

TaskStream Transition FAQs for Students

Will ALL student accounts expire as of August 31, 2015, regardless of when they were originally created?

Yes.

How do I access my previous submission(s) before my account expires?

Some organizations allow students to access a snapshot of their work submission after it has been sent back for revision. If your organization has enabled this feature, you can access your previous submission by following the steps below:

From your homepage, click on the name of the course where your work was submitted. Then, click on the name of your assignment in the structure tree on the left-hand side of the page. On the upper left-hand side of the work area, above the structure tree, click the View Previous Submissions button to access the previous version(s) of your work. Finally, click the View Submitted Work button that corresponds to the version you wish to view.

****Most common situation:** If you do not see a View Previous Submissions button referenced above in your course, that means your organization is not using this feature for that course. You can access your previous submission(s) by following the steps below:

From your homepage, click the name of the course where your work was submitted. Then, click on the Work Tab in the upper right-hand corner of the work area. Next, click on the assignment name in the structure tree on the left-hand side of the screen. Your previous work submission will be available within the page for that assignment.

What happens to my work and/or scores after my account expires?

An archive of your Taskstream work will be stored for six months following the expiration of your subscription.

To access your Taskstream archive during this six-month period:

Login to your account and click the Access My Taskstream Archive button. This archive includes **read-only copies** of your Taskstream work and the Pack-It-Up tool.

To save your work offline, click the Pack-It-Up: Save Offline tab of your Taskstream Archive.

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.

I can't find my older cours(es) listed on my home page! Where is the work from my old course(s)?

It is likely that the program for your coursework a previous semesters has been made inactive by the Program Manager at your organization.

You can access your work and scores for these inactive programs by clicking Folios & Web Pages on the top menu bar. In the yellow box on the right side of the page, click the Access Inactive Programs button. This takes you to a list of your inactive programs, which have all of your original work attached. You can then open a read-only view of the program, or save it as an editable Presentation Folio.

You can also access any work you have completed in your Taskstream account by clicking Resources in the top menu bar. After clicking the Go to Mybrary link on the Resources page, you can see a list of all the work you have created in your account. However, you are only able to submit work for evaluation through the active programs you are currently enrolled in, which you can access from the Home page

How do I use Pack-It-Up from an expired account?

An archive of your Taskstream work will be stored for six months following the expiration of your subscription. Should you choose to renew your account at any time during this six-month period, your work will remain available in your account and once again become editable using the Taskstream tools.

To access your Taskstream archive during this six-month period, login to your account and click the Access My Taskstream Archive button. This archive includes **read-only copies** of your Taskstream work and the Pack-It-Up tool.

To save your work offline, click the Pack-It-Up: Save Offline tab located on the upper right side of your Taskstream Archive. Click the Create a New Package button and follow the directions for downloading a package of work to your computer.

1. Click the Create a New Package button.
2. You will be taken to Step 1: Select what to package. To select the work you wish to package, click the link of the type of work (i.e. DRF Program Work which contains assignments you've submitted) or the triangle next to the link to display all the work you have created that falls into that category. Place a check next to each item of work you would like to package and click Save & Continue to proceed.
3. The following screen is Step 2: Confirm Selections. If you are satisfied with your selections, click Save & Continue to proceed or click Add More Selections to go back and add more work from the Archive.
4. The next step is Step 3: Set Download Preferences. Select the format you would like to use for your package, either a ZIP file or SIT file. When the package is ready for download, you will be notified in a message sent to your external email address. Click Finish to proceed. *Please note that your package will be a .zip file and will need to be unzipped to use.
5. You should receive a confirmation screen stating your package has been created. Click Go to Pack-It Up homepage. At this time, the package is being created. When the package is completed, you can download it later by going back into your Taskstream archive and clicking the Pack-It-Up: Save Offline tab.

When the package is ready, you can download it by clicking the Download button that appears under Your Packages. **Your package will be available for 30 days and you must download the package directly onto your computer.** We recommend downloading the package to your desktop so it will be easy to find when you are ready to extract the files.

In order to open and view your downloaded file, you will have to decompress it. Most computers come with the necessary decompression utility installed. ZIP files are archives used for distributing and storing files. ZIP files are compressed to save space which makes them ideal for grouping and transporting files quickly.

Note: Your computer may be set up to decompress the file immediately after it has been downloaded. If the decompression utility is installed on your machine, you will be able to double click the .ZIP file you downloaded to open the utility. If prompted to do so, extract the files in a location you will be able to find. The files will be extracted into a folder titled, My Taskstream Work.

To view your downloaded Taskstream work, double click the file titled, package_menu.html, which will appear as an Internet Explorer icon (or whatever your default browser may be) in the My Taskstream Work folder. A Table of Contents window appears displaying the downloaded Taskstream files. Click a title to view that file.

If your computer has the capability, you may then transfer this package to an external storage device (CD, zip drive, etc.).

Please note that both extracting compressed files and burning data onto a CD are processes that do not involve the use of Taskstream. Therefore, we can only provide limited support for these functions. Please contact TaskStream directly at 800-311-5656 if you need assistance with extracting your files and they will do their best to assist you.

Will I be able to edit work included in my Pack-It-Up package?

It is TaskStream's understanding that the most easily edited components of an extracted Pack-It-Up archive would be the file attachments that were initially created using external software programs, such as Microsoft Word. Because these attachments maintain their original file extensions and file types, they remain editable using the software programs that created them.

All of the other components of the archive, including Directed Response Folios (DRFs), presentation portfolios, and Taskstream work created with the Taskstream tools, are saved as HTML files before being compressed in the Pack-It-Up archive. While these can be edited with the appropriate software, such as Microsoft Frontpage, they are meant to be used simply to display student achievements. Editing these documents could result in formatting problems or usability issues within the archive, and should only be attempted by individuals with expert knowledge in web page editing or design.

However, once you've downloaded the package to your computer, you can then extract all the files in order to have all the data stored in one folder so it will display correctly. When the files are extracted, you will have a file folder icon entitled My Taskstream Work. Any file attachments originally included in your Pack-it-Up archive can be accessed and edited at this point.

Please note that extracting compressed files, editing them using external software, and burning data onto a CD are processes that do not involve the use of Taskstream. Therefore, we can only provide limited support for these functions. Please contact TaskStream directly at 800-311-5656 if you need assistance with extracting your files and they will do their best to assist you.

How do I publish my folio to the web before my account expires?

To publish your folio or web page to the web, go to Folios & Web Pages and click on the name of the folio you wish to publish. Then click the Publish/Share tab in the top right corner of the page. In the Publish to Web section, click the Publish button and you will be taken to a page where you can personalize the editable portion of the web address for your web folio. You can also limit access to the URL of your published work by choosing to require people to enter a specified password to access it. Once you have selected your settings, click the Publish button. You are then provided with the link to your web folio, and the option to e-mail the link to others. You can continue to edit your web folio, and all edits will be automatically reflected in your published work.

What happens to my web folio/ePortfolio after my account expires?

All published web folios will remain available in perpetuity (see next segment for details on publishing your folio – it is recommended that you do so!). The URL created at the time of publication will remain active, though **the folio content will be static** (you will no longer have the ability to edit it).

Students & Faculty: Who can I contact if I have additional questions about TaskStream access after August 31, 2015?

Please don't hesitate to contact Emily Gibson at tshelp@gmu.edu or (703) 993-6135 **OR** call TaskStream Mentoring Services at **1-800-311-5656**.