



MSVU ACCESSIBILITY SERVICES

ACCOMMODATE STUDENT USER GUIDE

ACCOMMODATE

<https://msvu-accommodate.symplicity.com>

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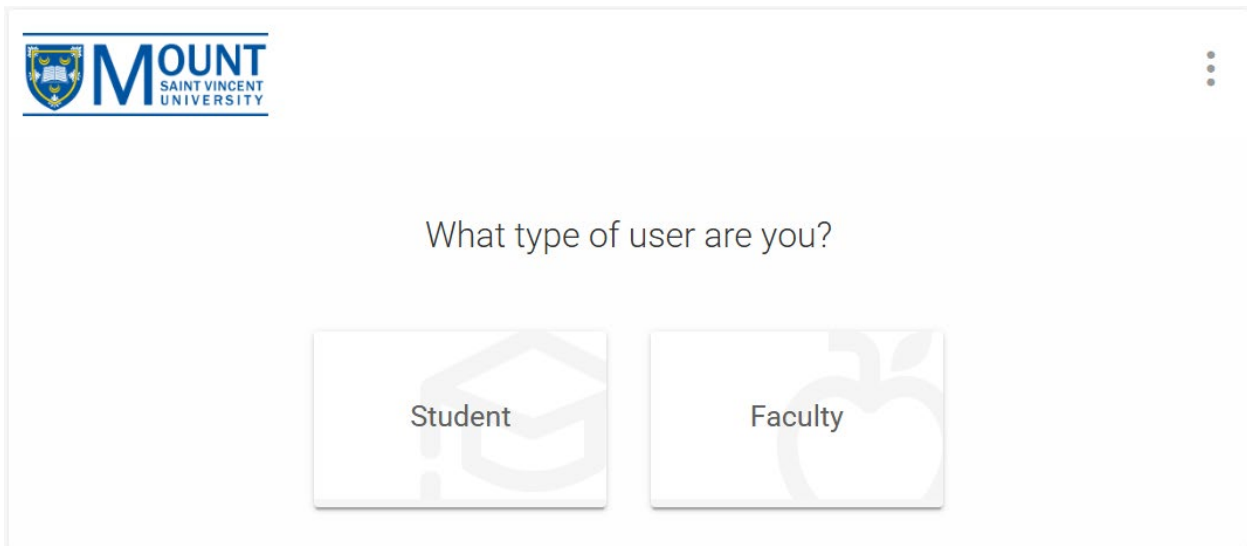
Last updated May 2026.

Signing into Accommodate

All students can log in to Accommodate with their MSVU login details to submit an accessibility request, after they have registered for at least one MSVU course.

<https://msvu-accommodate.symlicity.com>

All accessibility-related processes are managed through Accommodate, including note-taking services and booking accommodated quizzes, tests and exams. Students receiving academic accommodations can expect to use Accommodate throughout their time at MSVU. **It's recommended that you bookmark this page.**



Registration Requests & Receiving Accommodations

There are 3 requirements for a complete application for academic accommodations:

- 1) Submit registration request through Accommodate
- 2) Upload documentation to Accommodate
- 3) Meet with an Accessibility Advisor

Your application for accommodations will not be processed until all steps are completed.

Submit a Registration Request

To submit your registration request, on the left side navigation panel, click **Accommodation > Registration Request**. On mobile, first open the “hamburger” menu button to find the Accommodation option.

