### AIM FAQs

<table>
<thead>
<tr>
<th>How Do I Create Student Profile for Each Student?</th>
<th>Once the User Profile information is in each system for each student, the Student tab under each individual needs to be manually updated by staff members.</th>
</tr>
</thead>
</table>
| How Do I Set Up Student Application and Email Templates? | - Look at Website Controls, make changes based on the office’s policy and procedure.  
- #101 Student Application Accepted  
- #102 Student Application Documentation Accepted  
- Edit email templates under Website Control - Student Application - Email Templates. This is where you can specify individual templates based on student’s documentation. Below are examples of email templates each institution can create.  
  - Ready to Schedule Appointment  
  - Follow up: Illegible Documentation  
  - Documentation Still Needed  
  - Follow up: Documentation Still Needed (Final Notice) |
| How Do I Edit Faculty Notification Letter and templates? | - Look at Website Controls, make changes based on the office’s policy and procedure.  
- #1 [By Campus] Faculty Notification Letter  
- #27 [By Campus] Pending Changes Approval  
- #135 [By Campus] Accommodation Cancellation Notification to Faculty  
- #150 Faculty Notification Letter (Temporary Disability) |
| How Do I Edit Other Email Templates? | - #23 Eligibility Letter (this is the letter that the student receives once eligibilities are established in student profile.  
- #100 Information Release Notification (if using)  
- #119 SMS Messaging Sign Up  
- #120 SMS Messaging Cancelled |
### How Do I Navigate the Information Release Consent Process?

- Seek approval from the institution's legal department if electronic typing of one's name will be accepted.
- Update **Allow Release Information** and **Statement of Agreement for Release Information** in **Website Controls - Organization Information**
- Add desired Information Consent Release template under **Website Control - Student Controls**.
- Update **Web Controls - Email Types and Templates - Email Templates**
- 100 (Information Release Notification)

### How Do I Create a New Student Application?

- Update **Web Controls - Student Application**
  - Main Control
    - update each field. Some of them may not be applicable depending upon your school
  - Student Application Templates
    - create a new template
    - notify AIM if you want to make certain fields required
    - notify AIM for CAPTCHA removal
    - notify AIM if you want Additional Information section removed
    - update Eligibilities if you do not want them to show as Prior Service or Future Service. Do this under **Web Controls - Eligibility Controls - Eligibility Types**
  - Student Application Archived Reasons
  - Student Application Status
  - Email Templates
    - add customized templates
  - Additional Documentation Status
  - Additional Documentation Archived Reasons
  - Add a new template for Additional Documentation under **Web Controls - Student Application - Student Application Templates**
- Update **Web Controls - Email Types and Templates - Email Templates**
  - 101 (Student Application Accepted)
  - 102 (Student Application Documentation Accepted)
<table>
<thead>
<tr>
<th><strong>How Do I Set Up Appointments?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Decide which staff member will manage Student Applications (one person, several people)</td>
</tr>
<tr>
<td>• Decide how to review documentation (who will do it and when, if applicable)</td>
</tr>
<tr>
<td>• Decide how to assign Applications (if applicable)</td>
</tr>
<tr>
<td>• Staff need to sync calendar (may require assistance from your school’s IT and AIM)</td>
</tr>
<tr>
<td>• Edit <strong>Web Controls - Appointment Controls</strong></td>
</tr>
<tr>
<td>o Main Control</td>
</tr>
<tr>
<td>▪ update each field. Some of them may not be applicable depending upon your school</td>
</tr>
<tr>
<td>o Follow Up Items</td>
</tr>
<tr>
<td>o Appointment Purpose Groups</td>
</tr>
<tr>
<td>o Appointment Purpose Types</td>
</tr>
<tr>
<td>o Appointment Status</td>
</tr>
<tr>
<td>o Appointment Types</td>
</tr>
<tr>
<td>o Manage Checklists (can wait)</td>
</tr>
<tr>
<td>o Missing Appointment Reasons</td>
</tr>
<tr>
<td>• Edit Email Types and Templates</td>
</tr>
<tr>
<td>o 114 (<strong>Appointment Reminder</strong>)</td>
</tr>
<tr>
<td>• Create appointments with your fake students to test the syncing feature</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>How Do I Create Notes in AIM?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Edit <strong>Web Controls - User Controls - Case Note Titles</strong> (if applicable)</td>
</tr>
<tr>
<td>• Edit <strong>Web Controls - User Controls - Case Note Types</strong> (if applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>How Do I name Files in AIM?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Determine an internal naming scheme for uploaded files (if applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>How do I Manage Accommodations/Faculty Notification Letter?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Email <a href="mailto:support@accessiblelearning.com">support@accessiblelearning.com</a> your school’s logo</td>
</tr>
<tr>
<td>• Edit <strong>Web Controls - Email Types and Templates - Email Templates</strong></td>
</tr>
<tr>
<td>o 1 (<strong>Faculty Notification Letter</strong>)</td>
</tr>
<tr>
<td>o 150 (<strong>Faculty Notification Letter (Temporary Disability)</strong>)</td>
</tr>
<tr>
<td>o 23 (<strong>Eligibility Letter</strong>)</td>
</tr>
<tr>
<td>o 27 (<strong>Pending Changes Approval</strong>)</td>
</tr>
<tr>
<td>o 135 (<strong>Accommodation Cancellation Notification to Faculty</strong>)</td>
</tr>
<tr>
<td>• Update <strong>Web Controls - Accommodation Controls</strong></td>
</tr>
<tr>
<td>o Main Control</td>
</tr>
<tr>
<td>▪ update each field. Some of</td>
</tr>
</tbody>
</table>
How do I Handle Requests for Alternative Formats?

