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Getting Started

1. What is Taskstream?
TaskStream is an online evaluation system that collects, organizes, and stores student work as part of the Lurie College of Education accreditation process.
2. Why are we using TaskStream?
TaskStream assists in the evaluation of student work as part of the National Council of Accreditation of Teacher Education (NCATE) requirements, associated with the student work that aligns with the competencies and standards students are required to complete throughout their education program.
3. What is the difference between Canvas and TaskStream?
Canvas is the University's system that is used for online instruction. TaskStream is an assessment tool specifically used by the Lurie College of Education.

4. How do I log in?

TaskStream has been integrated with Canvas, so faculty and students can use these tools cohesively. You will be able to connect to your TaskStream account by logging in through Canvas.

5. I am a PACT scorer and do not have an SJSU ID number. How will I log in?

If you are a PACT scorer, you will log into TaskStream through the TaskStream homepage. Your username will be your e-mail address on file with the Lurie College of Education. You will be sent an e-mail and prompted to create a password to log in.

6. What is my TaskStream username and password?

Your username will be your SJSU student/ faculty ID number. You will be sent an introductory e-mail where you will have the ability to create a password.

7. What if I forgot my username and/ or password?

From the TaskStream homepage, click the Forgot Password Link. You will be prompted to submit information for password assistance.

8. Am I required to purchase TaskStream?

No, neither students or faculty are required to purchase TaskStream. TaskStream accounts will be provided to you by the Lurie College of Education.

9. How much memory do I get with TaskStream?

Students and faculty get 500 MB with their account. Students will have enough space, but if more space is needed they can delete old files in their system.

Uploading Documents

For Authors (Students):

1. Will I need to self- enroll?

No, you will not need to self-enroll. You will automatically be enrolled in the correct class(es) and section(s).

2. How do I upload my work?

Click on the course you wish to upload an assignment for. Click on the assignment name on the left hand side of the screen. Click on 'Add Attachment' and browse your computer for the correct file. Click on 'Add File' and then the 'Save' button. You will see your file appear. Click on the 'Submit Work' button.

3. I have uploaded my work, but my professor cannot see my upload. What do I do?

You will need to submit your work in order for your instructor to view it. After it has been uploaded, click on the 'Submission and Evaluation' tab then click the 'Submit Work' button.

4. Can I edit my uploaded work?

If your upload has not been submitted to the instructor, you may edit your work. You can delete and edit your work through the 'Add/Edit' section.

5. Can I upload an image or video?

Yes, images and videos can be uploaded. Photos and videos can be uploaded under the 'Image' or 'Video' tab. You will upload these the same way that you upload a course assignment.

6. What is the maximum file size I can upload?

The maximum file size that can be uploaded is 50 MB for an individual file. Typically more attachments can be added for submission of a signature assignment. Saving the document as a PDF, will help reduce the size of the file.

7. What is the maximum video size I can upload?

The maximum video size is 500 MB. Larger videos will need to be compressed. Please see additional instructions on the Student Help Page for compressing large videos.

8. What should I do with large files?

Large files can be saved and uploaded as zip files before you upload them.

For Evaluators (Instructors):

1. How do I see my class roster?

Click on the course you wish to see the roster for, click on 'Program Links' and then click on 'Roster.' If a student is not enrolled, they can be added to your course through the site administrator. Please contact the Dean's Office at 408-924-3600.

2. What if the student uploads the wrong file?

If the student file has not been submitted then they can delete the file and upload another file. If the file has already been submitted, the evaluator will need to click on the 'Return and Resubmit' button and return the file to the student. This will allow for the student to edit and replace the file.

3. What if students send me a file my computer cannot read?

The author will need to resubmit the file to the evaluator in a format that the evaluator's computer can read. The evaluator will need to 'Return and Resubmit' the file to the author (student). It is best when students send the file in .doc format instead of .docx.

Technical Help

1. Which browser best works with TaskStream?

PC Supported Browsers:

Internet Explorer 5.0 and above
Netscape 7.0
AOL 6.0 and above
FireFox 1.0 and above

Mac Supported Browsers:

Internet Explorer 5.0 and above
Netscape 7.0
AOL 6.0 and above
FireFox 1.0 and above
Safari 1.0 and above

2. How do I get help if I am having trouble with TaskStream?
Contact TaskStream directly at 1-800-311-5656 or through e-mail at help@TaskStream.com.
TaskStream also has a help link on their main homepage where you can submit a request.
TaskStream also has a variety of help tools and downloadable tutorials to help you use TaskStream.