. How to monitor pending versus approved
10. How to view notes
11. How to submit a supplemental request

1. How to register with the Center for Accessibility Services (CAS)

   This registration process is to be done only one time. Any questions or concerns can be directed to CAS by phone or email, please.
   - Go to the Center for Accessibility Services website (www.radford.edu/cas)
   - Select the Register for Services tab or the REGISTRATION button
   - Select the drop-down menu: How to Register with CAS
   - Please read the important registration information found on this page, then select the hyperlinked text ACCESS CAS Public Accommodation Request Page (https://radford-accommodate.symplicity.com/public_accommodation/)
   - Complete this form in its entirety and upload any supporting documentation
   - Select SUBMIT
   
   A CAS Coordinator will contact you by phone or Radford email to schedule an interview to discuss reasonable accommodations and create an Access Plan.

2. How to log into ACCESS CAS
   - Log into MyRU portal
   - Select the Academics icon
- Under Academic Tools, select ACCESS CAS (Center for Accessibility)
- ACCESS CAS (our online accommodation system) homepage will open in a new tab

3. **How to view approved accommodations**
- Open your ACCESS CAS homepage and select the Accommodations dropdown menu
- Select ACCESS PLANS
- Select the ACCESSIBILITY REQUEST tab
- View the list of accommodations you have available to request to use

4. **How to submit a Semester Request**

*Student registered with CAS must submit a semester request each semester they would like to utilize their accommodations.*
- Open your ACCESS CAS homepage and select the Accommodation dropdown menu
- Select Semester Request
- Select ADD NEW
- Select the semester from the semester dropdown menu
- There are two options:
  1. **Review the Renewal**: This choice is for returning students who want to select certain accommodations for specific courses
     - Select REVIEW THE RENEWAL
     - If you have an accommodation you do not want to use, uncheck the box.
     - Select SUBMIT
  2. **Submit for All Accommodations**: This choice is for students requesting to use all accommodations for all of your classes. This choice is recommended for newly-registered CAS students.
     - Select SUBMIT FOR ALL ACCOMMODATIONS
- CAS will review your request and you will receive an email notification. This process may take up to five business days.

5. **How to view and sign an ACCESS Plan**

*Do not sign the Access Plan until you have met with all of your instructors and they have agreed to your accommodations. Professors will log into their ACCESS CAS account to sign their electronic copy of your Access Plan.*
- Open your ACCESS CAS homepage and select the Accommodation dropdown tab
- Select Access Plans
- Select the appropriate Access Plan
- Carefully review the Access Plan with each instructor
- Once you have met with all of your instructors and they have agreed to the Access Plan, complete the required fields at the bottom of the Access Plan. (If an instructor does not agree to the Access Plan, please contact CAS immediately)
- You are required to answer the following two questions:
  1. You have met with all of your instructors. Yes or No
  2. Your instructors agree to the accommodations. Yes or No
- Type the name of instructors you have met with, include additional notes in the Notes section.
- Then type your name to electronically sign the contract and select SAVE

You are able to print and/or save a PDF version of your Access Plan, if you would like.

6. How to schedule an appointment at CAS

CAS requires 2 business days advance notice for appointments. You may schedule appointments up to 2 weeks in advance.

- Open your ACCESS CAS homepage, select the Appointment tab
- Select REQUEST NEW APPOINTMENT
- Fill out the search fields:
  - Select which type of appointment you are requesting and select DONE
  - Date range
  - Time range
  - CAS Coordinator
  - Day of the week
- Select CHECK AVAILABILITY
- Select which date and time you would like to request
- Confirm all of the information on the pop-up is correct and include any additional notes you would like to communicate
- Once complete, select SUBMIT REQUEST. (You have booked your appointment and you will receive a confirmation email. If you need to change your appointment, please review “How to Manage Your Appointments”.)

