TK20 by Watermark
Non-Education Major
Community Service Experience Application
Student Guide

WCU TK20 Office
610-436-2085
Tk20@wcupa.edu
http://www.wcupa.edu/education-socialWork/tk20.aspx

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

August 2019 v.9.2.0
HOW TO COMPLETE A COMMUNITY SERVICE EXPERIENCE APPLICATION
[FOR NON-EDUCATION MAJORS ONLY]

When using Tk20 to complete your Community Service Experience Application, we recommend using either Google Chrome or Safari as your internet browser. **DO NOT use Internet Explorer.** **PLEASE NOTE:** Non-education majors **DO NOT have to purchase a Tk20 account** to complete your Community Service Experience Application.

1. First, you will need to create an Admissions Application account. To do so, go to [https://wcupa.tk20.com](https://wcupa.tk20.com).
2. Click on the ‘Admissions’ tab.

3. Then, click on the blue ‘Click here to create your account’ link.
4. Complete the fields marked with an asterisk (*). Note that your password must contain a minimum of 6 letters, must not exceed 12 characters, may contain numbers, and may contain special characters. All passwords are case-sensitive.
5. Fill in the CAPTCHA word as directed. Then, click the green ‘Submit’ button.
6. A confirmation pop up will appear. **Remember your Tk20 admissions application username and password!** You will use these credentials to log in to your new admissions application Tk20 account. **You will NOT log into Tk20 with your WCU email and password.** Click the blue ‘Back to Login’ link.

7. Enter your Tk20 admissions application username and password at the top of the page and then click ‘Log into your account’. **DO NOT log in using the Faculty and Student Log In below.**

**STEP 1:**
1. Click on the green ‘Create New Application’ button.
2. From the Application Type dropdown menu, select ‘Community Service Experience’. Then click the green ‘Next’ button.

3. Click the green ‘Next’ button again.

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

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**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 using your admission application username and password to complete your Community Service Experience application. If you have forgotten your password, please see the instructions on Page 10 of this guide to reset your password.
3. Click on the blue link to open your existing application.

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4. Click the green ‘Next’ button.
5. 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.

![Image of file upload process]

6. 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.

![Image of Upload Success]

7. 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.

![Image of submission options]

8. Once you submit your application, you will receive an auto-generated confirmation email from tk20@wcupa.edu.
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 the name of the application you wish to recall.
2. Click the ‘Recall’ button at the top right corner of the page.
3. Click on the name of the application again to make your edits. 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.

CHECK TO SEE IF YOUR APPLICATION IS COMPLETE

1. Log into Tk20 using your admission application username and password. If you have forgotten your password, please see the instructions on Page 9 of this guide to reset your password.
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 ‘Accepted’.
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 name of the application in blue.

4. This will bring you to a split screen. On the right side of the screen, the form names will be listed in blue. Click on the name of the form you wish to view.

HOW TO PRINT A REVIEW FORM

1. Click on the name of the review form you wish to print.

2. On the top right corner of the form, click on the blue ‘Print-Friendly View’.

3. This will open the form in another tab where you can use your browser’s print function to print.
HOW TO RESET YOUR PASSWORD

1. If you forgot your password, first click on the ‘Admissions’ tab.

2. Then, click on the ‘PLEASE CLICK HERE TO RESET YOUR PASSWORD’ link in red.

3. Enter the email address you used to create your account, then press the green ‘Submit’ button.
4. Answer your security question that you set up when creating your account. Then click the green ‘Submit’ button.
5. You will receive an email from tk20@wcupa.edu confirming that your password has been reset and instructions on how to log in.

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.