



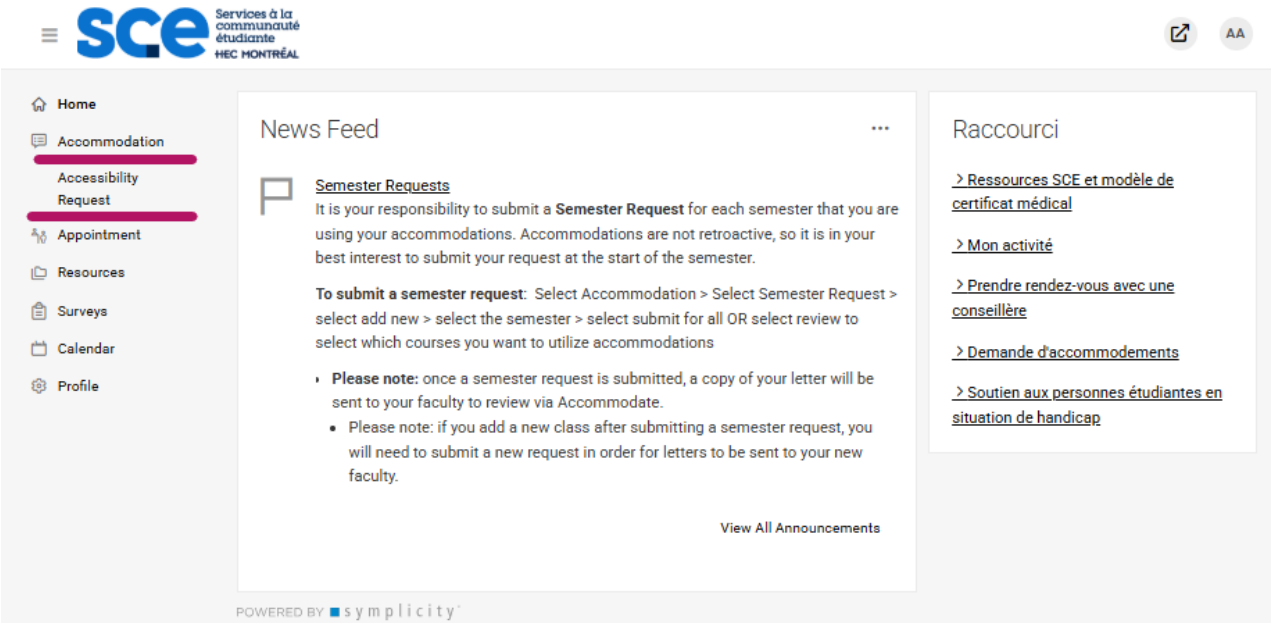
APPOINTMENT PROCEDURE (SIMPLICITY PLATFORM)

The Student Support Service for Students with Disabilities has updated its process. The document explains the steps to request accommodations and book an appointment with an ESH advisor through the Simplicity platform**. Please note that it is important to follow all the steps to ensure that your appointment request is compliant.**