- Set up bookstore list (if paid for, may require assistance from your school's IT and AIM)
- Edit Web Controls - Alternative Formats (see Website Controls: Alternative Formats)
  - Main Control
    - update each field. Some of them may not be applicable depending upon your school
  - Available Formats (should be the same list as Format Preferences)
  - Book Availabilities
  - Student Request Status
  - Work Order Event Types
  - Work Session Types
  - Format Preferences (should be the same list as Available Formats)
  - Publisher List
  - Publisher Contact Type
- Edit Web Controls - Email Types and Templates - Email Templates
  - 132 (Alternative Format Book List Request to Instructor)
  - 36 (Alternative Format Book Reminder to Pick Up CUT Book), may not be applicable to your school
  - 33 (Alternative Format Book Reminder to Pick Up E-Text), may not be applicable to your school
  - 117 (Alternative Format Book Reminder to Provide Proof of Purchase or Sign Agreement)
  - 131 (Alternative Format Book Check Out Receipt), may not be applicable to your school
  - 126 (Alternative Format Download Book)
  - 31 (Alternative Formats - Bring Book to the Office), may not be applicable to your school
  - 175 (Publisher Contact Template)
How Do I Handle Requests for Alternative Testing?

- **Edit Web Controls - Alternative Testing**
  - Main Control
    - Update each field. Some of them may not be applicable depending upon your school
  - Agreement Templates
  - Denied Request Reasons
  - Exam Cancellation Reasons
  - Exam Locations / Rooms
  - Department Return Offices
  - Late Request Reasons
  - Exam Types

- **Edit Web Controls - Email Types and Templates - Email Templates**
  - 11 (Alternative Testing Contract)
  - 29 (Alternative Testing Contract Duplicate (Instructor))
  - 162 (Notify Instructor About Proctoring Own Exams)
  - 163 (Notify Student About Instructor Proctoring Exams)
  - 173 (Scheduling Exam Without Testing Agreement - Instructor Notification)
  - 19 (Testing Request Cancelled)
  - 167 (Testing Request No Show)
  - 169 (Testing Request Notifying Instructor Regarding Approval)
  - 171 (Testing Request Notifying Instructor Regarding Exam Completion)
  - 122 (Testing Request Notifying Instructor Regarding Exam Updated)
  - 121 (Testing Request Notifying Instructor Regarding New Exam)
  - 127 (Testing Request Notifying Student Regarding Approval)
  - 134 (Testing Request Notifying Student Regarding Exam Scheduled Without Testing Contract)
  - 133 (Testing Request Notifying Student Regarding New Exam)
  - 129 (Testing Request Notifying Student Regarding Rescheduling)
  - 165 (Testing Request Notifying Student Regarding Rescheduling (No Time Proposal))
  - 17 (Testing Request Pending Approved)
  - 18 (Testing Request Pending Cancelled)
  - 40 (Testing Request Reminder - Instructor)
### What is the Process for Accommodating Deaf and Hard of Hearing Students?

