THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

STUDENT DISABILITY SERVICES

Using Student Portal: Alternative Formats

Requesting Materials in Alternative Formats

1. After logging into the student portal, locate the My Accommodations side bar menu, which will appear on the left-hand side of your screen.
2. Select the **Alternative Formats** link, located within the My Accommodations side bar.
3. Once the **Alternative Formats** link has been selected, check to see that you are in the correct term.
4. Locate the Alternative Formats Preference section and use the dropdown menu to update your alternative format preference, if needed. ***The preference selected should match the accommodations for which you are approved (e.g. select PDF for the accommodation of Printed Materials in PDF Format).***
5. Next, locate the Reading Materials box, which will appear in the Additional Book or Reading Materials section.
6. Once located, you will need to complete the fields listed below. Although not all fields are required, please provide as much information as you can.
   - Select class (required)
   - Reading material title (required)
   - IBSN (optional)
   - Publisher (optional)
   - Author (optional)
   - Edition (optional)
   - Note (optional)
7. Click the Submit Request button.

Uploading Receipts

1. Log into the [Student Portal](#).

2. After logging into the student portal, locate the My Accommodations sidebar menu, which will appear on the left-hand side of your screen. If you do not see the **Alternative Formats** link, please refer to the [instructions on requesting your faculty accommodation letters](#) or contact your coordinator for support.
3. Select the **Alternative Formats** link, located within the My Accommodations side bar.
4. Once the **Alternative Formats** link has been selected, check to see that you are in the correct term (e.g. Summer 2020).
5. Locate the File Information box, located within the Upload Book Receipts section.
6. To upload your book receipts, click the Browse button, and select the file that you wish to upload.
   o More information about maximum file sizes and acceptable file types can be found by clicking the **Read File Upload Instruction** next to Important Note and then clicking the **Acceptable File Types** link.
7. Select the course associated with the book receipt, and then click the Upload Receipt button.

Downloading Textbooks

1. After logging into the student portal, locate the My Accommodations side bar menu, which will appear on the left-hand side of your screen.
2. Select the **Alternative Formats** link, located within the My Accommodations side bar.
3. Once the **Alternative Formats** link has been selected, check to see that you are in the correct term (e.g. Summer 2020).
4. Locate the List Books Currently Being Processed heading.
5. If your book is ready to download and you have submitted a copy of your receipt, a Download Book button will be present next to your book.
6. Click the Download Book button, and a popup window will open redirecting you to a Microsoft 365 login page.
7. On this page, login with your UTK email ID and password and click the Sign In button.
8. Once logged in, a OneDrive page will open, and your book materials should be present.

9. Select the file you wish to download and then click the Download button located in the menu bar at the top of the page.

NEXT STEPS:

- Notify SDS if you receive any course materials from an instructor that do not work properly with your assistive technology.
- Notify SDS right away if you have any questions or concerns.