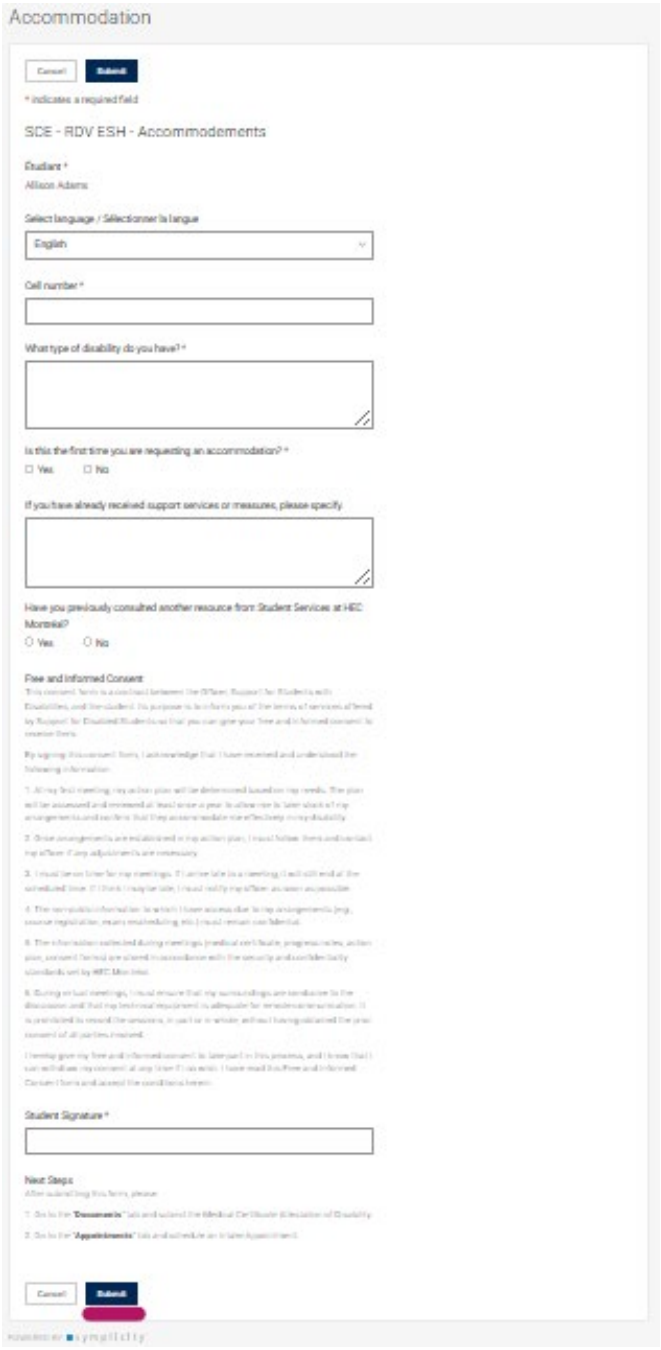
APPOINTMENT REQUEST – STEPS

Step 1: Fill out the appointment request form:

From the Simplicity homepage, go to **“My Record”** → **“Accessibility Request”**.

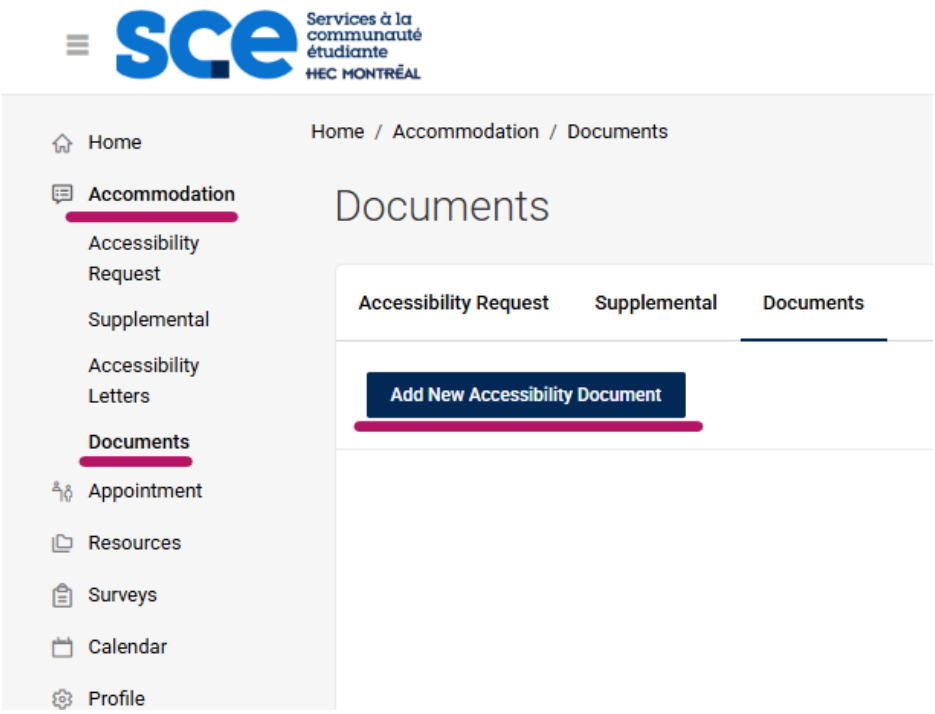


You must complete the form and click '**Submit**' at the bottom of the page.