- Add DHOH employees to AIM (interpreters, transcribers, coordinators)
- **Edit Web Controls - Deaf and Hard of Hearing**
  - Main Control
    - update each field. Some of them may not be applicable depending upon your school
  - Assignment Types
  - Class Request Status
  - Copyright Status
  - Custom Request Media
  - Custom Request Status
  - Custom Request Types
  - Interpreter Preferences
  - Video Delivery Methods
  - Video Link Status
  - Vendors for Video Captioning
- **Edit Web Controls - Email Types and Templates - Email Templates**
  - 200 (Class Notification Letter for Faculty)
  - 108 (Class Transcript Posted Online)
  - 112 (Custom Assignment Cancelled)
  - 111 (Custom Assignment Reminder)
  - 118 (Missing Class without Notice (Transcriber or Interpreter))
  - 136 (Missing Class without Notice (Transcriber or Interpreter) - Suspension Notice))
  - 164 (Notify Approved Transcribers or Interpreters to View Assignment Availability))
  - 159 (Substitute Assignment - Student Notification)
  - 110 (Substitute Assignment Cancelled)
  - 109 (Substitute Assignment Reminder)
  - 115 (Video Request to Instructor)

### How Do I Navigate Notetaking Services in AIM?

- **Edit Web Controls - Deaf and Hard of Hearing**
  - Main Control
    - update each field. Some of them may not be applicable
How do I Manage Equipment Checkouts in AIM?

- Decide who will enter equipment into AIM initially
  - Let AIM know if there are a lot of items to add into the system (support@accessiblelearning.com). We may be able to do a one-time mass upload of equipment from a spreadsheet.

- Update **Web Control - Equipment Controls**
  - Checkout Form Template
  - Missing Action Types
  - Equipment Inventories
  - Equipment Status
  - Equipment Types

- **Edit Web Controls - Email Types and Templates - Email Templates**
  - depending upon your school
    - Cancellation Response Types
    - Email Templates
    - Notes Delivery Methods
    - Notes Not Required Reasons
    - Notes Restriction Reasons
    - Invoice Payment Types
    - Invoice Process Status
    - Request Status
  - 4 (Assistance with Recruiting a Notetaker)
  - 107 (E-Invoice Signed by Student)
  - 105 (Invoice Initiated for Notetaker)
  - 106 (Invoice Initiated for Student)
  - 42 (Notes Posted Online)
  - 151 (Notetaker Assigned (Instructor Notification))
  - 5 (Notetaker Confirmation)
  - 6 (Notetaker CONFIRMATION NEEDED)
  - 3 (Notetaker Contract)
  - 10 (Notetaker New Update)
  - 9 (Notetaker Unassigned)
  - 154 (Notetaking Cancellation Notice)
  - 152 (Notetaking Reminder - First Notice)
  - 153 (Notetaking Reminder - Second Notice)
  - 161 (Notify Notetaker Regarding New Student)
  - 160 (Notify Student Notetaker Has Been Assigned)
  - 116 (Student Assistance in Finding Notetaker)
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>o 156 (Equipment Reminder - First Notice)</td>
</tr>
<tr>
<td></td>
<td>o 158 (Equipment Reminder - Last Notice)</td>
</tr>
<tr>
<td></td>
<td>o 157 (Equipment Reminder - Second Notice)</td>
</tr>
<tr>
<td></td>
<td>o 155 (Equipment Reminder - Warning Notice)</td>
</tr>
</tbody>
</table>