

# AU ACCOMMODATE REFERENCE GUIDE

Accessibility Services  
ASD@ATHABASCAU.CA

## About

This reference guide was developed to support students navigating AU Accommodate to arrange and request accommodations.

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## Contact

Need to speak with an Accessibility Services team member?

Book an appointment using the [online bookings calendar](#)



**General inquiries**  
[asd@athabascau.ca](mailto:asd@athabascau.ca)

**Exams**  
[asdexam@athabascau.ca](mailto:asdexam@athabascau.ca)

**Alternate format, assistive  
technology, or funding**  
[AT@athabascau.ca](mailto:AT@athabascau.ca)



**Phone (toll-free):**  
1-800-788-9041 and request  
to be connected to  
Accessibility Services.



[Accessibility Services website](#)

[AU Accommodate](#)

## Quick Start

**My textbook is not accessible. I need accessible PDF files for a course.**

→ Review the steps to request [Alternative Format](#).

**I need to change my accommodation plan.**

→ Use the Additional Accommodations & Services request and submit your request for an [Accommodation modification](#).

**I need Accessibility Services support in completing my application for the Canada Student Grant for Persons with Disabilities, Services and Equipment (CSG-DSE).**

→ Steps to request assistance with your [Services and Equipment Grant](#).

**I will not finish my course in time, and I have the accommodation for waived fees for an extension.**

→ Use the [Extension Request form](#) to request an extension to your course.

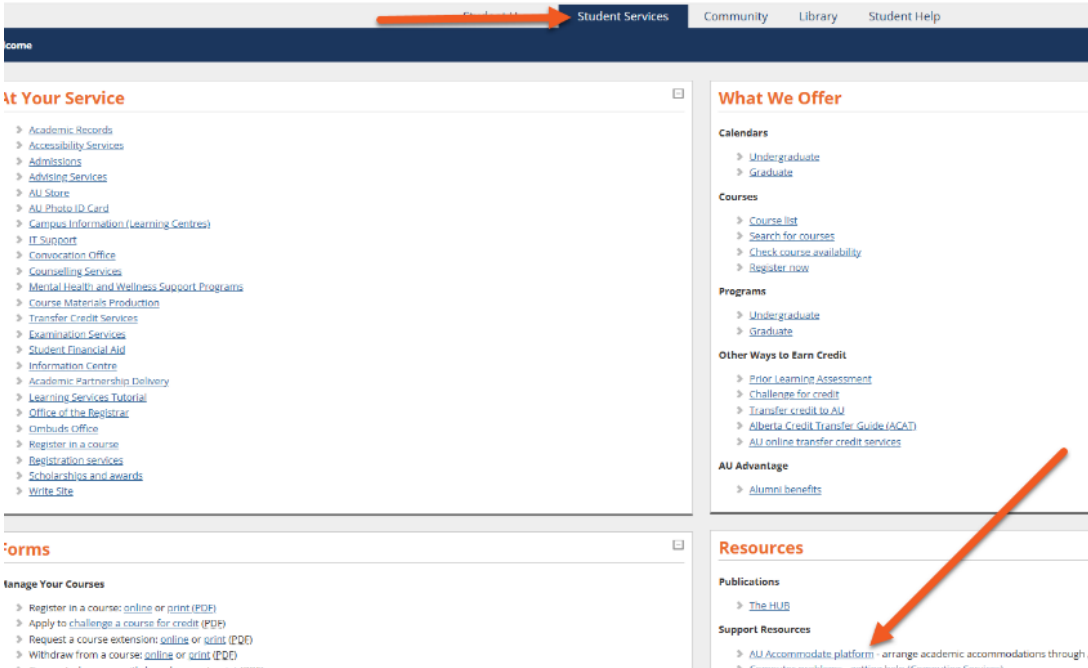
**I need to send my accommodation letter to my tutor or academic expert.**

→ Download your Confirmation of Accommodation letter from [Accessibility Letters](#).

# Logging in

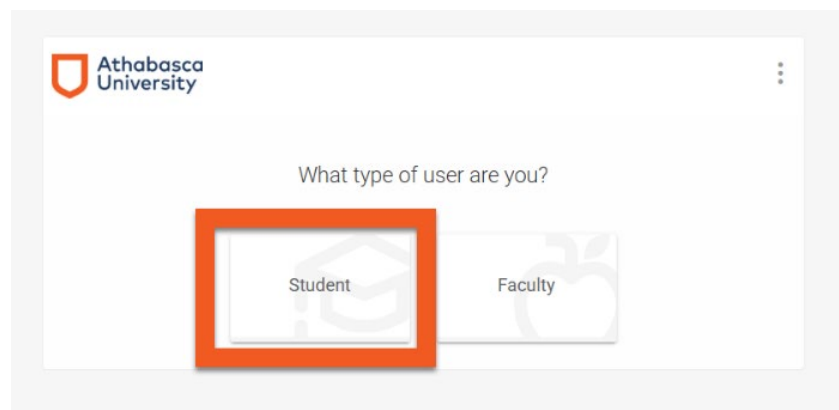
Log into AU Accommodate using your AU email address.

