

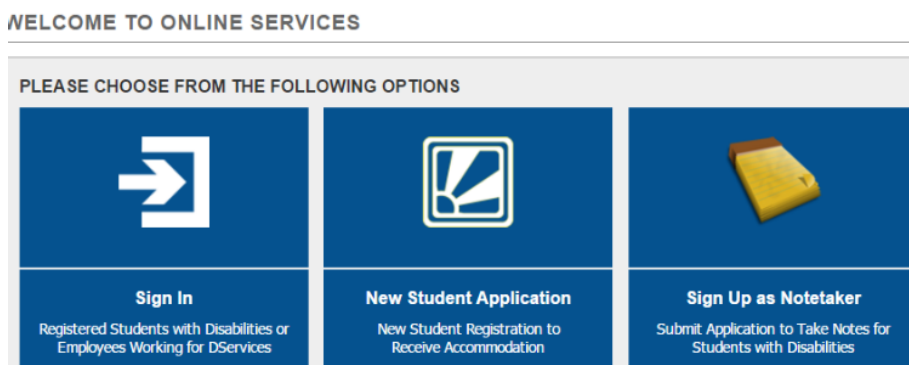
STUDENTS

AIM SOFTWARE MANUAL FOR STUDENTS (HOW TO GET STARTED IN AIM)

*****Please note that students must be admitted to the University and have an A-State ID number before entering information into the Disability Services AIM Software.**

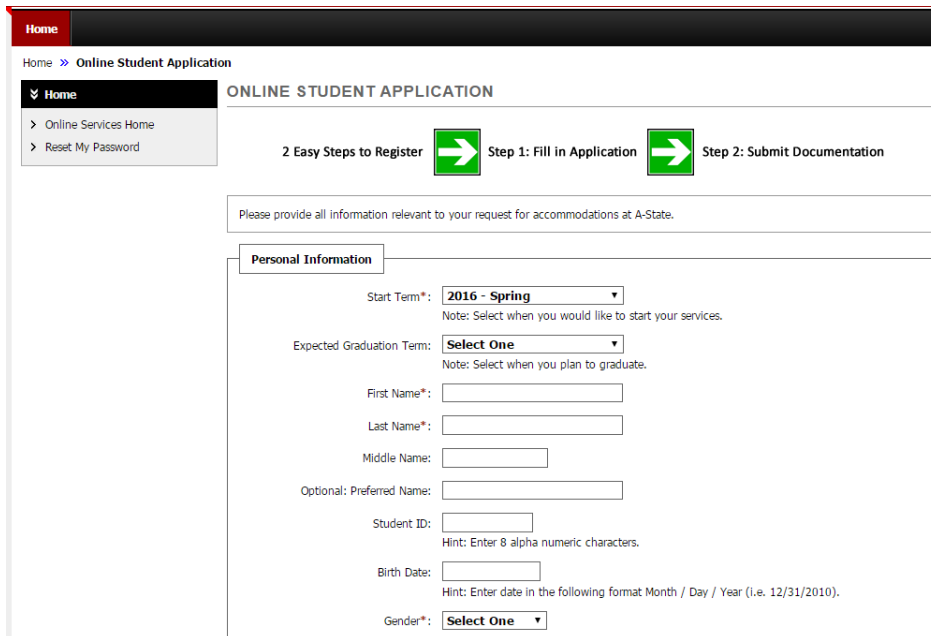
1. Go to the Disability Services website.
2. The path is as follows: www.astate.edu
 - A-Z index
 - D
 - Disability Services
 - AIM DS Portal>>

3. The following screen will be displayed:



4. Choose the box in the middle, "NEW STUDENT APPLICATION, New Student Registration to Receive Accommodation" to submit an application to Disability Services.

5. This will take you to the following screen:



Home >> Online Student Application

ONLINE STUDENT APPLICATION

2 Easy Steps to Register → Step 1: Fill in Application → Step 2: Submit Documentation

Please provide all information relevant to your request for accommodations at A-State.

Personal Information

Start Term*: **2016 - Spring** ▼
Note: Select when you would like to start your services.

