



Eportfolios Troubleshooting

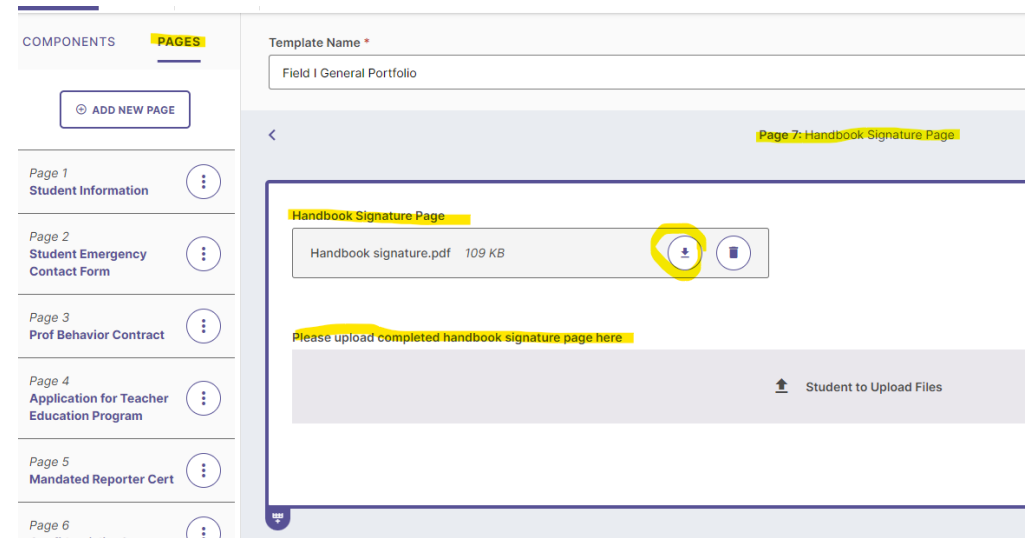
Students

Common Errors in EPortfolios

- Student should NOT submit unless complete
- Just because the student updates on their end it DOES NOT update in the activity
- What should you do if the student submits an incomplete one?
Instructor must send it back to the students for revisions and withdraw and resubmit
- Work around if you have trouble with the above solution. I can add a new activity and ask the student to reupload the new portfolio

Additional areas to pay close attention to

- There are 15 pages, and it must be saved ON EVERY page
- Fillable PDF downloads. Please make sure you have adobe reader, or they must be saved elsewhere to fill in and upload to eportfolio
- There are 2 steps to this process. Creating an eportfolio and uploading to the class activity. ONLY when completed



Directions for Resubmission

If your e-portfolio has been sent back to you with a revision request, here are the steps to follow:


-
1. Begin with going to your course
 2. Select the link with your e-portfolio
 3. Once the box with your e-portfolio is up, go to the upper righthand corner and hit withdraw
 4. This will bring you back to the link with your e-portfolio, click on that link
 5. This will open the box with your e-portfolio
 6. Remove this using the garbage can in the upper right-hand corner and then hit save
 7. This will bring up a box with Select Portfolio, click on this box
 8. Select your portfolio and submit

This will resubmit your e-portfolio with anything that you have added.

Video Link for your convenience
<https://youtu.be/QVQNG9iE8cE>

Student Troubleshooting why withdraw is NOT active

- The assessor has begun the assessment process.
- The withdraw feature was disabled for the activity when it was created.
- The activity due date has passed.
- The course end date has passed.



ePortfolio Help Links from Watermark

- Creating an ePortfolio
- <https://support.watermarkinsights.com/hc/en-us/articles/4414756353307-Creating-an-ePortfolio>
-
- Sharing an ePortfolio
- <https://support.watermarkinsights.com/hc/en-us/articles/19380934542363-Sharing-an-ePortfolio>



Support

If you have any issues with the system, there are two resources. If no one is available or after business hours, please call Watermark support listed below.

- The number is 1-800-311-5656
- Option 1 for Student Learning and Licensure
- Option 3 for student

If it is during business hours, you can contact me, and we can set up a zoom if necessary.

Leanne Harris

Harrisll@lewisu.edu

Data Manager

College of Education and Social Sciences

DL 337 - Unit 224

(815) 836-5847