



TK20 Social Work Field Application Student Guide

WCU TK20 Office

Recitation Hall

610-436-2085

Tk20@wcupa.edu

<http://www.wcupa.edu/academics/coe/Tk20.aspx>

TK20 Helpdesk

800-311-5656

support@Tk20.com

February 2018 v.9.1.3

TK20 has now united with Livetext and Taskstream under the new company name of Watermark.

TK20 - BEST PRACTICES

- **Recommended Internet Browser:** We recommend that you use Mozilla Firefox, Google Chrome or Safari browsers while working in the TK20 environment. Please make sure that you are using one of the latest two versions for optimal performance within the tool. **Do not use Internet Explorer.**
- **DO NOT sign into TK20 in multiple tabs or windows.**
- **DO NOT use the browser back button.** Instead, navigate using the tabs and menus within TK20.
- Wait until a page fully loads before taking a subsequent action. *Look for the spinning circle.*

- Always log out of TK20 when you are done working in the system.
- When uploading a file, **do not** include special characters such as (*, ', ", &) in the name when you save the file for upload in Tk20.

WCU TK20 Office Hours: M – F (7:30am – 4:00pm) Recitation Hall, Room 203D 610-436-2085 TK20@wcupa.edu http://www.wcupa.edu/academics/coe/Tk20.aspx	TK20 Helpdesk Hours: (M – Th, 8am – 9pm, F 8am-7pm, Sun. 5pm-10pm) Phone: 800-311-5656 Email: support@tk20.com http://helpdesk.Tk20.com/
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HOW TO ACCESS TK20

Students can log into TK20 in one of two ways:

1. Via a link in your D2L course
 - a. From within your course in D2L, click on **“Content”** in the gray navigation bar.
 - b. Click on the **“TK20”** module located along the left side of the page.
 - c. On the right side of the page, click on **“TK20 Homepage”**.
 - d. By accessing Tk20 via your course in D2L, you will not be prompted to enter a username or password.

2. Via Tk20 homepage

- a. To access Tk20 directly, type `wcupa.tk20.com` into your internet browser. Then, click on the **“new Faculty Student login page”** link. Do not login using the top portion of this page.



- b. Enter your WCU email and password. These are the same credentials used to access MyWCU, D2L, and Webmail. *If you are having trouble with your password, please contact the IT Helpdesk at 610-436-3350.*

Username = WCU email

Password = WCU password

- c. You may come to an **“Information to be Provided to Service”** page. Select **“Do not ask me again”** and click **“Accept”**.

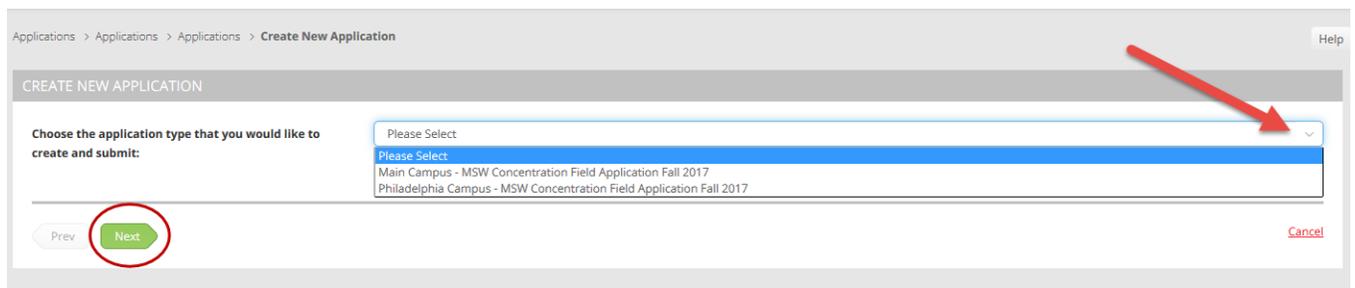
Two screenshots of the WCU login process. The left screenshot shows the login form with the WCU logo at the top. It has fields for 'Username' (containing 'nkline@wcupa.edu') and 'Password'. Below these are checkboxes for 'Don't Remember Login' and 'Clear prior granting of permission for release of your information to this service.'. A red arrow points to the 'Login' button. The right screenshot shows the 'Information to be Provided to Service' page. It displays the user's name 'edjPersonPrincipalName' and email 'NKLIN@wcupa.edu'. It asks for consent to share information and offers three options: 'Ask me again at next login', 'Ask me again if information to be provided to this service changes', and 'Do not ask me again'. The 'Do not ask me again' option is selected and highlighted with a red box. A red arrow points to this option. Below the options are 'Reject' and 'Accept' buttons, with 'Accept' also highlighted with a red box.

SOCIAL WORK APPLICATIONS

1. From within Tk20, click on the “**Applications**” on the left side panel.
2. If you have already created an application, it will be listed. If you are coming back to finish an already started application, click on the blue link for the application. To create a new application, click on the green “**Create New Application**” button.