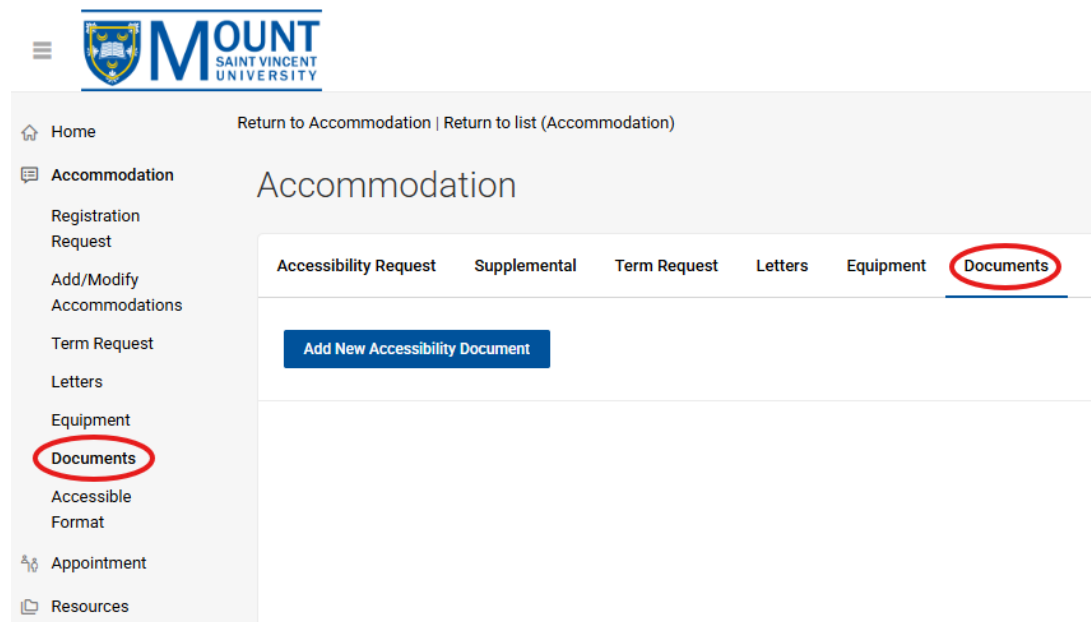
The screenshot displays the user interface of the Accommodate system. At the top left is the Mount Saint Vincent University logo. Below it is a navigation menu with the following items: Home, Accommodation (circled in red), Registration Request (circled in red), Add/Modify Accommodations, Term Request, Letters, Equipment, Documents, Accessible Format, and Appointment. The main content area is titled 'News Feed' and contains the text: 'There are currently no announcements or notifications to display.' To the right is a 'Shortcuts' section with three links: '> Document Library', '> My Activity Summary', and '> Request an Advising Appointment'. At the bottom right, there is a feedback link: '> Your feedback is welcome.' The footer of the page reads 'POWERED BY simplicity'.

Fill out each field, answering each question to the best of your ability. Be sure to add all the accommodations you are requesting. If selecting the “Other” option, list or describe the accommodation. Click **submit** when you have filled out the form.

Upload Documentation

Next, you need to upload your documentation to Accommodate. This could come in the form of a psychoeducational report, a medical assessment form from your doctor, or any official documentation from a regulated health professional. Please contact accessibilityservices@msvu.ca if you have any questions about required documentation.

To upload your documentation, navigate back to the **Accommodation** tab on the left side. Click **Documents** from the options along the top of the page or under the Accommodation header.