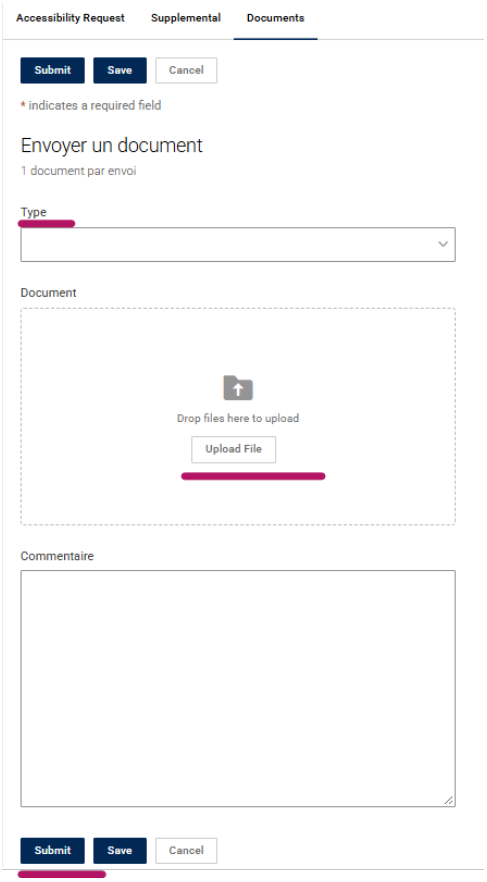


Step 2: Upload required documents:

After submitting the form, go to **"Documents"** under **"Accommodation"** to upload your medical certificate and any supporting documentation, and click on '' **Add New Accessibility Document**''.

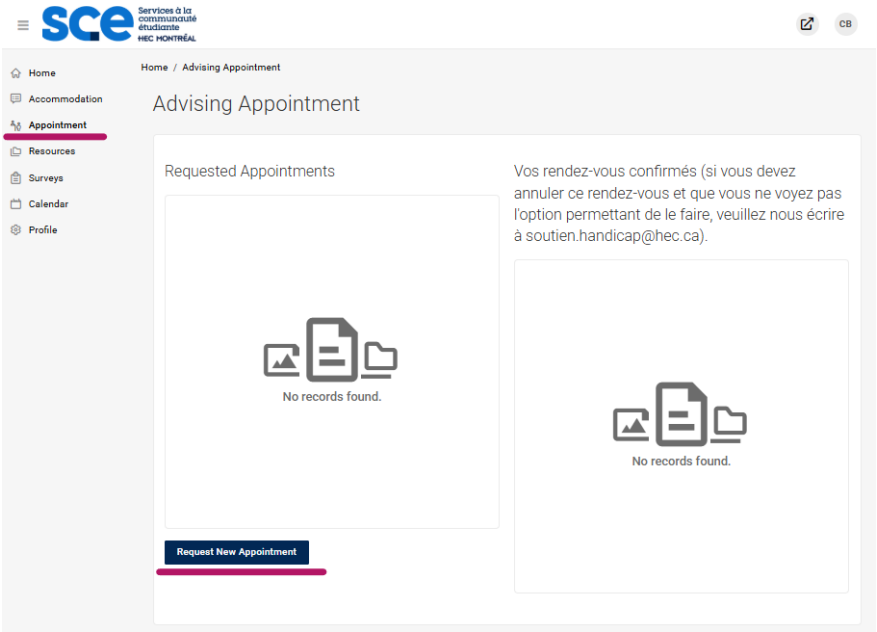


Complete the required fields, upload your document and click **"Submit."** Repeat these steps if you have multiple documents to add.