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

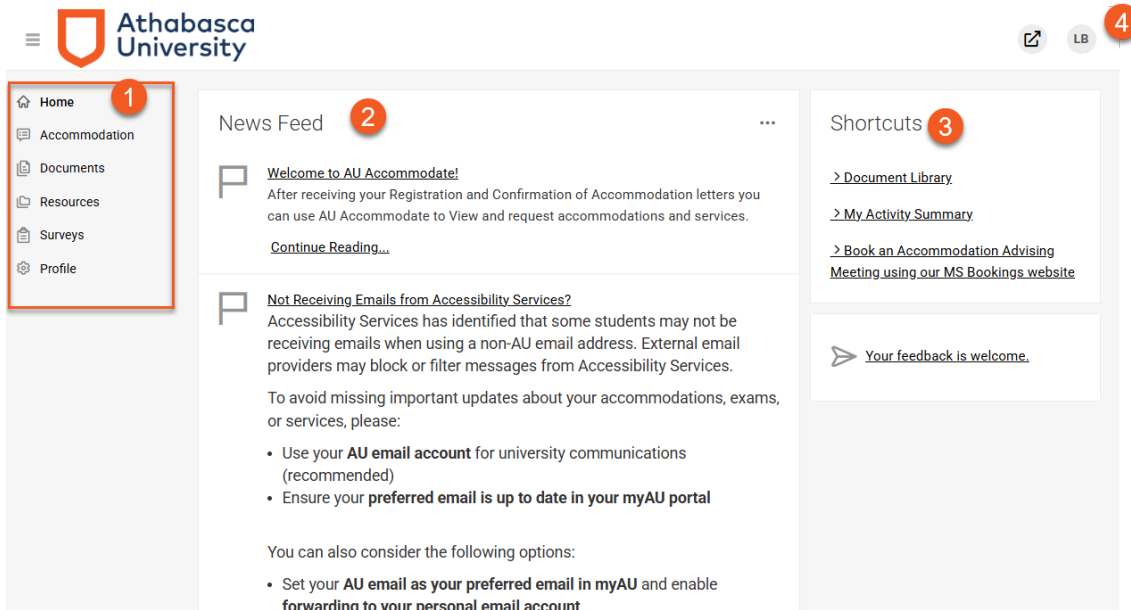


The link for AU Accommodate is also available in your myAU portal; **Student Services** tab, and **Resources**.

Click **Student**.



# AU Accommodate landing page



## 1 - Main navigation menu

You can access accommodation information in the main navigation menu. Some menu items will include a drop-down box with additional options.

## 2 - News Feed

Accessibility Services will provide notifications on upcoming webinars or other events that may be relevant for students registered with Accessibility Services.

## 3 - Shortcuts

Quick links provide easy access to your document library and activity summary.

## 4 - Student profile

Quick access is available for you to review and update your profile or select your time zone.

Click **Home** to return to the landing page.

## Requests

When submitting requests in AU Accommodate, screens will offer three options:



**Submit**—clicking **Submit** will send the accommodation modification request to Accessibility Services for review and processing.

**Save**—clicking **Save** will not submit the request to Accessibility Services, and you can return later to complete and click **Submit**.

**Cancel**—clicking **Cancel** will delete the request and return to the previous screen.

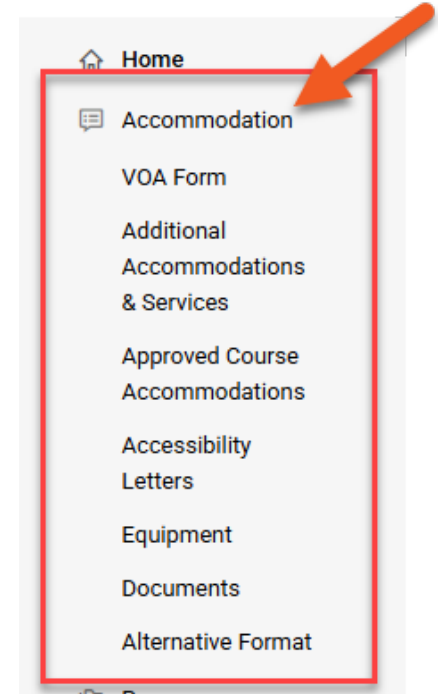


**Saved requests are not reviewed until submitted.**

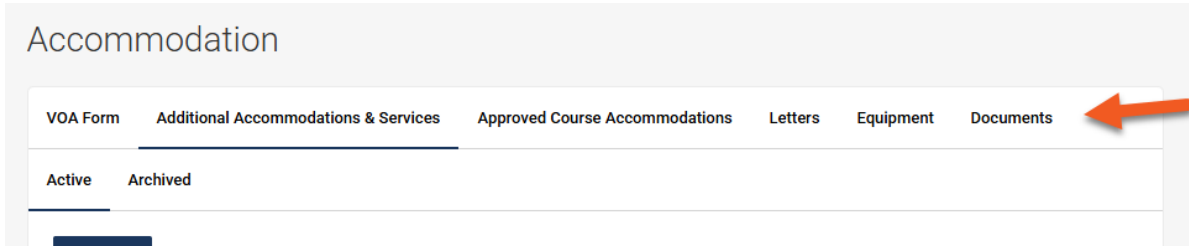
## Accommodation

For additional menu items, click the **Accommodation** link in the navigation menu.

You can arrange or request accommodations, review letters sent by Accessibility Services, as well as review/download other documents saved in your portal, such as your services and equipment grant application.



Quick access links are also available on the Accommodation screen.