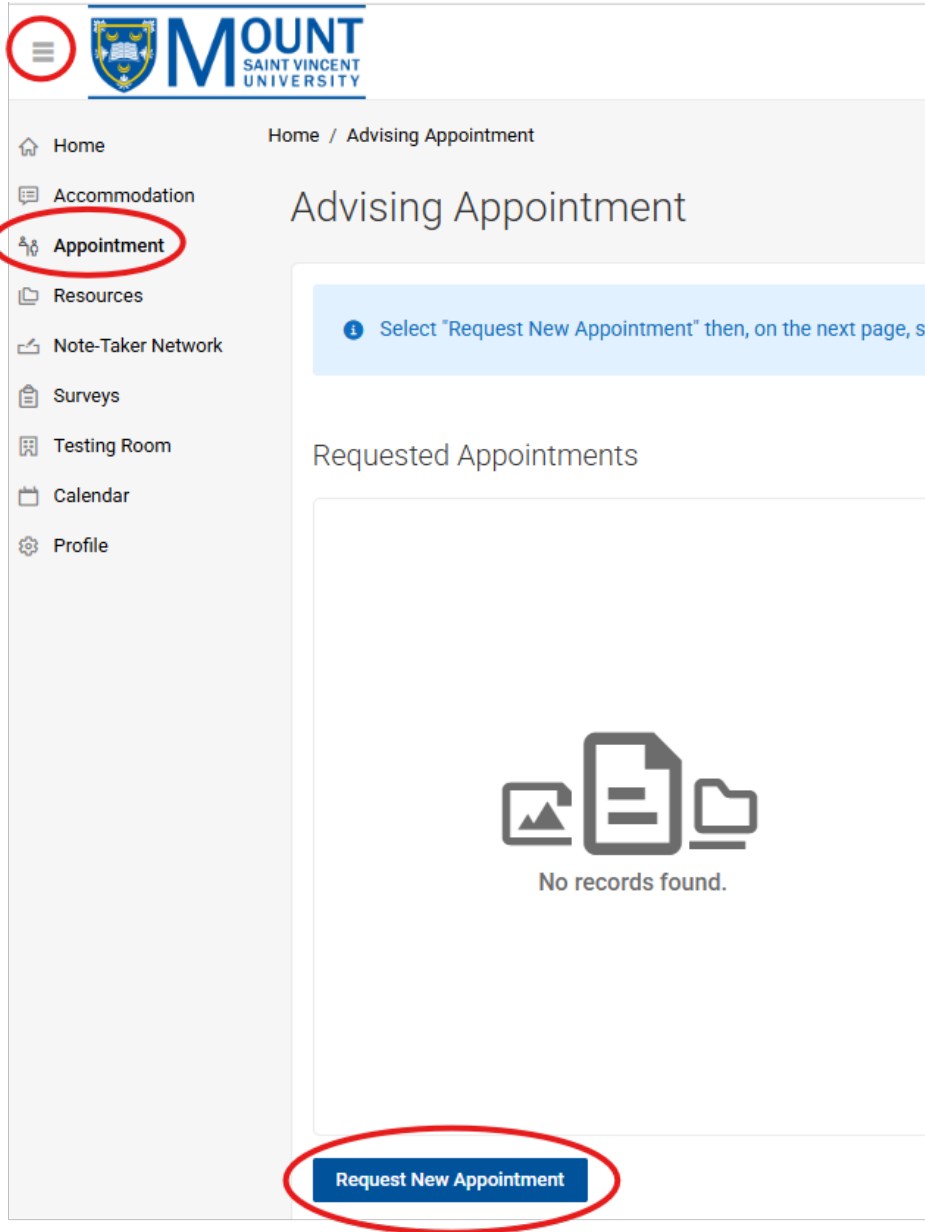


Then click **Add New Accessibility Document**. Give your document a title, select the document type, and upload your file by clicking the **Upload File** button. Once your document has been uploaded, be sure to click **Submit** at the bottom of the page.

If you do not have documentation, or if you aren't sure if what you have is what we need, book an appointment anyway. Your advisor will discuss your options with you.

Meet With an Accessibility Advisor

To book an appointment, click **Appointment > Request New Appointment** on the left side navigation panel. On mobile, first open the “hamburger” menu button to find the Appointment option.



The screenshot shows the Mount Saint Vincent University website interface. At the top left is the university logo. Below it is a navigation menu with items: Home, Accommodation, Appointment (circled in red), Resources, Note-Taker Network, Surveys, Testing Room, Calendar, and Profile. The main content area is titled 'Advising Appointment' and contains a blue instruction box: 'Select "Request New Appointment" then, on the next page, s'. Below this is a section titled 'Requested Appointments' which is currently empty, displaying a 'No records found.' message with icons for a photo, a document, and a folder. At the bottom of the page, a blue button labeled 'Request New Appointment' is circled in red.