7. How to cancel/reschedule your appointment(s).

- Open your ACCESS CAS homepage,
- Select the Appointment tab
  a. How to cancel an appointment:

  If you need to cancel within 4 hours before your appointment, you will need to contact CAS by phone or email.
  - Select the vertical ellipsis next to whichever request you would like to cancel, then select CANCEL.
  - A pop-up will appear asking you to pick a reason for cancellation from the dropdown menu and describe
  - Once complete, select CANCEL APPOINTMENT.
  b. How to reschedule:

  You must first cancel the already existing appointment. (See How to cancel an appointment)
  Schedule a new appointment (See How to schedule an appointment at CAS)

CAS requires 2 business days advance notice for appointments. If an appointment is needed sooner than 2 business days, please contact our office 831-6350 or cas@radford.edu for availability.
8. How to submit a Proctoring Request (reserve a space at CAS to take a test/exam.)
   - *It is the student’s responsibility to reserve and request a testing space. (Due to space limitations, CAS requires the student to submit proctoring requests 7 business days advance of the test/exam date.)*
   - *It is the instructor’s responsibility to deliver the test/exam to CAS offices 24 hours prior to student’s testing time.*
   - A student may reserve all their testing space needs for the entire semester, including finals, as long as you have allowed a 7 business day advance.
     - Open the ACCESS CAS homepage,
     - Select the Proctoring Request tab
     - Select NEW BOOKING REQUEST
     - Using the dropdown menu, select the appropriate course
     - Complete the search fields that apply
     - Select date, time, and room you would like to reserve on the right-hand side
     - Confirm all of the information on the pop-up is correct, label your exam (Ex. “Weekly Quiz” or “Midterm”), and answer any questions or additional fields
     - Once complete, select SUBMIT REQUEST
     - You should now see your request under your Pending Booking Requests. (It will remain in Pending until your professor approves your request. You may want to let your professor know you have requested space to test at CAS offices, then he/she can confirm the request and confirm delivery of test/exam.)

9. How to manage your Proctoring Requests
   a. How to request a change to already submitted proctoring request:
      i. A student cannot make a change to an already submitted proctoring request. Please email your professor and copy, CC, castests@radford.edu asking permission for any changes to your requests, this may include date, time, items allowed, and etcetera. If changes are approved the professor must email both the student and CAS. CAS will then edit the request.
   b. How to cancel a proctoring request:
      If student needs to cancel within 24 hours before scheduled proctoring reservation, contact CAS by phone or email.
      i. On your ACCESS CAS homepage, select the Proctoring Request tab
      ii. Select the vertical ellipsis next to whichever request you would like to cancel.
      iii. Select CANCEL, then a pop-up will confirm you would like to delete the entry. You must select OKAY.
      iv. A second pop-up will ask if you are absolutely sure you would like to cancel your Proctoring Request. This cannot be undone.
   c. How to monitor pending versus approved:
      i. On the Proctoring Request tab, you can view which requests are still pending and which are approved.
ii. Pending Requests have not been approved by your professor. CAS will be unable to proctor these requests. Please contact your professor, they will need to log into ACCESS CAS to approve the request.

iii. After a request has been approved, your testing room is reserved.

10. How to view notes

*If you are not receiving notes in a timely manner, please contact CAS by phone or email.*

- Open your ACCESS CAS homepage
- Select the Note-Taker Network tab
- On this screen, you will be able to search and view any of the notes your classmates or professors have uploaded to share with you.
- Select the file to download the notes.

11. How to submit a supplemental request

*A Supplemental Request is for students who would like to request an additional accommodation that they do not currently have on their Access Plan.*

- Open your ACCESS CAS homepage,
- Select the Accommodation dropdown
- Select Supplemental
- Select ADD NEW
- Fill out the form in its entirety and upload any supporting documentation
  1. My diagnosed disability falls into the following category.
     i. Select ADD and select the checkbox next to the appropriate category.
     ii. Select DONE
  2. What accommodation(s) are you requesting?
     i. Select the text field and type in the accommodation(s) you are requesting.
  3. Upload supporting document(s)
     i. If this is a new diagnosis and you have documentation, please select ADD ITEM and upload documentation.
- Once complete, select SUBMIT