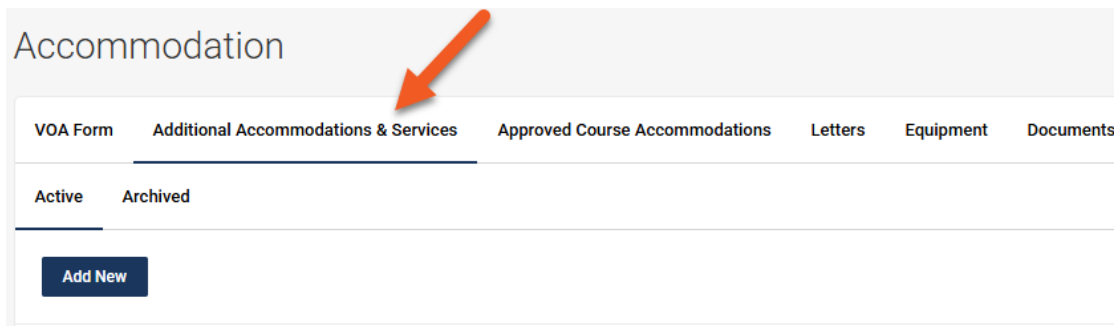


## VOA form

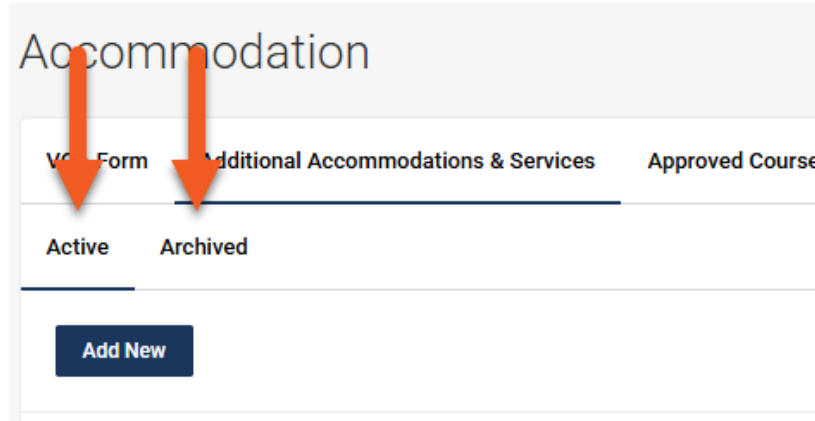
If you submitted Section 1 of the Verification of Accommodation form using AU Accommodate, the information you submitted will be available in the VOA form. If you registered with Accessibility Services prior to the launch of AU Accommodate (January 2026), this page will not contain any information.

## Additional Accommodations & Services

Accommodations and services can be submitted using the Additional Accommodations & Services link in the navigation menu.



In the Additional Accommodations and Services screen, there are sub-tabs for Active and Archived requests.



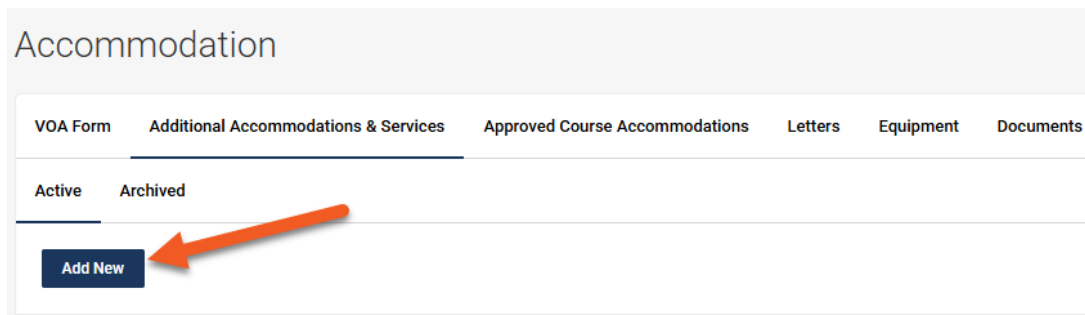
**Active** - lists requests submitted to Accessibility Services that are currently under review or in progress.

**Archived** - lists completed request submissions and archived by Accessibility Services. Check your email for additional information regarding your request.

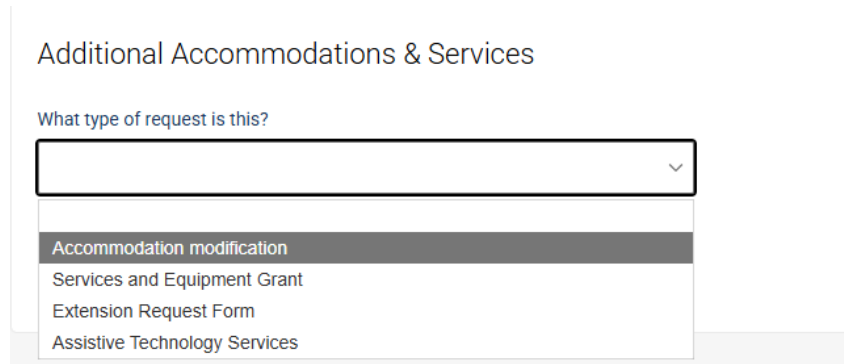
**Additional Accommodations and Services form allows you to request:**

- 1) Accommodation modifications
- 2) Services and Equipment Grant
- 3) Extensions
- 4) Assistive Technology Services

To start your request, click **Add New**.



Select the **type of request** from the drop-down menu.



Additional Accommodations & Services

What type of request is this?

