

YouTestMe

Special Accommodations Notifications

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# Introduction

Special accommodations notifications provide that the Proctor is informed each time a CSR adds/removes special accommodation for a particular student on a particular test.

There are types of notifications related to the special accommodations feature:

* Accommodation request
* Accommodation request response
* Accommodation removed

This document explains all three types of notifications and how they can be edited.

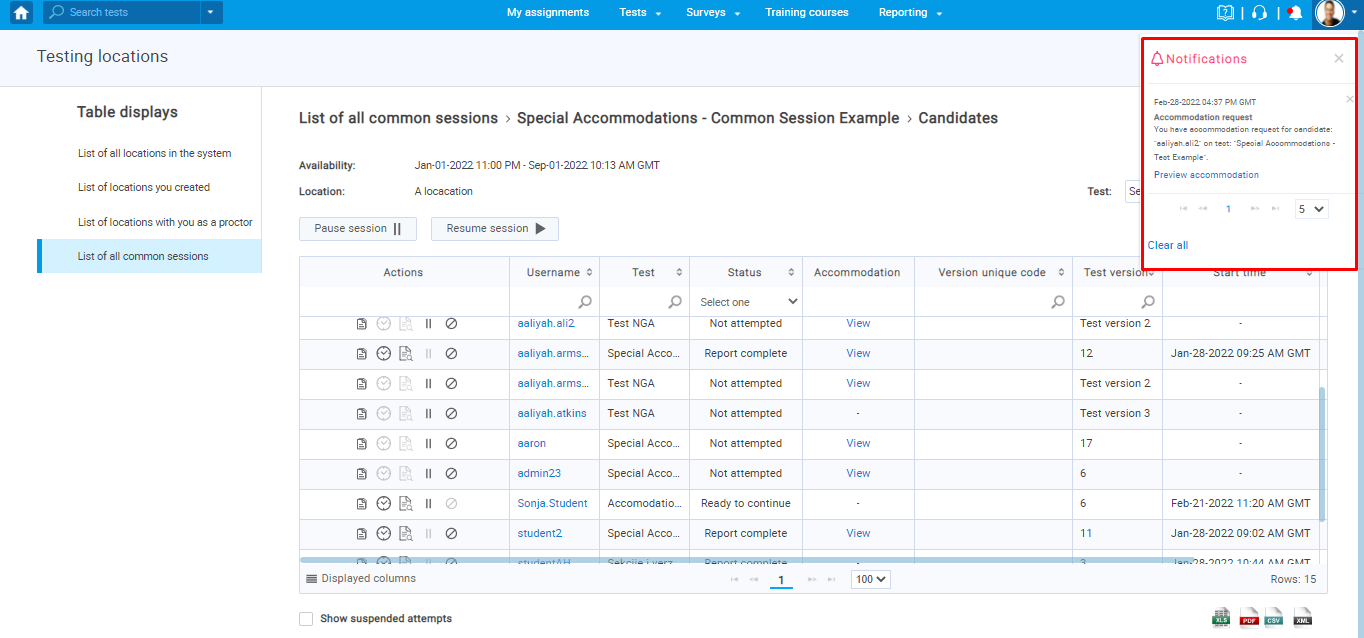
# Special accommodations workflow

## CSR adds special accommodation

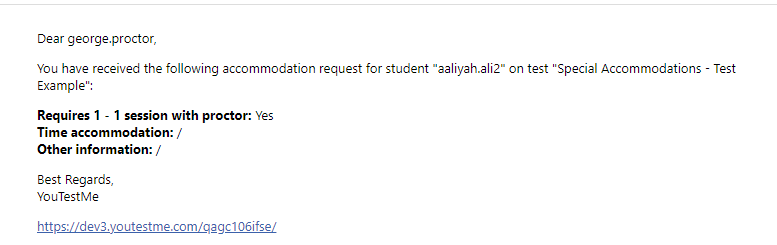
CSR will add special accommodation to the student. For more information on how to do that, please watch this [video](https://owncloud.youtestme.com/owncloud/s/J4TgVPv8DgA25b1).

