LAT FAQs for Students

Which internet browsers can I use to access Taskstream LAT by Watermark?

Taskstream LAT by Watermark is a highly dynamic environment that responds slightly differently to each browser. We recommend using a supported Internet browser to get full capability.

Windows • Microsoft Internet Explorer 11.0 and above • Mozilla Firefox (latest version) • Google Chrome (latest version)	**iPad/iOS** • Mozilla Firefox (latest version) • Google Chrome (latest version)
Mac • Mozilla Firefox (latest version) • Apple Safari 5.1 and above • Google Chrome (latest version)	**Android 4.x +** • Mozilla Firefox Latest Version • Google Chrome Latest Version

If you use an Internet browser other than those listed above, you may still be able to access LAT, but you may not have access to all the system's features. Regardless of the browser, you will need to have pop-ups, cookies and JavaScript enabled in order to use all the features of LAT. If you are unable to log in at all, you may be using an Internet browser with known issues. Please install one of the supported browsers to access LAT.

Mobile Considerations
Currently, the following areas of the site are not supported on mobile:
• Uploading files
• HTML editor

What are my login credentials?

Login credentials are the username and password that you use to access LAT. You can request your password hint by clicking the **Forgot Login** link located below the username/password entry boxes. Click **Email Username & Password Reset** if you are still unable to recall your password after viewing your hint.

If you are not receiving emails from Watermark, try adding support@watermarkinsights.com and notification@taskstream.com to your address book to resolve the issue.

My assignment is locked and I need to change it, what should I do?

Your work submission can only be canceled and edited if your Evaluator has not yet begun the evaluation process. To cancel your submission:

1. After selecting the DRF program from your home page, select the Requirement (from the list on the left) that you need to cancel.
2. Click the Cancel Submission button in the upper right corner of the work area.
3. When asked to confirm, click the Yes Undo Submission and Unlock button.
4. After making your changes, click the Submit Work button to resubmit.

Please note: If you are not able to cancel the evaluation, your Evaluator has already begun the evaluation process. You will need to contact your Evaluator for assistance.

What is a DRF program?

A DRF Program gives you access to a Directed Response Folio, or DRF. DRFs allow students, as Authors, to collect and present work to satisfy program-related requirements and submit that work to an Evaluator (typically a course instructor) for evaluation. A DRF program may be equivalent to a full academic program, a course, or any other division of study at your institution. Work might include online forms or text blocks provided by instructors via the DRF template, and/or uploaded work files such as documents, slideshows and videos. Authors enrolled into a DRF Program can also request comments on their work, publish it to the web, and email it to other Taskstream-Tk20 users or external email addresses.

How do I enroll myself in a DRF program?

If you are expected to enroll yourself as an Author in a DRF program so that you can submit work for evaluation, your learning community should have provided you with a program self-enrollment code.

If you have not been provided with a program code, you will need to contact your instructor, academic counselor or advisor, or the department at your school that administers that program/course. They will either enroll you into your program in LAT or give you a program code to self-enroll.

How do I attach and submit my file?

If you have completed an assignment using Microsoft Word, PowerPoint, etc., the following directions will help you upload it to LAT and submit for evaluation.

1. Click the name of the program on your home page.
2. In the left frame on the next page, click the requirement name to open it.
3. Click the Attachments button in the Add toolbar at the top of your work area.
4. On the next page, click the orange Upload from Computer button, located on the left.
5. You can drag your files into the box, or click Add Files on the lower left to locate the file within your computer. To select multiple files, hold down the CTRL button as you select each file.
6. After you have selected your file(s), click Open.
7. Back in the attachments window, click the Start Upload button.
8. Once the upload is complete, close the attachments window, and click Save and Return.
9. When you are ready to submit for evaluation, click the Submit Work button on the top right corner.
10. A pop up window will appear asking to select your Evaluator (If your school has it enabled). Once you have selected your instructor's name, click Submit for Evaluation. If you are not asked to select an Evaluator, you can proceed with submitting your work and adding optional comments.

Once your work has been submitted for evaluation, it will automatically be locked and a lock icon will appear next to it. This will prevent you from adding additional work, or editing existing work.

How do I upload a video?

You can upload videos into your DRF program, web folio, or web page by first, accessing the requirement or assignment where you'd like to add the video.

Under ideal conditions, the file size limit for video uploads is 500- 1000 MB. However, video file upload speed is also affected by internet speed, network traffic, computer configuration/speed, and other factors. If your video file is larger than 300 MB, you may want to try compressing it to a smaller size. Larger files may cause the process to freeze altogether.

For assistance with video compression, please click the link below:

[Video Compression Assistance](#)

1. If your video is 300- 500 MB or less:
2. Click the Video button in the Add toolbar.
3. Select A file saved to your computer.
4. Click Browse or Choose File (depending on your Internet browser) . Find your video on your computer.
5. Name file and (optional) enter a Description of the video.
6. (Optional) Enter the Play Length of the video, in minutes.
7. (Optional) Check the box to Attach Standards to this file. This option may not be available for your program.
8. Click Add File.
9. Once you have uploaded your video, click Save and Return.

Where is my grade?

To find your score or grade after your evaluation has been released:

1. Access your assignment
2. Click the Scores/ Results tab toward the top right of the work area

The Scores/Results Summary page shows a chart with the status of your work, actions that can be taken, your results, and the history your your work submission. To see details on your score, click Score/Results Report in the Results column.

To see the history of your submission, including time stamps, click History/Comments.

What happens to my work after my account expires?

An archive of your LAT work will be stored for six months following the expiration of your subscription. To access your archive during this six-month period:

1. Login to your account and click the Access My Taskstream Archive button. This archive includes read-only copies of your work and the Pack-It-Up tool.
2. To save your work offline, click the Pack-It-Up: Save Offline tab of your Taskstream Archive.
3. Click the Create a New Package button.

Follow the directions for downloading a package of work to your computer. It may take up to 2 hours to process your package request.

Once you have been notified by e-mail that your package is ready, you can download the package to your computer, and then save this work to disk or burn onto a CD if your computer has that capability.

Looking for more assistance? Please email our client support team at: support@watermarkinsights.com.

1.800.311.5656 | support@watermarkinsights.com