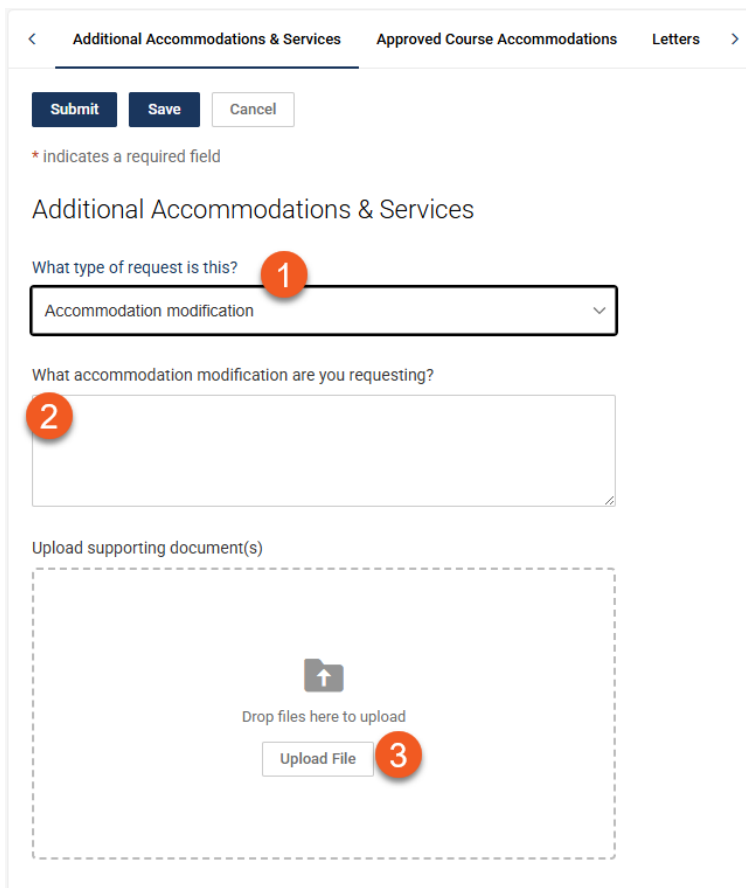
Accommodation modification

Services and Equipment Grant

Extension Request Form

Assistive Technology Services

## Accommodation modification



< Additional Accommodations & Services Approved Course Accommodations Letters >

Submit Save Cancel

\* indicates a required field

Additional Accommodations & Services

What type of request is this? 1

Accommodation modification

What accommodation modification are you requesting?

2

Upload supporting document(s)

Drop files here to upload

Upload File 3

If you need to revise your accommodation plan, you can submit your request by selecting Accommodation modification and provide information about the accommodation(s) you are seeking in the field below.



**Some accommodation requests require additional medical verification, and Accessibility Services will advise you when updated medical is required. You can upload these documents using the upload file button.**



## Services and Equipment Grant



**You must have an upcoming or active government-funded study period to access this grant.**

First-time applicants should book an Equipment & Services Assessment meeting using the [online booking calendar](#).

### First application as an AU student

If you have applied for this grant as an AU student in the past, skip to [subsequent applications as an AU student](#).

After your Equipment and Services Assessment meeting, Accessibility Services will email additional information for you to explore. Once you have determined the equipment and services best suited to your needs, you can confirm what to include in your application using the Additional Accommodation & Services request form.

- 1) Select Services and Equipment Grant in the Additional Accommodations & Services screen.
- 2) Select **Yes** for the question “Is this your first time applying at AU?”
- 3) Enter your funded study period.

Information to complete your request is available in the [Completing your Services and Equipment Grant request](#) section.

#### Additional Accommodations & Services

What type of request is this?

Services and Equipment Grant

1

Canada Student Grant for Persons with Disabilities, Services and Equipment  
If you are applying for the [Canada Student Grant for Services and Equipment](#) for the first time or require changes to your application, [book an appointment for an Equipment & Services assessment](#) through our online booking calendar.  
If reapplying for the grant a meeting is not necessary. Provide the details below for your subsequent application.

Is this your first time applying at AU? \*

Yes  No

2

Funded Study Period \*

Example: September 2026- December 2026

Mar 2026

3

## Subsequent applications as an AU student

If you have already completed an Equipment and Services Assessment with Accessibility Services and are requesting a continuation of services or a subscription renewal from previous applications, submit your request for assistance in completing the required forms.

- 1) Select Services and Equipment Grant in the Additional Accommodations & Services screen.
- 2) Select No for the question “Is this your first time applying at AU?”
- 3) Enter your funded study period.

### Additional Accommodations & Services

What type of request is this?

Services and Equipment Grant **1** 

Canada Student Grant for Persons with Disabilities, Services and Equipment

If you are applying for the [Canada Student Grant for Services and Equipment](#) for the first time or require changes to your application, [book an appointment for an Equipment & Services assessment](#) through our online booking calendar.

If reapplying for the grant a meeting is not necessary. Provide the details below for your subsequent application.

Is this your first time applying at AU? \*

Yes  No **2**

Funded Study Period \*

Example: September 2026- December 2026

May **3**

## Completing your Services and Equipment Grant request

I require tutoring \*

Yes  No

Tutoring Information \*

Please list Tutor Name, Course, Start Date, Hours/Week and Hourly Rate

Example:

Jane Smith- BIOL235- September 1,2026- 2 hours/week- \$50/hour

Complete the relevant fields in the form to confirm which equipment and services should be included in your application.