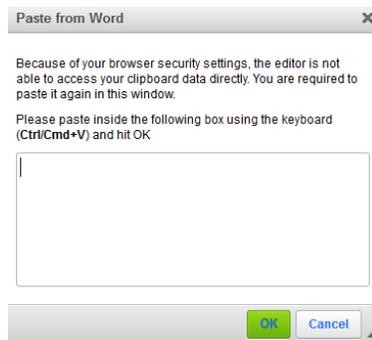


3. In the **Create New Application** section, select the appropriate application from the dropdown menu and click on the green “**Next**” button.

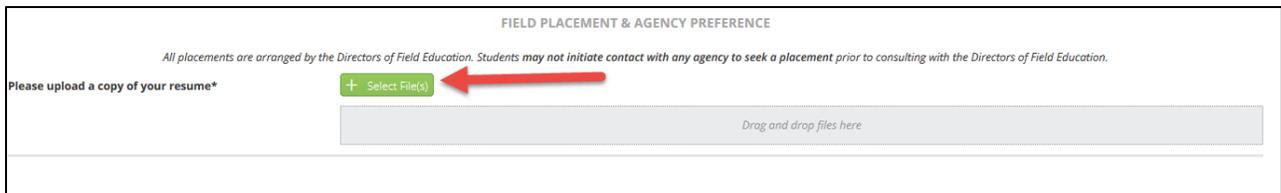


4. Instructions will be displayed at the top of the application. Complete the application as directed.
Note: Any fields that are marked with an (*) must be completed before you can submit.

5. For questions where you are required to submit a detailed text response, you have the option to type directly into the provided text box or copy and paste your responses from an MS Word document.
 - a. If you wish to copy your responses from MS Word, click on the **A** icon on the right side of the text box. Then, select the  icon. Copy and paste your text from the MS word document into the new **"Paste from Word"** screen and click **"OK."** Following these directions will ensure that the text from MS Word is properly transferred to this screen.



6. If you are asked to upload a file such as a resume, click the green **"Select File(s)"** button. Select the file from your computer and click **"Open."**



7. Wait until the file fully loads. This will be indicated by an **"Upload Success"** message in the file upload section. If you need to delete the file you just uploaded, click the **X** next to the file name.

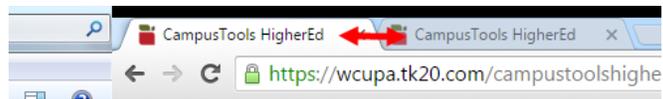


8. At the bottom of the application, you have 3 options:



- a. **Submit:** If you are finished with your application, click “**Submit.**”
- b. **Save:** Click this at any time to save your progress and return at a later time to finish the application.
- c. **Close:** Exit the application without saving or submitting any changes. You will lose any changes or updates you just made.

Important Reminder: DO NOT sign into TK20 in multiple tabs or windows. This will cause a Java error and your application will not submit correctly.



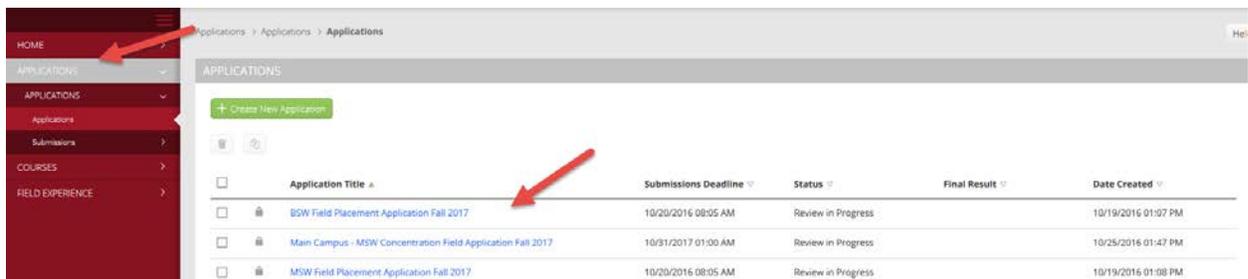
After submitting your application please email your Field Director to set up an appointment to discuss field options.

RECALL A SUBMITTED APPLICATION

If you need to make a change to a submitted application, you can recall it until it enters the review state and is locked by an administrator.

To recall an unlocked application:

1. Click on the **“Applications”** tab on the left side panel to display a list of all of the application forms that you have created.
2. Select the application that you want to recall from the list.



3. Scroll to the bottom of the application and click on the  **“Recall”** button on the bottom right corner of your screen.
4. Make needed changes and then click **“Submit”** on the bottom right.

If you need technical assistance with TK20, please contact the WCU TK20 Office at Tk20@wcupa.edu. For questions regarding application content or submission requirements, please contact your Social Work Field Director.