For the Type click **Choose...** > **First Time Registration Appointment**. On mobile, you may need to click on **Filters** to see this appear. For best results, do not change other filters other than Type before clicking **Check Availability** at the bottom.

Home / Advising Appointment

Advising Appointment

Select "Request New Appointment" then, on the next page, select "Appointment Type" and then select "Check Availability"

Type
Choose...

Date Range
15-05-2026 29-07-2026

Time Range
08 30 AM Clear
to
04 30 PM Clear

Location

Start by choosing a single search filter

All available appointments will appear. Choose the appointment time and location (in-person, phone, or Teams) you would like and click **Submit Request**. You will receive an email confirming your appointment.

After you have completed all three steps and met with an Accessibility Advisor, you will receive an Accessibility Registration letter in your MSVU email. This means your application was approved.

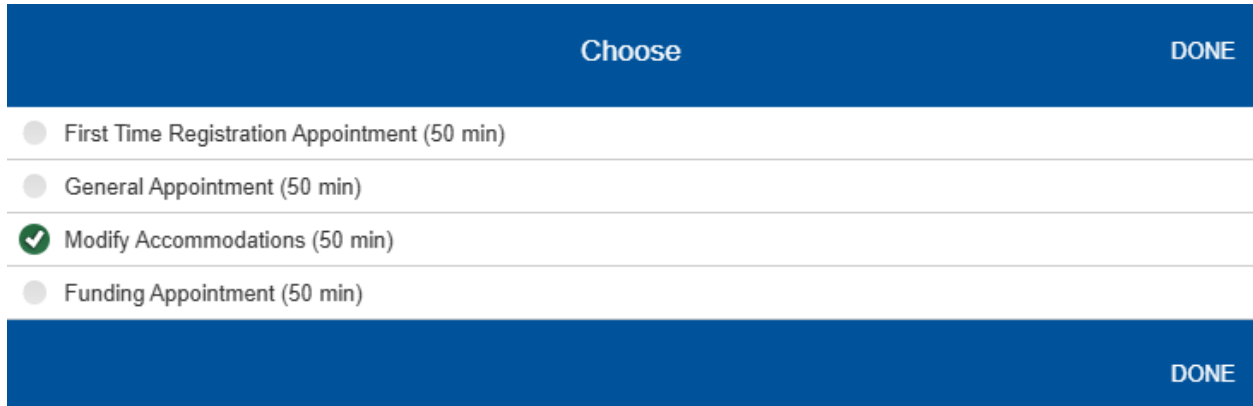
You can view your accessibility letters in Accommodate. Login and select **Accommodation > Letters** for a complete list.

Note: You only need to submit one registration request during your time at MSVU. Accommodations will carry forward every semester you are registered unless you make a change.

Requesting Updates to an Accommodation Plan

You may require updates to your academic accommodation plan throughout your degree. You must meet with an Accessibility Advisor to discuss these changes. You may be required to submit additional documentation to validate your additional requests.

To request changes, login to Accommodate. Click on **Appointment > Request New Appointment** and then choose **Modify Accommodations** as your appointment type.



The screenshot shows a mobile application interface for selecting an appointment type. At the top, there is a dark blue header bar with the word "Choose" in white text on the left and "DONE" in white text on the right. Below the header, there is a list of four appointment options, each with a radio button and a horizontal line to its right. The first option is "First Time Registration Appointment (50 min)" with an unselected radio button. The second option is "General Appointment (50 min)" with an unselected radio button. The third option is "Modify Accommodations (50 min)" with a selected radio button (indicated by a green checkmark inside the circle). The fourth option is "Funding Appointment (50 min)" with an unselected radio button. At the bottom of the screen, there is another dark blue bar with the word "DONE" in white text on the right.