I require an academic strategist \*

Yes  No

I require software \*

Yes  No

Software Request

Please list subscriptions, subscription period and cost

Example:

## Alternate format

If you receive alternate format of course materials, Accessibility Services will include alternate format costs in your funding application when possible. This is a cost-recovery measure that supports ongoing access to alternate format services for students.

I requested alternative format course materials \*

Yes  No

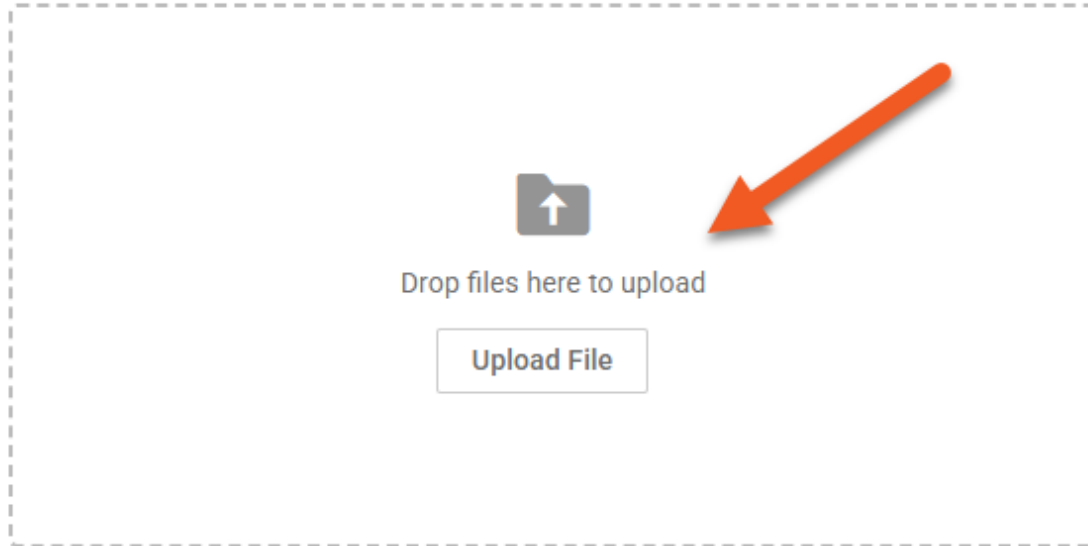
Alt Format Agreement \*

I requested alternative format of my course materials, and I understand these costs will be included in my funding application. Awarded amounts are payable to Accessibility Services.

I understand

## Uploading Documents

Upload supporting document(s)

A dashed rectangular box containing a folder icon with an upward arrow, the text "Drop files here to upload", and a button labeled "Upload File". A large orange arrow points from the top right towards the folder icon.

Drop files here to upload

Upload File

Submit

Save

Cancel

Government funding agencies often require additional information about the equipment or services in your application. Please upload estimates for your equipment and necessary service information, which may include detailed estimates and/or credentials of your service provider.



**The email sent after your Equipment & Services Assessment meeting will include documentation requirements for your application.**

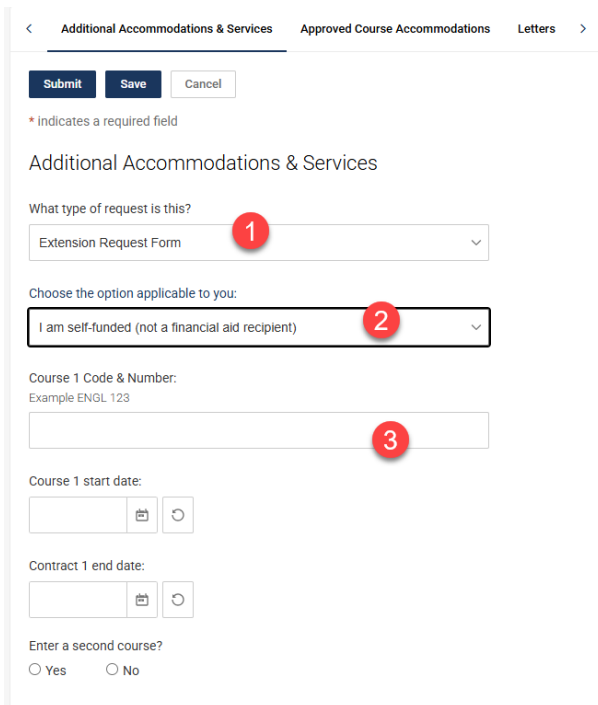
**If this is a subsequent application, review previous applications to confirm what information is required.** If you are using the same service provider, e.g. tutor or academic strategist, you do not need to submit credentials or resumes of the service provider but estimates may be required.

## Extension Request form

If you are requesting the accommodation of waived fees for a course extension, you must complete the extension request through the Additional Accommodation & Services screen.



All students at Athabasca University can purchase an extension. Accessibility Services does not provide the accommodation of extensions but waives the associated fees as an accommodation.



The screenshot shows the 'Additional Accommodations & Services' form. At the top, there are navigation tabs: 'Additional Accommodations & Services', 'Approved Course Accommodations', and 'Letters'. Below the tabs are buttons for 'Submit', 'Save', and 'Cancel'. A note states '\* indicates a required field'. The form title is 'Additional Accommodations & Services'. The first dropdown menu is labeled 'What type of request is this?' and has 'Extension Request Form' selected, with a red circle '1' next to it. The second dropdown menu is labeled 'Choose the option applicable to you:' and has 'I am self-funded (not a financial aid recipient)' selected, with a red circle '2' next to it. The third field is 'Course 1 Code & Number:' with the example 'ENGL 123' and a red circle '3' next to the input field. Below this are fields for 'Course 1 start date:' and 'Contract 1 end date:', each with a calendar icon and a refresh icon. At the bottom, there is a question 'Enter a second course?' with radio buttons for 'Yes' and 'No'.

