Student Accessibility Services Online Services

*SAS Online Services* is a web-based tool for students registered with Student Accessibility Services that allows you to electronically e-mail accommodation letters to your professors. Students utilizing testing accommodations will also use SAS Online Services to schedule any exams or quizzes that you want to complete in the SAS office. General guidelines and step-by-step tutorials for accessing SAS Online Services are provided below.

**SAS Online Services Guidelines:**

1. Once you have completed your registration with SAS, you will receive an [SAS] email with a temporary username and password that you can use to login to SAS Online Services. After successfully logging into SAS Online Services with your temporary username and password, you will be prompted to create a personalized username and password. You may then update or edit your profile and request accommodation letters.

2. You must request accommodation letters *each semester* through SAS Online Services in order to access your accommodations. Please make sure to request your accommodations in a timely manner as some accommodations require advanced preparation and planning.

3. Professors are not obligated to provide you with classroom accommodations if you have not provided your accommodation letter.

4. Accommodation letters will be e-mailed to you and to your professors upon your request through SAS Online Services.

5. It is also important to remember that if you drop or add a class throughout the semester, you are responsible for updating the class information in SAS Online Services.

6. SAS recommends that you meet with your professors at the beginning of each semester to discuss your accommodation needs for the class. Make certain that you are familiar with the syllabus and the course requirements so that you can address any questions or concerns you may have regarding the application of your accommodations. Please remember that you do not need to identify the nature of your disability to your professors; however, many students have found it helpful to discuss their specific learning styles with their instructors.
How to reset your SAS Online Services username and password:

1. To change your username and/or password for SAS Online Services, please go to [SAS Online Services](http://www.kent.edu/sas). You can access this from the link at www.kent.edu/sas.
2. Click 'Reset My Password' on the left menu.
3. Enter your current username and click 'Reset My Password'. Your username and password has been reset. Your new temporary username and password information will be emailed to your Kent State email address.
4. Click 'Sign In' on the SAS Online Services homepage. Enter the temporary username and password and click 'Sign In'. You will now be prompted to select a new username and/or password.

If you need assistance please feel free to contact SAS at (440) 834-3726, email at bmorri11@kent.edu, or stop by the Student Services office either at Burton or Twinsburg.

How to request your accommodation letter(s):

1. To request accommodation letters for your classes, please go to [SAS Online Services](http://www.kent.edu/sas).
2. Log into SAS Online Services using your username and password information. If this will be your first time logging into SAS Online Services and you have not received an email with your temporary username and password, please contact SAS at (440) 834-3726 or bmorri11@kent.edu for assistance.
3. Once you have successfully logged in, click ‘List Accommodations’ on the left menu bar. Choose the classes for which you are requesting accommodation letter(s).
4. Click ‘Continue to Customize Your Accommodations’
5. Select the accommodation(s) that you would like to request for each class. Then, click ‘Submit Your Accommodation Request’. Your semester accommodation(s) detail will be displayed and your accommodation letter(s) status will show as “processing.”
6. Please check your profile in SAS Online Services in one business day to verify that your request(s) has been approved. Once SAS completes your request(s), your accommodation letter status will show as “approved” and your accommodation letter(s) will be emailed to your professors.

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How to check the status of your accommodation letter request:

1. To check the status of your accommodation letter request(s), please go to SAS Online Services.
2. Log into SAS Online Services using your username and password information.
3. Your accommodation letter request(s) and status will be displayed on the “overview” page of your “dashboard” or you may click ‘List Accommodations' on the left menu bar. The current term will be displayed; however, if you would like to view accommodation letters for a different semester click, ‘Previous Term' or 'Next Term' until you reach the semester you want to view. Once SAS completes your request(s), your accommodation letter status will show as “approved” and your accommodation letter(s) will be emailed to your professors.

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How to modify your accommodation letter request:

1. To modify your accommodation letter request(s), please go to SAS Online Services.
2. Log into SAS Online Services using your username and password information.
3. Your accommodation letter request(s) will be displayed on the “overview” page of your “dashboard” or you may click ‘List Accommodations' on the left menu bar. Next, click ‘Modify Request' located next to the title of the class in which you want to modify your accommodation letter. Once you have made your selection(s), click ‘Update Request'. If you wish to cancel your accommodation letter request(s), click 'Cancel Request'.
4. Please check your profile in SAS Online Services in one business day to verify that your request to modify and/or cancel your accommodation letter request(s) has been approved. Once SAS completes your request(s) your accommodation letter status will show as “approved” and, if applicable, your updated accommodation letter(s) will be emailed to your professor(s).

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