If your updated accommodations are approved after your meeting with an Accessibility Advisor, a new letter will be generated and sent to your instructors. The letter can be found under the **Letters** menu with “Updated Accommodations” in the title.

Note: Accessibility-related information is confidential and will only be shared with instructors and relevant university staff as required to implement approved accommodations.

Accommodated Quizzes, Tests, and Exams

IMPORTANT: Quiz/test/exam requests must be submitted at least nine (9) days before their scheduled date. If you make a late request, writing with accommodations is not guaranteed.

You must submit a request for **each** quiz, test or exam you want to complete with accommodations. It is recommended that you do this at the beginning of the semester when you receive the syllabus from your instructor.

Testing Centre Information

Test times at our Testing Centre are:

- Monday to Thursday: 9 a.m., 1:30 p.m., 4 p.m.
- Friday: 9 a.m., 1:30 p.m.

You must discuss your test time from the options above with your instructor **before** submitting your request. Choose a test time that is closest to when your class is writing. If you have a schedule conflict or the test is in the evening, you must confirm an alternate date/time with your instructor **before** submitting and forward their approval to tests@msvu.ca.

Note: In Fall and Winter semesters, final exams are managed by the Registrar's Office. Accommodations for those exams are requested in a separate form, **not** through Accommodate, which is due November 15th (Fall) or March 15th (Winter). Summer I and Summer II final exams **should** be requested through Accommodate.

When to Submit a Test Request

Not all accommodated tests need to be booked through Accommodate.

- Online, unproctored tests with extra time only: Do **not** submit a test request. Contact your instructor to add your extra time.
- Online, proctored tests: Submit a test request **at least nine (9) days before** the scheduled date.
- Online tests with scribe/reader or other accommodations: Submit a test request **at least nine (9) days before** the scheduled date.
- In-person tests: Submit a test request **at least nine (9) days before** the scheduled date.

If you are unsure whether you need to book a test at our Testing Centre, please contact tests@msvu.ca at least 9 days before the scheduled test date.

How to Submit a Test Request

To submit a test request, login to Accommodate. Click **Testing Room** on the left side of the navigation panel, then click **New Booking Request**. On mobile, first open the “hamburger” menu button to find the Testing Room option.

The screenshot displays the user interface for the Mount Saint Vincent University Accommodate system. At the top left is the university logo and a hamburger menu icon. A navigation sidebar on the left lists: Home, Accommodation, Appointment, Resources, Surveys, **Testing Room** (circled in red), Calendar, and Profile. The main content area features a light blue informational banner with text about schedule conflicts, test center hours (Mon-Thu: 9:00am-4:00pm, Fri: 9:00am-1:30pm), and online (remote) tests. Below the banner are two panels: 'Pending Booking Requests' and 'Approved Booking Requests', both showing 'No records found.' with a document icon. At the bottom center, a blue button labeled 'New Booking Request' is circled in red.

Select the course you would like to submit a test request for in the drop-down menu under **Course**. Your accommodations will appear under **Optional Filters**. If you don't want a certain accommodation for the test you are booking, you can remove it there. If you want all your accommodations, no action is needed under Optional Filters. Click **Next Step** after choosing your course and reviewing your accommodations.

Home / Testing Room / Alternative Testing Rooms

Alternative Testing Rooms

1. Select a Filter
Start by applying a filter to see available options.

Course *

▼ Add Optional Filters

Building Length Accommodations

AN - Ambient noise × BRK - Breaks ×
ET - Time and a half ×

Clear Filters **Next Step**

Next you will need to select a date. **Make sure your instructor has approved the date and time you are about to select.** The calendar will only allow you to select available days from Monday to Friday, at least 9 days out. If your test is less than 9 days away, you will not be able to book online and you should contact tests@msvu.ca to make your request. **If you make a late request with less than 9 days' notice, writing with accommodations is not guaranteed.**

2. Select a Date
Need to update the dates? Head back to step 1 filters to make changes.

< May, 2026 >

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

After you select a date, #3 Select a Space will populate with an expandable EMF filter. Click on **EMF** to view available time slots and click **Request** beside the test time you want, to complete your submission.