If you are attending Athabasca University using student financial aid, you must contact [sfa@athabascau.ca](mailto:sfa@athabascau.ca) and request an extension. Accessibility Services cannot process your extension request.

Complete the request and click **Submit or Save**.



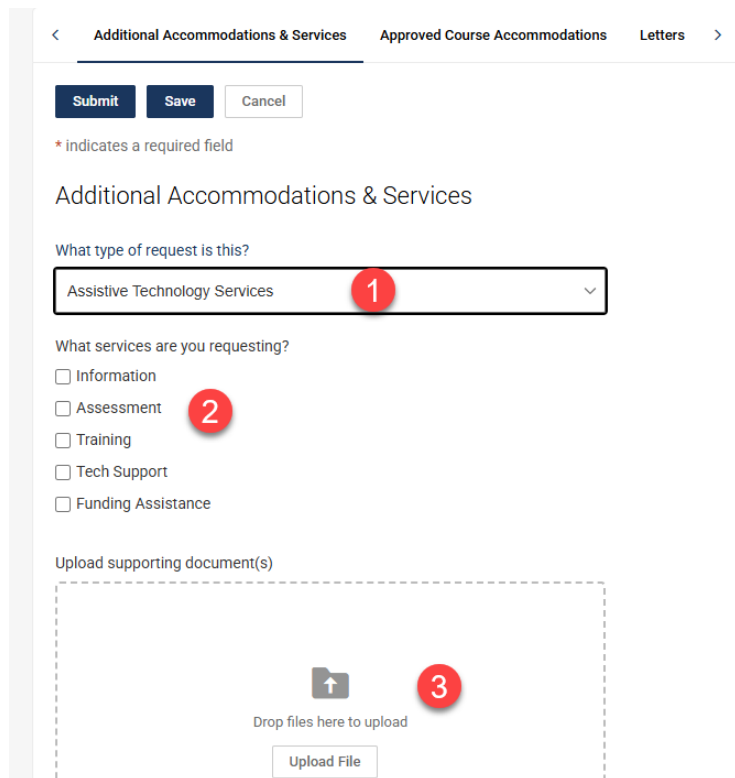
**Extension requests are processed 1-2 weeks prior to the course end date.**

If you submit your request early, it will remain in the Additional Accommodations & Services Active tab. After the request is processed, the extension request is shown in the Archived tab. You will also be able to review the extension letter in your myAU portal.

## Assistive Technology Services

Accessibility Services offers a range of services to support you with your assistive technology.

**Ensure you select the appropriate service to ensure the request is directed to the appropriate team member.**



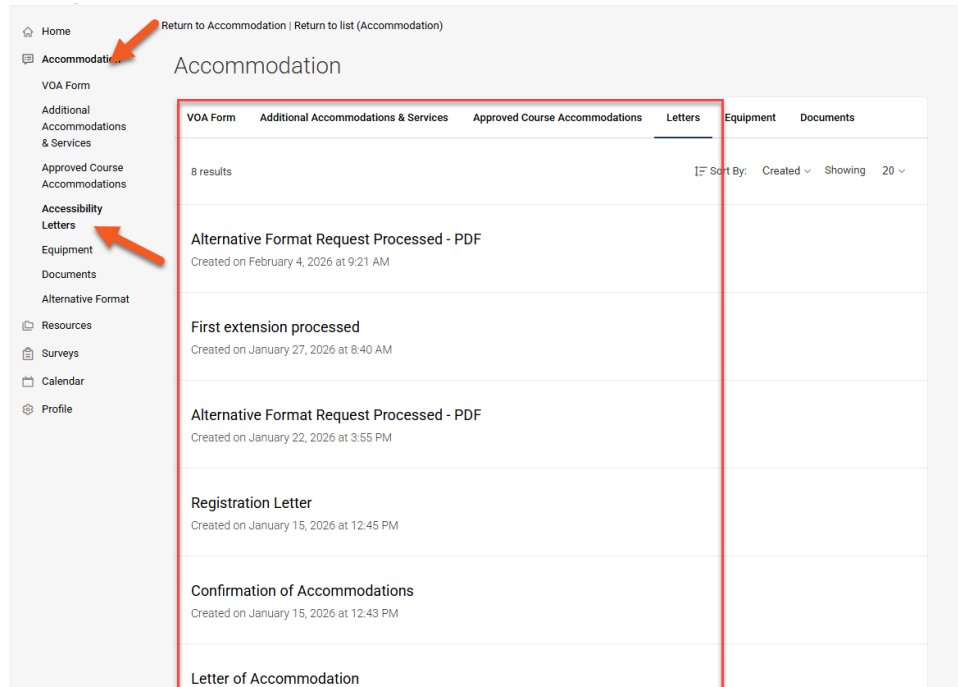
The screenshot shows a web form titled "Additional Accommodations & Services" with a breadcrumb trail: < Additional Accommodations & Services Approved Course Accommodations Letters >. At the top are buttons for "Submit", "Save", and "Cancel". A note states "\* indicates a required field". The form content includes:

- A dropdown menu labeled "What type of request is this?" with "Assistive Technology Services" selected. A red circle with the number "1" is placed over the dropdown.
- A section titled "What services are you requesting?" with five checkboxes: "Information", "Assessment", "Training", "Tech Support", and "Funding Assistance". A red circle with the number "2" is placed over the "Assessment" checkbox.
- A section titled "Upload supporting document(s)" with a dashed box containing an upload icon, the text "Drop files here to upload", and an "Upload File" button. A red circle with the number "3" is placed over the "Upload File" button.

