TK20 by Watermark
Education Major
Community Service Experience
Application
Student Guide

WCU TK20 Office
610-436-2085
Tk20@wcupa.edu

Watermark Helpdesk
1-800-311-5656
support@watermarkinsights.com

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TK20 - BEST PRACTICES

- **Recommended Internet Browser:** We recommend that you use 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 use the browser back button.** Instead, navigate using the tabs and menus within TK20.

- **DO NOT sign into TK20 in multiple tabs or windows.**

- 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.

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<tr>
<th>WCU TK20 Office</th>
<th>TK20 Helpdesk</th>
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<tbody>
<tr>
<td>610-436-2085</td>
<td>(M – Th, 8am – 9pm, F - 8am – 7pm, Sun 5pm – 10pm)</td>
</tr>
<tr>
<td><a href="mailto:TK20@wcupa.edu">TK20@wcupa.edu</a></td>
<td>Email: <a href="mailto:support@tk20.com">support@tk20.com</a></td>
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HOW TO ACCESS TK20

To login to Tk20:

1. Type in [https://wcupa.tk20.com](https://wcupa.tk20.com) into your internet browser. Click on the blue ‘Faculty Student login page’ link. Do not login using the top portion of this page.

   ![Login Page Screenshot]

   Click here to purchase your student account.

2. Enter your WCU email and password. This is the same credentials that you use to access MyWCU, D2L, and Webmail. If you are having trouble with your password, please contact the IT Helpdesk at 610-436-3350.
   
   i. Username = WCU email
   
   ii. Password = WCU password
Prior to or during your initial meeting with Candidate Services, you must create a Community Service application in Tk20. To do this, you must have a paid Tk20 account. Go to https://www.wcupa.edu/education-socialWork/assessmentAccreditation/tk20.aspx for instructions on how to purchase a Tk20 account.

**STEP 1:**

1. From within Tk20, click on the ‘Applications’ tab on the left side panel. If you have already created an application, it will be listed. To create a new application, click on the green ‘Create New Application’ button.

2. In the Create New Application section, select ‘Community Service Experience’ from the dropdown menu. Then, click on the green ‘Next’ button.
3. Your Name, ID, and Major will be pre-populated. Enter your WCU Email and Phone Number. Then, complete the ‘Organization Information’ section of the application. At this time, you will not complete the bottom portion of the application.

4. Scroll to the bottom of the page and click the ‘Save’ button. **DO NOT** submit at this time.
Step 2:

1. Once your application has been pre-approved, you may start your community service project.
2. When you have completed your community service, log back into Tk20 to complete your Community Service Experience application.
3. From within Tk20, click ‘Applications’ tab on the left side panel and then click on the blue link to open your existing application.
4. Scroll to the bottom of the application to upload your Community Service Experience Reflective Statement, signed Community Service Experience Verification Form, and your Community Service Experience Timesheet. You can do this by clicking the green ‘Select File(s)’ button and selecting the file from your computer, or by dragging and dropping the file from your desktop to the gray ‘Drag and drop files here’ box. You may upload multiple files if necessary.
5. After uploading your files, make sure you see the words ‘Upload Success’ in green to the right of the file name. This means your file has uploaded properly to the application.
6. When you have completed your application, you have 3 options:
   a. **Submit**: If you are finished with your application, click ‘Submit’ for final review.
   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.

7. Once you submit your application, you will receive an auto-generated confirmation email from tk20@wcupa.edu

**HOW TO RECALL A SUBMITTED APPLICATION**

If you need to make a change to a submitted application that has *not* yet entered the review stage:

1. Click on the ‘Applications’ tab on the left side panel to display a list of all application forms that you have created.
2. Click the name of the application you wish to recall.
3. Click the ‘Recall’ button on the bottom of the page.

4. When you are finished editing, click on ‘Save’ or ‘Submit’.

*Note: Once an application review has started on a submitted application, the application will be locked from editing.*

If your application is locked, it must be given an extension. Please contact the Candidate Services for assistance.

If you have any questions about the Community Service Experience, please contact Candidate Services at 610-436-2999.

If you have technical issues with Tk20, contact the Tk20 office at 610-436-2085 or Tk20@wcupa.edu.
VIEWING APPLICATION FEEDBACK

If your application has been reviewed, and it is determined that your application needs changes, you will be provided with feedback. You can view this feedback by navigating to your Tk20 messages.

1. On the Tk20 home screen, you will see a message indicating that feedback has been provided on your Community Service Experience application. Click on the link to view the feedback.

2. Click ‘here’ to view feedback on your application.

3. View the feedback and then click the ‘Recall’ button.

4. Make any necessary edits to your application. When finished, click ‘Submit’ on the bottom right.

If you are not able to recall the application, contact Candidate Services at 610-436-2999 for assistance.
CHECK TO SEE IF YOUR APPLICATION IS COMPLETE

1. Click on ‘Applications’ on the left side panel.
2. From here you will see a list of applications you have created. If your application is complete, and does not need any other changes, under the ‘Final Result’ column will read as ‘Application Completed’.

3. Once your application is completed, you may review the Community Service Experience Pre-Approval form, Community Service Experience Verification form, and Community Service Experience Reflective Statement Rubric associated with your application. Click on the ‘Review’ tab and then the form you would like to view.

4. If you wish to print a review form, open the form by click the name in blue. Then, right click on the screen to print using your browser’s printer function.

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