Once the CSR role adds special accommodation to the student, the system will send the "**Accommodation request"** notification to the Proctor:

**Application:**

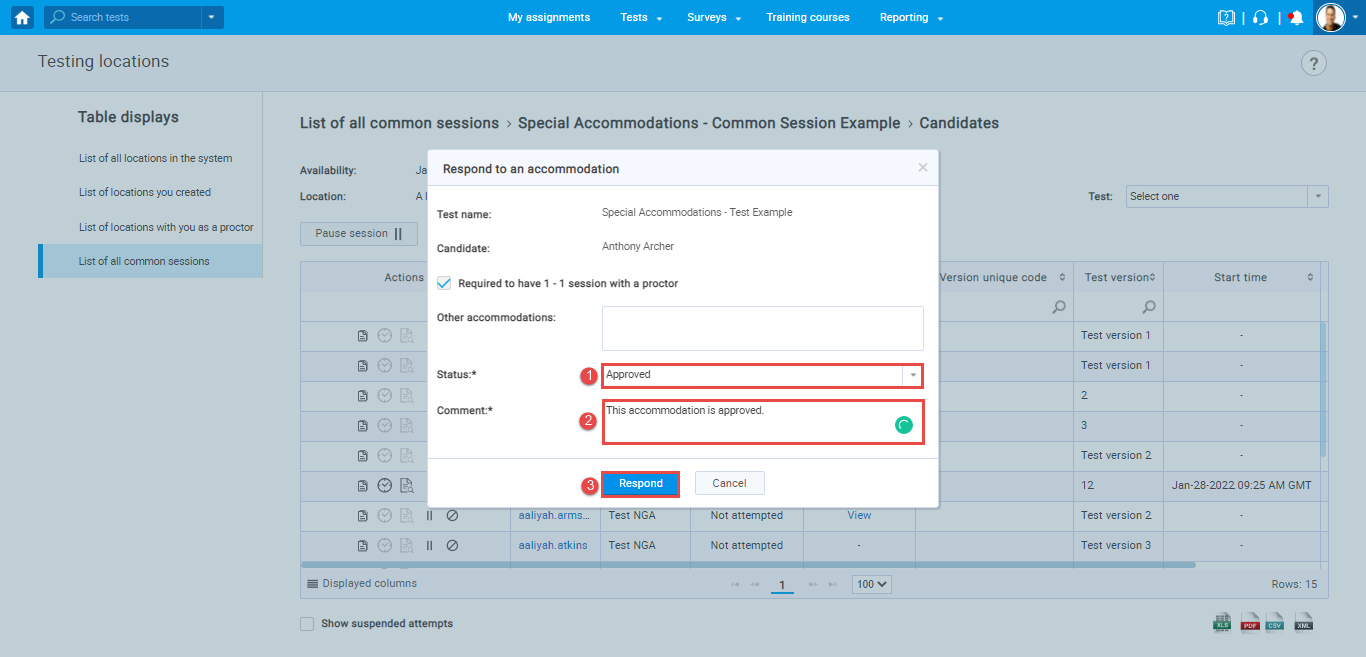


**Email:**



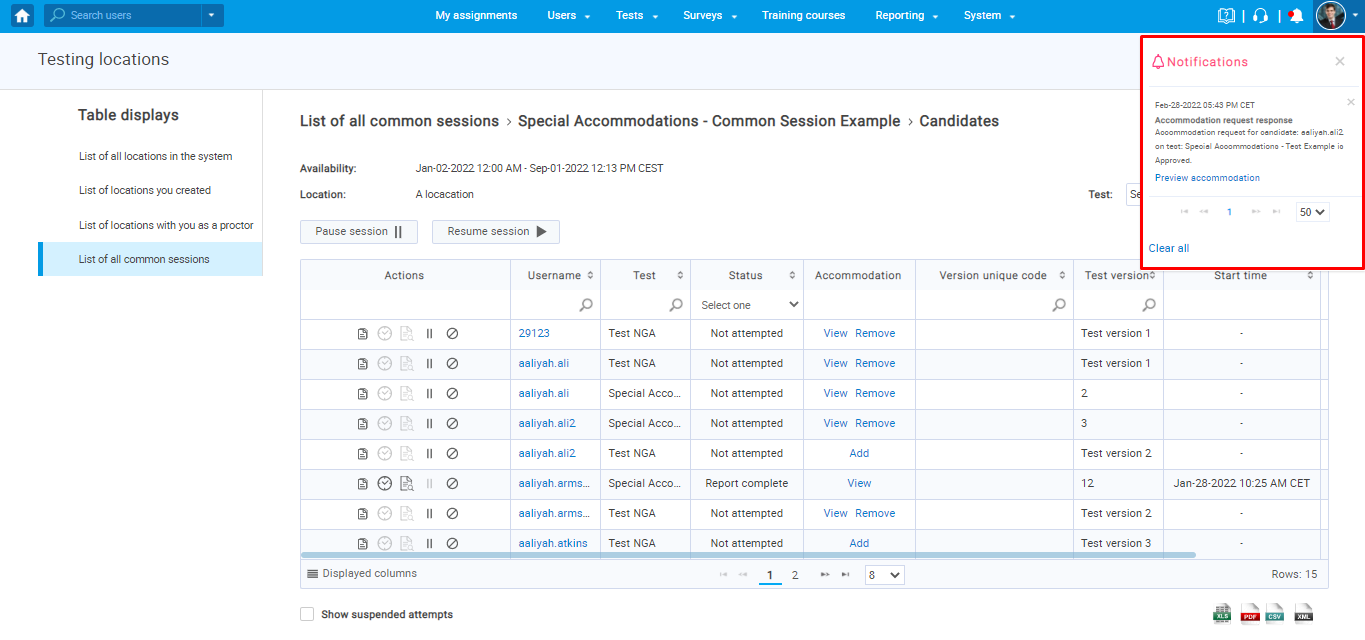
## Proctor approves added special accommodation

The status of accommodation added by CSR is "**Pending**". After receiving the notification, the Proctor will change the accommodation status to "**Approved**", insert a comment, and confirm it by clicking on the "**Respond**" button.

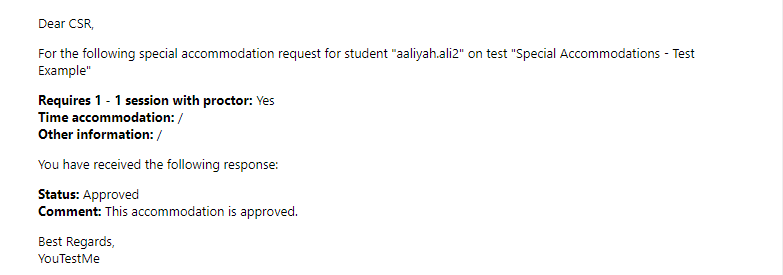


Notification that CSR will receive when the Proctor approves accommodation:

**Application:**



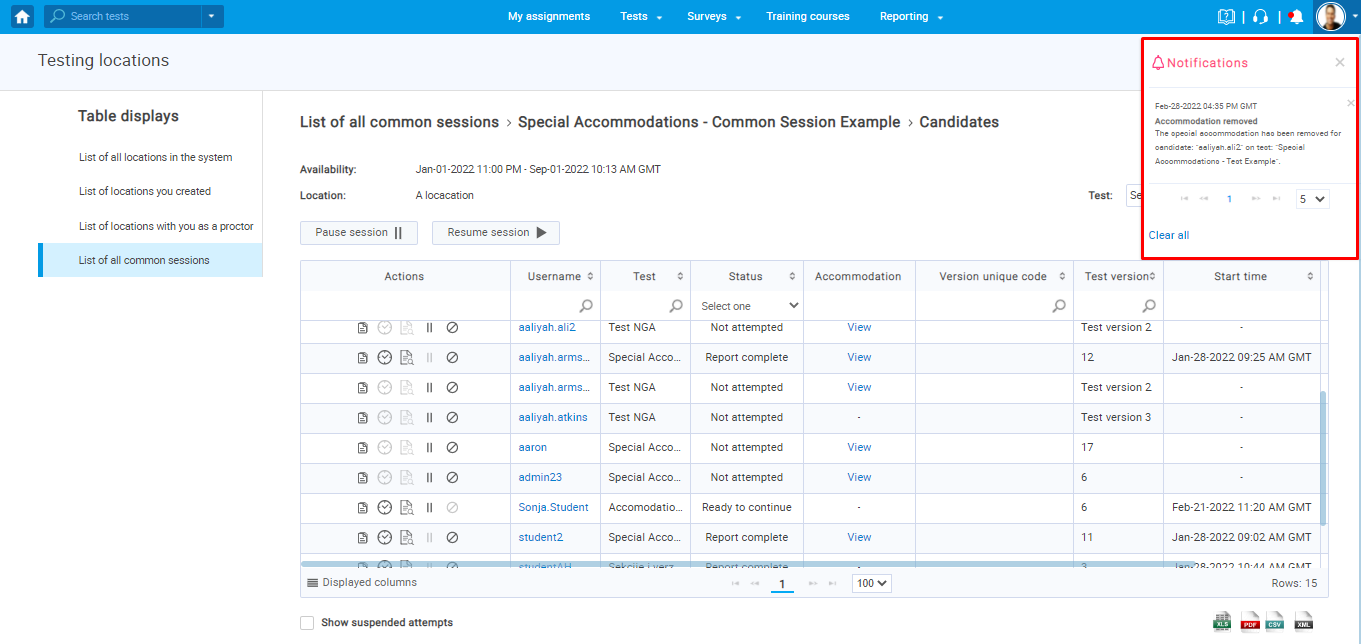
**Email:**



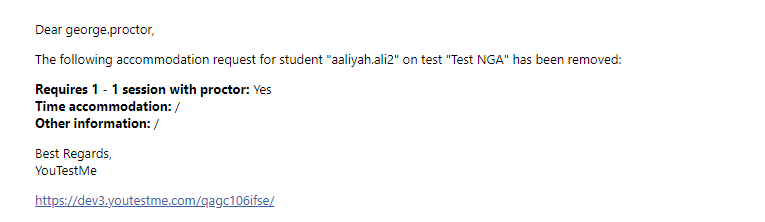
## CSR removes special accommodation

If CSR removes previously added accommodation, the Proctor will receive the following notification:

**Application:**

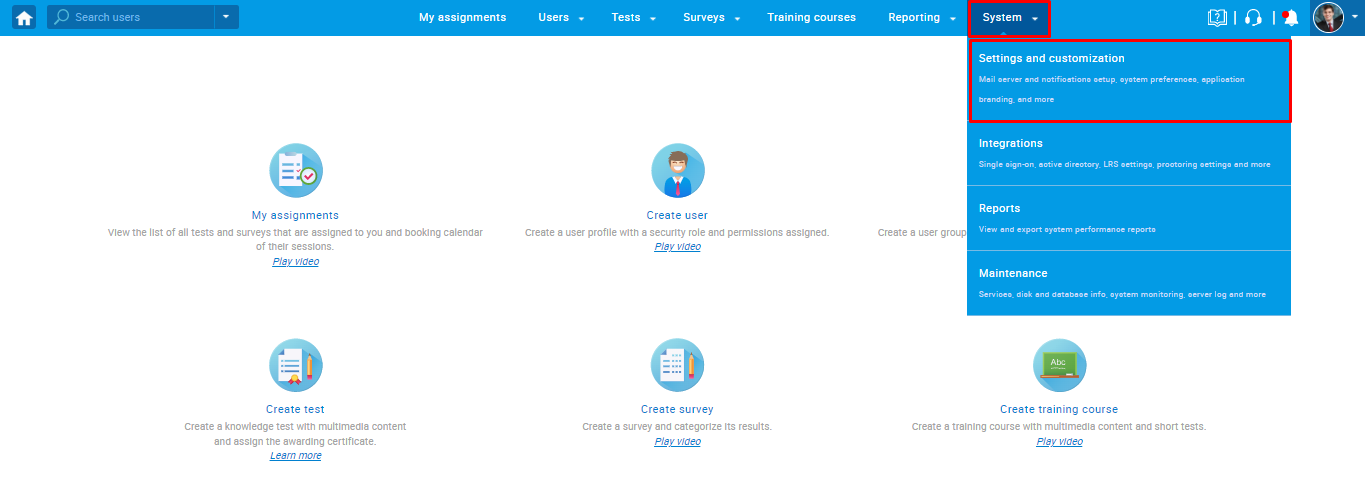


**Email:**



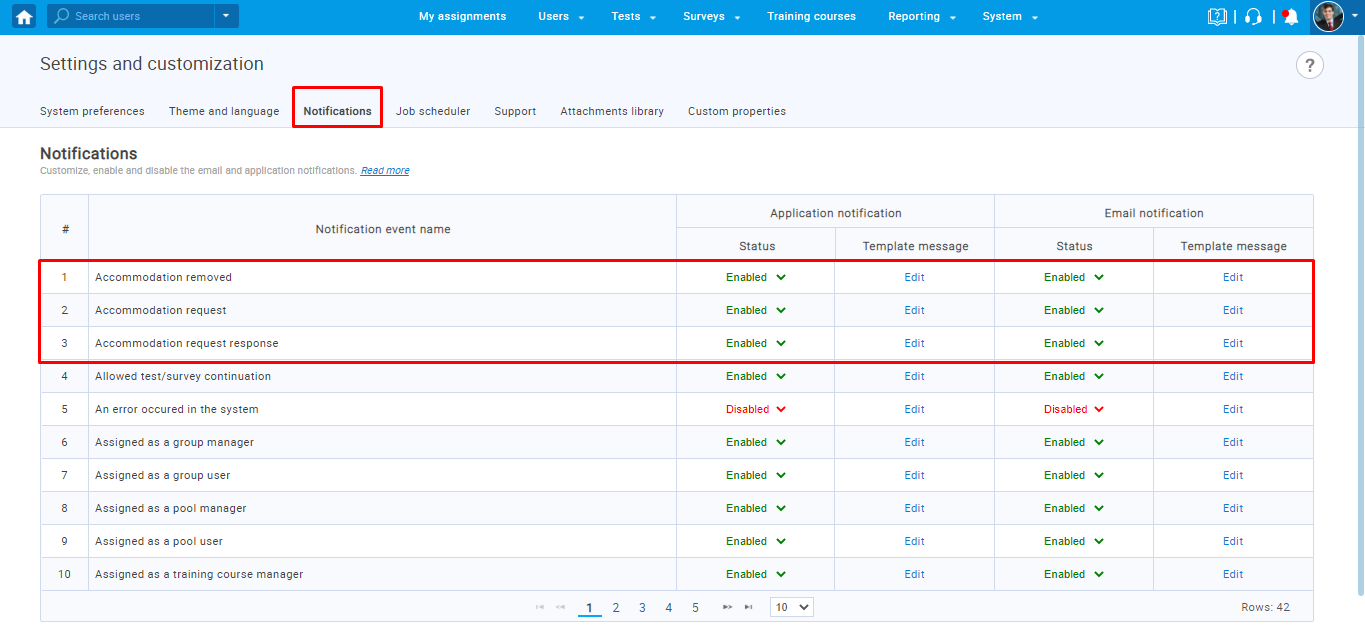
# Editing default special accommodation notifications

To edit the content of notifications, navigate to “**System**” and select “**Settings and customization**“.