3. Select a Space
Looking for better options? Use the filters in Step 1 and 2 to narrow your search.

EMF 3 Times Available

EMF 139 9:00 AM 225 mins	Request
EMF 139 1:30 PM 225 mins	Request
EMF 139 4:00 PM 225 mins	Request

Once your request is submitted it will remain under the **Pending Booking Requests** section until it is approved. Approvals typically occur about one week before the test. You will receive a confirmation email when your request has been approved. At that time, your request will move from Pending Booking Requests to **Approved Booking Requests**.

You can find pending and approved booking requests by clicking on **Testing Room**.

MOUNT SAINT VINCENT UNIVERSITY

If you have a schedule conflict or the test is in the evening, you must confirm an alternate date/time with your instructor before submitting and forward their approval to tests@msvu.ca.

Test Centre hours:

- Mon - Thu: 9:00am, 1:30pm, 4:00pm
- Fri: 9:00am, 1:30pm

Online (remote) tests:

- Extra time only: Do not submit this form - contact your instructor and your extra time will be added.
- Scribe/Reader or other accommodations: Please submit this form.

Testing Room

Pending Booking Requests

Approved Booking Requests

No records found.

No records found.

New Booking Request

Cancelling a Test Request

You can cancel both pending and approved quiz, test, or exam requests. Login to Accommodate and go to Testing Room. Hover over the three dots next to the entry you wish to cancel and click **Cancel**.


Pending Booking Requests

2 results

E1	EMF 139 Brain and Behaviour June 2, 2026 1:30 PM EMF 166 Bedford Hwy Halifax, 5 B3M2J6 CA NWC - Not with class, AN - Ambient noise, BRK - Breaks, COM - Computer for class/tests, ET - Time and a half	Cancel
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Approved Booking Requests

1 results

E1	EMF 139 Brain and Behaviour May 19, 2026 1:30 PM EMF 166 Bedford Hwy Halifax, 5 B3M2J6 CA NWC - Not with class, AN - Ambient noise, BRK - Breaks, COM - Computer for class/tests, ET - Time and a half	
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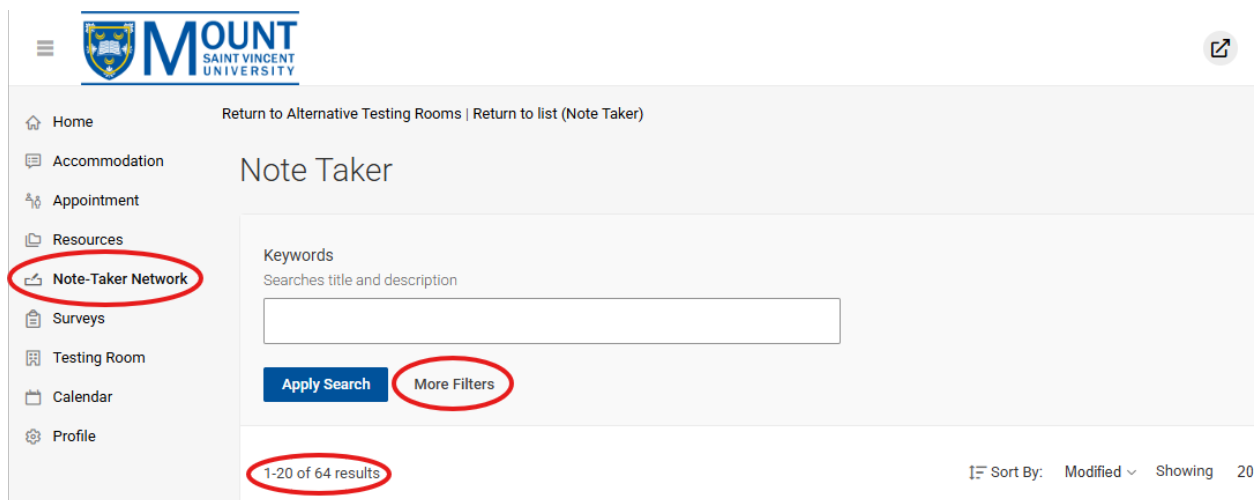
Note-Taker Network

Note-taking services are not guaranteed since they rely on a classmate volunteering from the class. Please consult with your Accessibility Advisor about alternate options to note-taking if a peer note-taker is not available.