Expected Graduation Term*: **Select One** ▼
Note: Select when you plan to graduate.

First Name*:

Last Name*:

Middle Name:

Optional Preferred Name:

Student ID:
Hint: Enter 8 alpha numeric characters.

Birth Date:
Hint: Enter date in the following format Month / Day / Year (i.e. 12/31/2010).

Gender*: **Select One** ▼

6. The student will go through the online registration form.

- Start Term is the first term the student will attend or has attended A-State
- Please note when you fill in your email address, **it must be your A-State email** that ends in @smail.astate.edu. Communication will not be sent to another email address.
- All items with * are required.
- Scroll down completing items as you go and select the accommodations you are seeking. The list is longer than the screen shot shown below.
*Please understand these are services you are seeking, they have not yet been approved by Disability Services staff.

Please select services you are **SEEKING** to request with our office, and provide documentation for your eligibility

Requesting Accommodations at DServices

Alternative Testing

- Calculator
- Colored Film for Testing
- Computer

- e. After you have completed this portion, there are 7 questions at the end of the form.
- f. Please note the following instructions regarding these 7 questions.
 - i. If you respond “yes” text must be entered in the box.
 - ii. All questions numbers 1-7 must be answered.

- Record Class Lectures
- Table

Questions

1. What brings you to Disability Services

- I am looking for information- I want to know what my options are
- I am looking for accommodations- I need adjustments to engage in my studies
- Other (Specify Below)

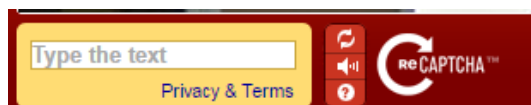
Additional Note or Comment



- g. Number 7 –see below, requests physician information such as:
 - i. Name
 - ii. Address
 - iii. Phone number

7. Please provide verifying physician information. ex. Name, Address, Phone numbers


*If you do not have the address and phone number, please enter the physicians name and the city and state. For example. Dr. John Smith, Jonesboro, Arkansas.

- 7. When you have completed the form, please enter the required information in reCaptcha in the box shown below and Submit Application.



- i. Please note if you cannot read the letters, see options below:
 -  pressing this key will give you different numbers
- ii. If you continue to have difficulty reading the numbers,
 -  pressing this key will give you an audio version

8. An error message will be displayed if there are incomplete fields in the application. See screenshot below:



Incomplete Fields

There was a problem processing your request, please make sure you check the following field(s):

- **Zipcode:** You are required to enter information or make a selection.
- **"Local Address" Address, City, State, and Zipcode:** Please complete all the fields that are in the "Local Address" group.
- **"Permanent Address" Address, City, State, and Zipcode:** Please complete all the fields that are in the "Permanent Address" group.

9. ***Please be reminded if you get an error message and have to go back and correct an entry. You will be guided to the areas that need correction by the yellow box. See screenshot below.

State*:

Zipcode*:

Hint: Enter zipcode as 97331 or 97331-0000.


10. After the correction is made you have to enter letters/numbers in the reCAPTCHA box again and press Submit Application again.

UPLOAD YOUR DOCUMENTATION

ONCE THE STUDENT'S APPLICATION IS SUCCESSFULLY COMPLETED

11. After you have submitted the application, the screen below will be the next screen. The student will receive an email confirmation to the student's SMAIL account stating "Your student application has been accepted".


> Online Services Home



APPLICATION SUBMITTED

System has successfully processed your request and will be reviewed by the staff. If you have not received email confirmation regarding your application, please contact our office.

Please make sure you have all documentation pertaining to your disability or disabilities.



UPLOAD INSTRUCTION

- If you are scanning your document at **150 - 300 dpi** as resolution.
- The maximum allowable file size is **1 MB** per upload.
- View: [Acceptable File Types](#).

File Information

File Title*:

Select File: No file chosen

12. Note that guidelines on document size to be uploaded are below APPLICATION SUBMITTED.

13. If the student wants Disability Services to upload their documentation, they may choose **UPLOAD DOCUMENTATION LATER**.