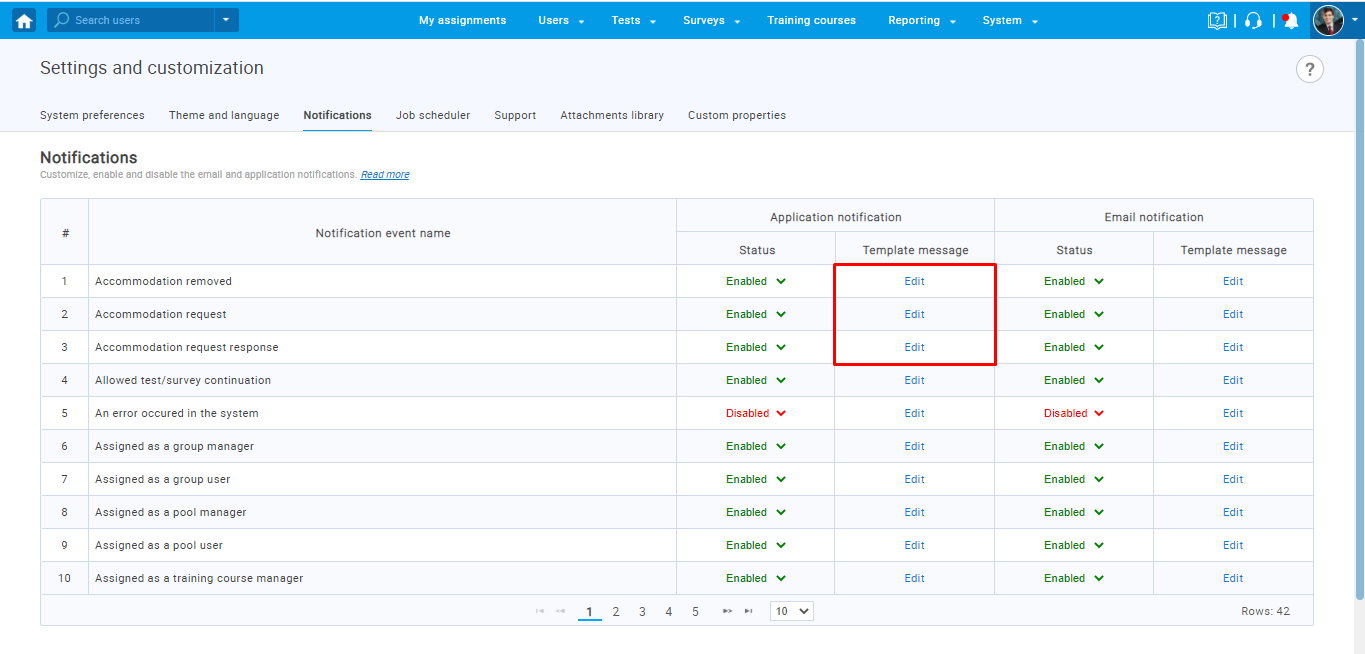


Navigate to the “**Notifications**” tab, where you can see a list of all notifications, including notifications related to the special accommodation feature:

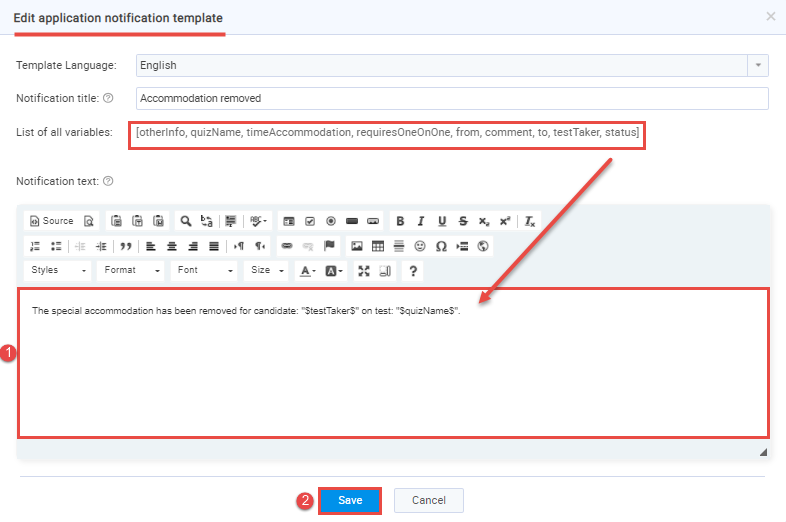
1. Accommodation removed
2. Accommodation request
3. Accommodation request response