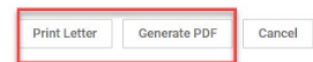
You can upload additional information using the Upload File link. For example, if you are having technical issues with your AT, please submit a screenshot of any errors you may have received.

# Accessibility Letters

Accommodation letters, accommodation requests and letters confirming request completion are available in Accessibility Letters.



Each description line is a link to open the letter. You can open the letter to print or generate a PDF copy of the file.



Send Notification

Subject

Alternative Format Request Processed - PDF

CC Address

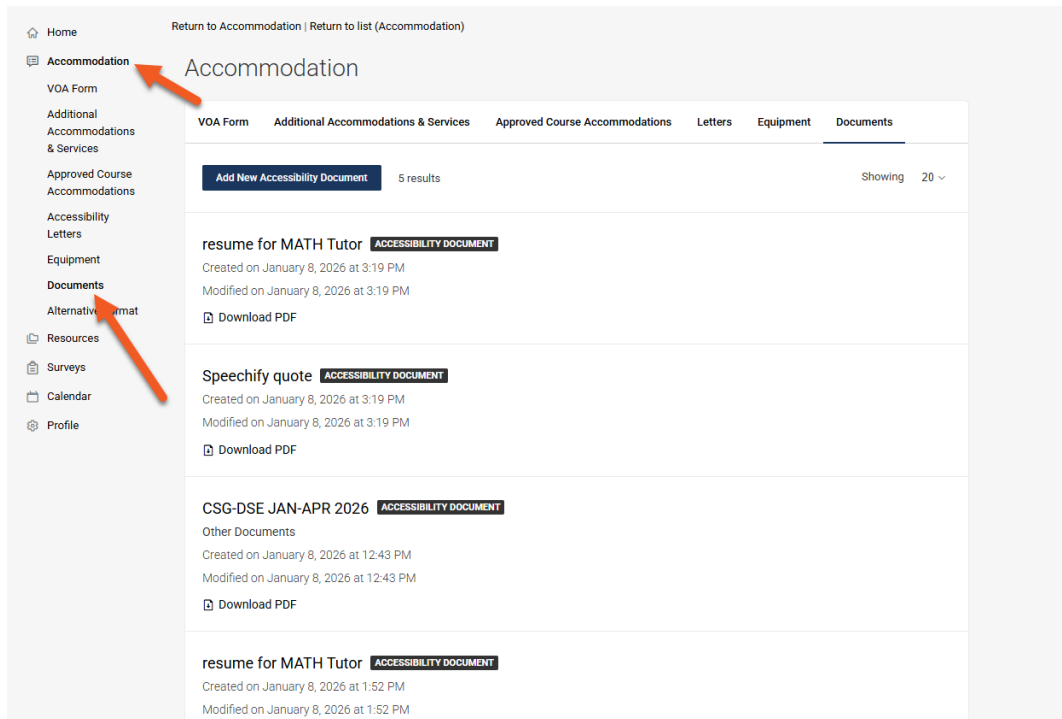


**You are encouraged to send your Confirmation of Accommodation letter to tutors/academic experts at the start of your course.**

If you do not have a Confirmation of Accommodation letter listed, email [asd@athabascau.ca](mailto:asd@athabascau.ca) and a team member will ensure your letter is posted in your AU Accommodate portal.

# Documents

Documents uploaded to your portal are available in Documents.



Document titles are links to the uploaded file and can be downloaded to your computer by clicking on the Preview link.

CSG-DSE JAN-APR 2026

Document Type  
Other Documents

Preview \*

File: [PWA.pdf](#) (201.4 kb)

Description

## Alternative Format

If you have the accommodation noted on your Confirmation of Accommodation letter, you will need to submit the request in AU Accommodate.

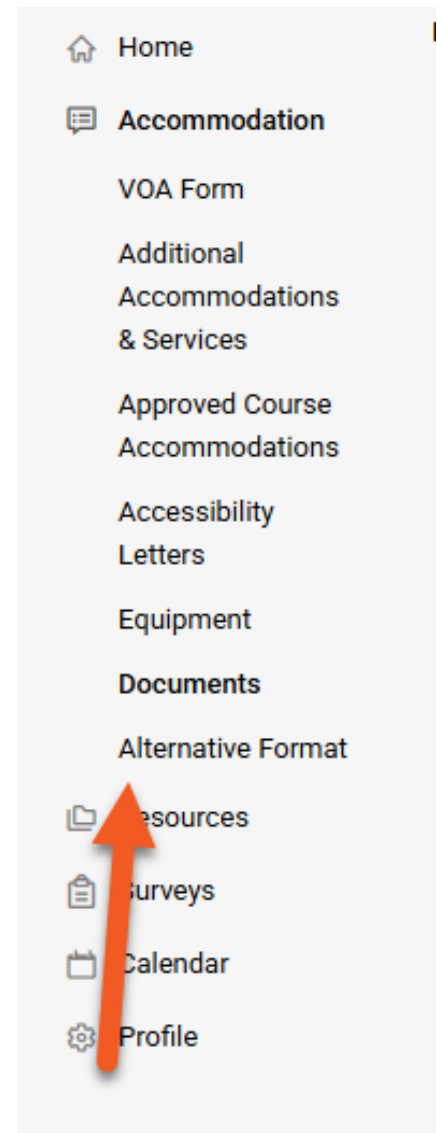


**You must request your alternate format each time you register for new courses. Accessibility Services is not automatically notified when you start a new course.**