The screenshot shows a web application interface with the following elements:

- Header:** > Online Services Home
- Confirmation Message:** A green checkmark icon followed by the text "FILE WAS UPLOADED SUCCESSFUL". Below this, it states: "The file was uploaded successfully to your application. A confirmation email will be sent to your email. If you need to upload another documentation, please use the following function."
- Instructional Text:** "Please make sure you have all documentation pertaining to your disability or disabilities."
- Upload Instruction Section:** A green circular icon with a white cloud and an upward arrow. To its right, the text "UPLOAD INSTRUCTION" is followed by a bulleted list:
 - If you are scanning your document at **150 - 300 dpi** as resolution.
 - The maximum allowable file size is **1 MB** per upload.
 - View: [Acceptable File Types](#).
- File Information Section:** A tab labeled "File Information" is active. It contains:
 - A "File Title,*" input field.
 - A "Select File:" label followed by a "Choose File" button and a text box displaying "No file chosen".
 - Two buttons: "Upload Documentation" and "Upload Documentation Later".

A blue arrow points from the "Upload Documentation Later" button to the text "UPLOAD DOCUMENTATION LATER" in the question above.


14. If the student wants to upload their documentation, follow the steps outlined below. The above screen will be used to upload documentation. Pay close attention to these [Uploading Instructions](#)
- FILE INFORMATION
 - FILE TITLE:
 - You have to give the file a name. This typically would be the first and last name of the student, plus the word documentation or doc.
 - Select File (browse till you find the documentation). To be able to upload the documentation, it has to be saved somewhere so you can easily retrieve the file.
 - **The maximum allowable file size is 1MB per upload. Students may need assistance from Disability Services if their documentation is lengthy.
 - When you have selected the correct file, Press "Upload Documentation"
15. After successfully uploading the documentation, the screen shot below will be next.

> Online Services Home

 **FILE WAS UPLOADED SUCCESSFUL**

The file was uploaded successfully to your application. A confirmation email will be sent to your email. If you need to upload another documentation, please use the following function.

Please make sure you have all documentation pertaining to your disability or disabilities.

 **UPLOAD INSTRUCTION**

- If you are scanning your document at **150 - 300 dpi** as resolution.
- The maximum allowable file size is **1 MB** per upload.
- View: [Acceptable File Types](#).

File Information

File Title:

Select File: **No file chosen**

16. However, you may receive an error message (see screen shot below), “The online services has encountered an error”. Most likely the reason for the error message is that the upload was more than 1 MB and therefore too large to upload in one document.

17. At this time, the student must upload the large document into separate documents that conform to the AIM guidelines, scanned at 150 dpi and no larger than 1 MB. *The student most likely will need assistance from Disability Services in uploading lengthy documentation.

Home

Home **The Online Services Has Encountered an Error**

Home

Online Services Home

Reset My Password

THE ONLINE SERVICES HAS ENCOUNTERED AN ERROR

STUDENT OR EMPLOYEE AT A-STATE OFFICE OF DISABILITY SERVICES

The system has encountered an error that it cannot recover from. If you need an immediate assistance, please contact our office during our business hours.

A-State Office of Disability Services
 PO Box 360
 State University, Arkansas 72467
 Phone: (870) 972-3964 (Voice)
 Email: dservices@astate.edu

FOR STAFF MEMBER OF THE SCHOOL ONLY

If you are a **staff member of the school**, please provide us with:

1. A clear step-by-step description of how you arrive at this error page.
2. Optionally, whenever possible, provide us with screenshots of how you can reproduce this error page to help us diagnose and fix your problem as quickly as possible.

NEED HELP?

Access Tutorials
 Contact Our Office
 Read Disclaimer

A-STATE OFFICE OF DISABILITY SERVICES

Arkansas State University
 PO Box 360
 State University, AR 72467

Website: <http://www.astate.edu/aim/>
 Email: dservices@astate.edu

Phone: (870) 972-3964
 Fax: (870) 972-3975

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*** If the student cannot successfully upload their documentation, Disability Services will upload the documentation for the student. Students will receive an email confirmation of each upload.