Step 3: Book an Appointment with One of Our Advisors:

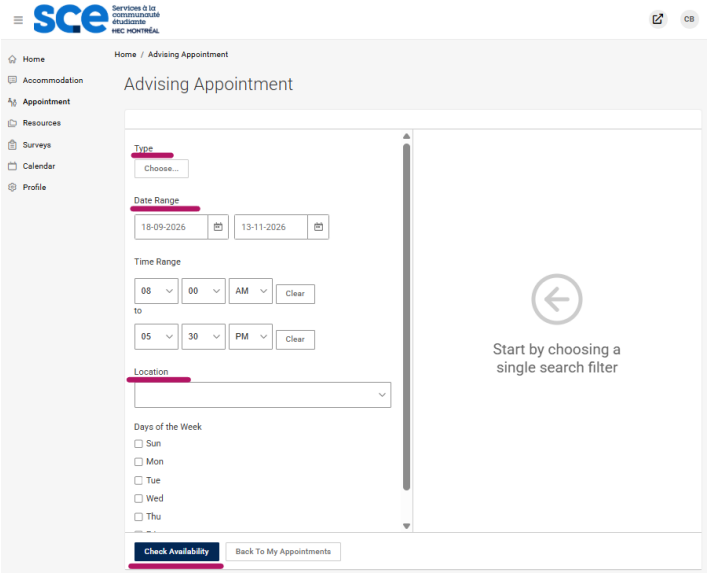
Once you have uploaded your documents, click on the **“Appointments”** tab. Then, click on the **“Request New Appointment”** button.



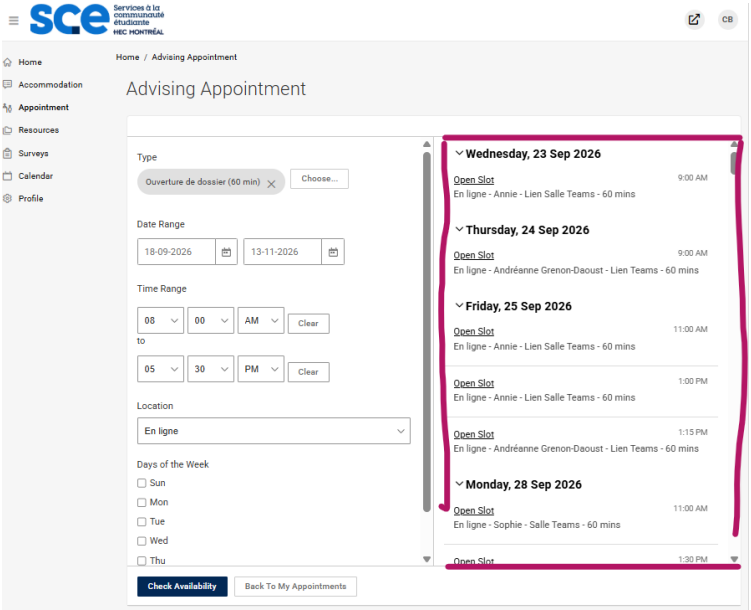
Then complete the following sections:

- **Appointment Type**
- **Date**
- **Location**

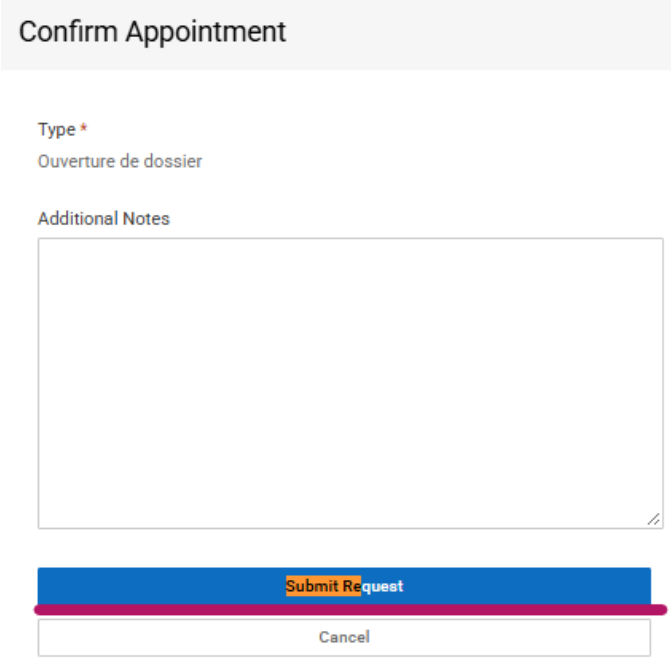
Then click the **“Check Availability”** button.



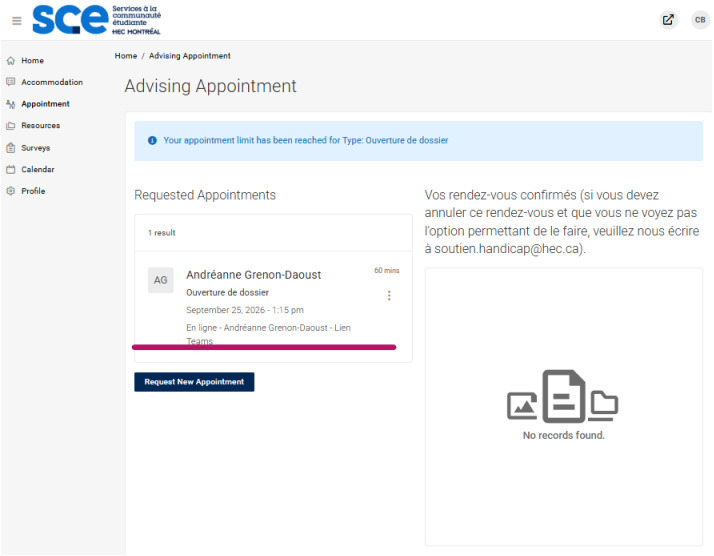
Then select the time slot, on the right-hand side, that best fits your schedule and click **“Submit.”:**



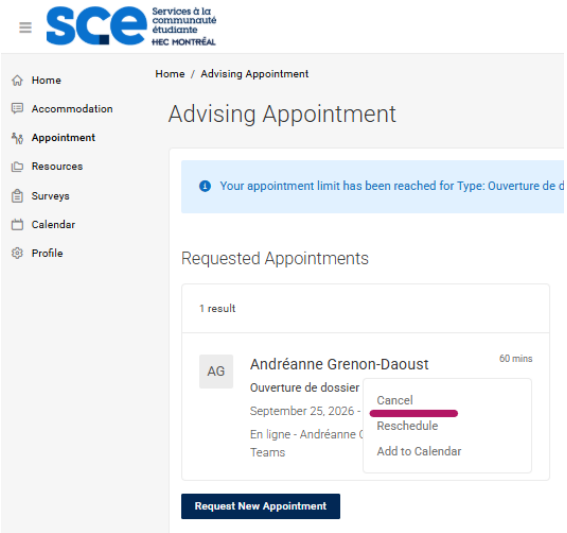
A pop-up will appear. Scroll down and click on ‘’ **Submit Request**’’:



You will then be redirected to your home page, where you will see the upcoming appointment you selected in your calendar.



If you need to cancel your appointment, click on the three dots next to your appointment and select ‘’ **Cancel**’’:



You have now completed the appointment booking process on our new platform!

Please note that all the information you provide and all the documents you upload to your Simplicity account are protected by the confidentiality provisions outlined in the consent form you signed.