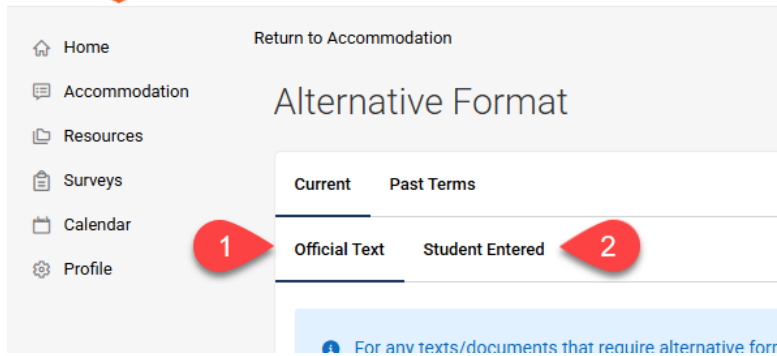
If you do not see Alternative Format in the Accommodation menu:

→ You may not have the accommodation for alternate format and need to submit an Additional Accommodations & Services Request and select [Accommodation modification](#).

→ AU Accommodate does not have your course schedule yet.



When Alternative Format is available in your portal, you can submit your alternate format request.

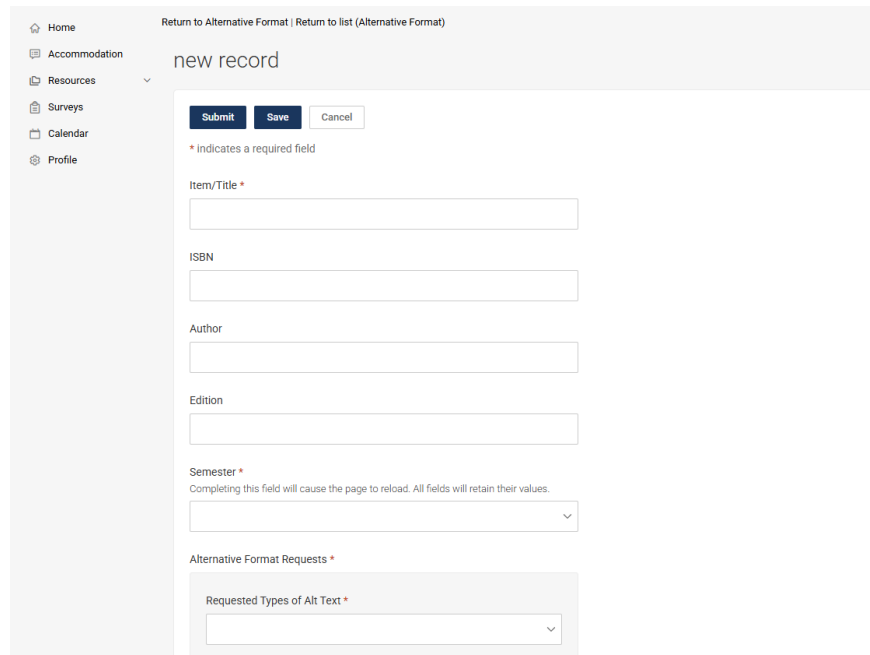


Textbooks already listed in the system will be listed in the Official Text tab.

If textbooks are not listed in the Official Text tab, you will need to enter the information in the Student Entered tab.

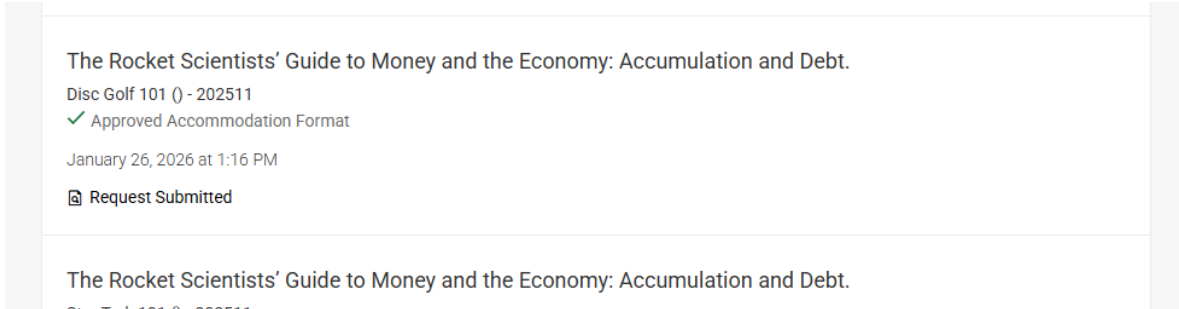


Did you know this information is available under Materials in the course syllabus posted on the [online calendar](#)?



The Alternative Format request form displays an upload file link; however, as course fees include course materials, Accessibility Services does not require you to submit additional information for your alternate format request.

After the request is submitted, it will be listed on the main Alternative Format screen:



## Resource Library

You can access Accessibility Services documents in the Resource Library. These are general documents that all students can view.