To access uploaded notes, several conditions must be met:

- 1) Approval of note-taking accommodation is required and will appear in your Accessibility Registration Letter.
- 2) Your note-taking request will automatically continue each semester you are registered
- 3) A note-taker must be recruited and upload their notes.

Once these conditions are satisfied, please login to Accommodate. You will see **Note-Taker Network** as an option on the left-hand side. All uploaded notes will appear on this page, sorted by Modified (newest first).

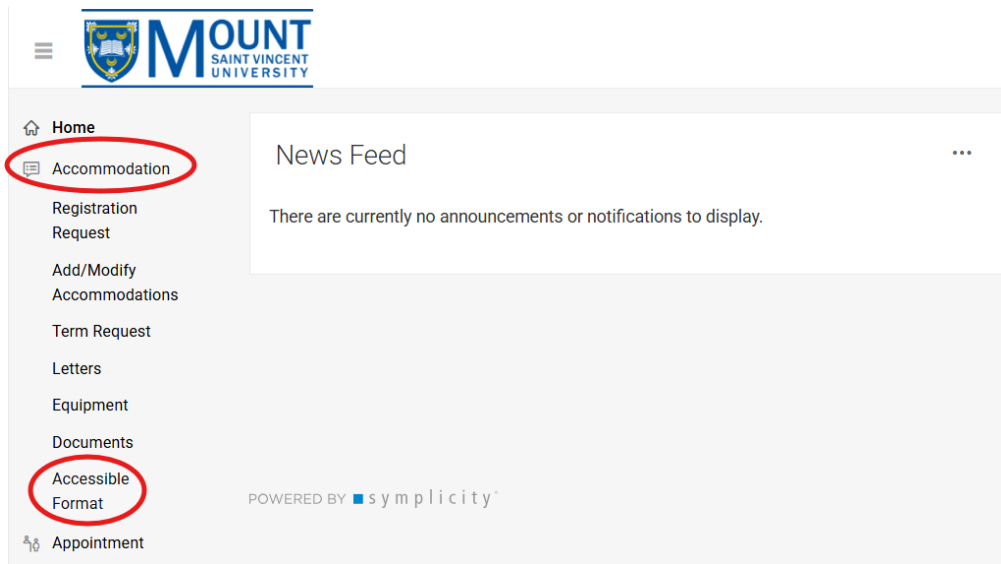


The screenshot shows the Mount Saint Vincent University website interface. The top left features the university logo and a navigation menu with items: Home, Accommodation, Appointment, Resources, **Note-Taker Network** (circled in red), Surveys, Testing Room, Calendar, and Profile. The main content area is titled "Note Taker" and includes a search bar with the placeholder text "Keywords" and "Searches title and description". Below the search bar are two buttons: "Apply Search" and "More Filters" (circled in red). At the bottom of the search results area, it displays "1-20 of 64 results" (circled in red). On the right side of the bottom area, there is a sorting option "Sort By: Modified" and a "Showing 20" indicator.