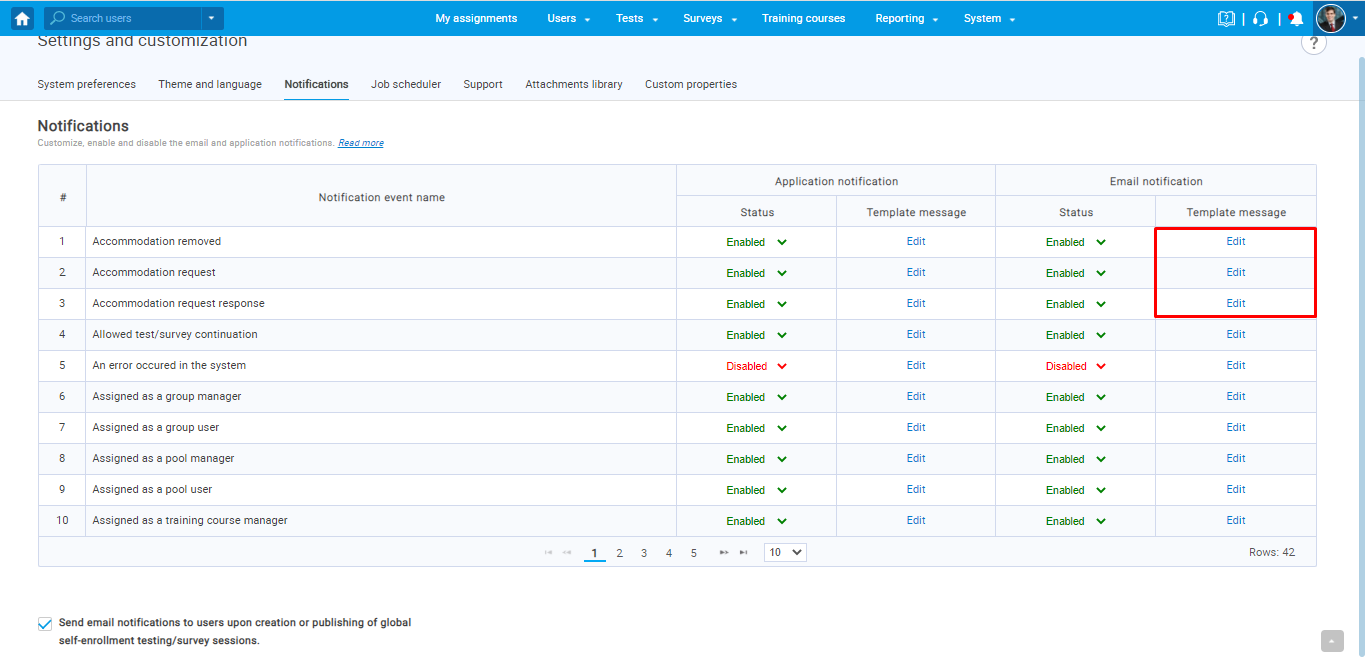
To edit the notification displayed in the application, click “**Edit**” in the “**Application notifications**” column.



The "**Edit application notification template"** dialog will appear, where you can enter desired content of the notification using the list of available variables. Once you change the notification, click on the "**Save**" button.



To edit the notification received via email, click “**Edit**” in the “**Email notifications**” column.



The "**Edit email template"** dialog will appear, where you can enter desired content of the notification using the list of available variables. Once you change the notification, click on the "**Save**" button.