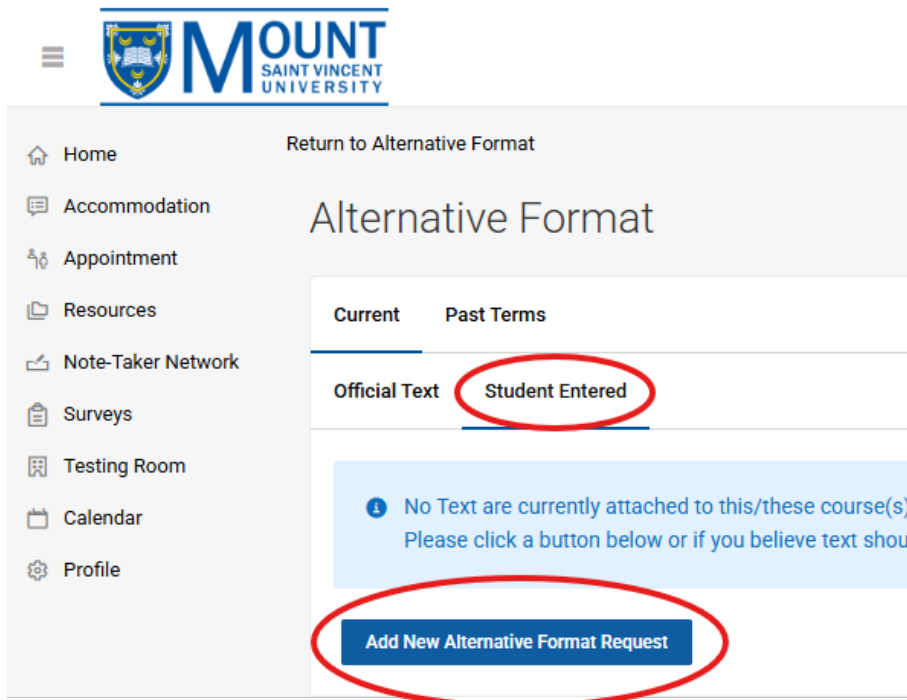
Choose the **Semester** and/or **Course** under **More Filters** to narrow results to the ones you want.

Accessible Format

If your accommodations include accessible format textbooks, you can make requests through Accommodate. Select **Accommodation > Accessible Format**.



Click on **Student Entered > Add New Alternative Format Request** to enter a new request.



Enter the details in the form and click **submit**. We will do our best to obtain an accessible format textbook. If it's not possible to obtain one, we will discuss other options with you.

Frequently Asked Questions

Please note: Before emailing Accessibility Services, please login to Accommodate and check if the answer to your question may be there.

Question: I have logged into Accommodate and filled out the form to write my quiz, test or exam, but it will not give me any options.

Answer: Please check to ensure you have entered all required details and submitted the request fully. If there are still no available dates, check to make sure you are booking before the 9-day deadline. Quiz/test/exam requests are due 9 days before the date they are scheduled to be written. If there are still no available dates, email tests@msvu.ca.

If the exam you are booking falls in the Final Exam period of a Fall or Winter semester, it will not be bookable through Accommodate. Those requests must go through the Registrar's Office form found on msvu.ca/exams.

Question: Has my Accessibility Request been processed?

Answer: Please login to Accommodate and look under Accommodations > Letters. You would also have an email in your MSVU email address. Your accessibility request has not been processed until you receive this letter. You will not receive a letter until you have met with an Accessibility Advisor.

Question: Do I have to submit an Accessibility Request every single semester?

Answer: No. You only need to submit one Accessibility Request. This will automatically renew every semester you are registered in classes.

Question: I think I may need an adjustment to my accommodation plan. What do I do?

Answer: If your accommodations are not working for you, you should meet with an Accessibility Advisor. Additional documentation may be required. Please follow instructions above on how to book a Modify Accommodations appointment.

Question: I have been approved for note-taking services. Should I connect this accommodation to all my courses?

Answer: Only attach the note-taking accommodation to the courses you wish to receive note-taking services for.

If you have questions about accommodations or experience issues using Accommodate, please contact Accessibility Services at accessibilityservices@msvu.ca, call 902 457 6567, or visit the Student Services desk at EMF 108 (below the library).