

Taskstream Technical & System FAQs



Taskstream FAQs

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System Requirements FAQs

Which Internet browsers can I use to access Taskstream?

Your Internet browser (*such as Internet Explorer or Firefox*) is a computer application that allows you to access and view various web sites on the Internet. Taskstream is a highly dynamic environment that responds slightly differently to each browser.

We recommend using a supported browser to get full Taskstream capability:

Windows


- Microsoft Internet Explorer 7.0 and above
- Mozilla Firefox 3.5 and above
- Google Chrome 4.0 and above

Mac

- Mozilla Firefox 3.6 and above
- Apple Safari 4.0
- Chrome 5.0

If you use a browser other than those listed above, you may still be able to access Taskstream but you may not have access to all the system's features.

Regardless of the browser, you will need to have **pop-ups** , **cookies** and **JavaScript** enabled in order to use all the features of Taskstream.

 If you are unable to log in AT ALL, you may be using a browser with known issues. Please install one of the supported browsers and use this to access Taskstream.

How can I tell which Internet browser version I have?

Version information is available from an "About" option in one of the browser's menus.

Internet Explorer (IE)

To find out which version of Microsoft Internet Explorer (IE) is installed on your PC:

1. Open Internet Explorer.
2. Click **Help** on the tool bar
OR,
for newer versions of IE, click the **gear icon**:



In newer versions of IE, a set of icons is displayed in the upper right corner of the window. The gear appears below the "X" that closes the window.

The keyboard shortcut ALT+H will also open this menu.

3. Click **About Internet Explorer**. The window opens to indicate the current in-use version of Internet Explorer.

Mozilla Firefox

To find out which version of Mozilla Firefox is installed on your PC or Mac:

1. Open Firefox.
2. Click **Help** on the tool bar.
3. Click **About Mozilla Firefox**. A window opens to indicate the current in-use version of Firefox.

Google Chrome

To find out which version of Google Chrome is installed on your PC or Mac:

1. Open Chrome.
2. Click **Customize and Control Google Chrome** on the tool bar.
3. Click **About Google Chrome**. A window opens to indicate the current in-use version of Chrome.

Apple Safari

To find out which version of Apple Safari is installed:

1. Open Safari.
2. Click **Safari** on the menu bar.
3. Click **About Safari**. A window opens to indicate the current in-use version of Safari.

Can I use Taskstream on a Mac or a PC? On a desktop or laptop computer?

Yes, Taskstream works equally well on a Mac or PC and on both desktops and laptops. Whether you're using Mac or PC, you can run Taskstream from your choice of **Internet browsers**.

Many Taskstream features are also available from **mobile devices** using built-in Internet browsers.

Does Taskstream work on iPhones, iPads or other mobile devices?

Though many Taskstream features work well on these devices using the built in browsers such as Safari and Chrome, full support on these mobile devices and tablets is not available yet. For example, the ability to upload file attachments is not supported because mobile and tablet devices do not support local file storage. Nevertheless, Taskstream is actively working to enhance the use of our site on these devices and will post regular updates as more features become available.

Do I need additional plugins or add-ons to use Taskstream?


No, you do not require additional plugins or add-ons. However, your Internet browser must have **JavaScript** and **cookies** enabled in order to log into the Taskstream site. On most browsers, these are default settings.

Can I access Taskstream offline?

You must have an internet connection to *edit your work* in Taskstream and to perform real-time tasks.

You can, however, *view your work offline* by using Taskstream's Pack-It-Up feature (described in the *Resources* section of the online LAT Help) to make copies of your work and download them to your computer. Begin by "packing up" selected web pages and rubrics that you created in Taskstream. Your package is converted into html format that can be opened and read outside Taskstream, and then it is zipped (compressed) for downloading to

your computer. Once offline, you can save the package to your computer or to an external storage device such as a sufficiently large USB flash drive (aka "thumb drive" or "USB key") or, if your computer is equipped with this capability, burn it to a DVD or CD-Rom.

 Pack-It-Up is designed for VIEWING work ONLY. It is not possible to import the downloaded work back into Taskstream, nor can you edit work on your computer with the Taskstream tool once it is downloaded.

Does Taskstream require JavaScript to be enabled?

Taskstream uses JavaScript to enhance the interaction and function of our site. Your Internet browser comes with JavaScript capability, which is usually enabled by default.

Upon logging in, if you have received a message that you require JavaScript, it means that your Internet browser's JavaScript feature has been disabled. You must manually enable this feature and restart your browser. Please follow the onscreen directions for your Internet browser to enable JavaScript.

This issue can also be caused by certain security software. You should disable or adjust your preferences on your computer while working in Taskstream.

Note: Google Chrome has JavaScript enabled by default, and does not currently support in-browser functionality to disable it. If you are receiving this message in Chrome, please check your security software.

Does Taskstream require cookies to be enabled?

Yes, Taskstream requires cookies to be enabled. The steps to enable cookies vary based on the specific version of the Internet browser you use.

For help determining which browser version you use, [click here](#).

Internet Explorer (IE)

Internet Explorer 7+

Starting from a session of Internet Explorer:

1. Click **Tools** in the IE menu bar
2. Select **Internet Options**
3. Select the **Privacy** tab.
4. Click **Advanced**.
5. In the "Cookies" section of the *Advanced Privacy Settings* window, select "Override automatic cookie handling".
6. Under "First-party Cookies", select the "Accept" or "Prompt" option.
7. In the *Internet Options* window, click **OK** to exit.

Internet Explorer 6x

Starting from a session of Internet Explorer:

1. Click **Tools** in the IE menu bar.
2. Select **Internet Options**.
3. Select the **Privacy** tab.
4. Click **Advanced**.
5. Select "Override Automatic Cookie Handling."

6. Under "First-party Cookies", select the "Accept" or "Prompt" option.
7. In the *Internet Options* window, click **OK** to exit.

Mozilla Firefox

Mozilla Firefox 3+ for Windows

Starting from a session of Firefox:

1. Click **Tools > Options**
OR (in later versions) go to the **Firefox** drop-down menu and select **Options>Options**.
2. Click **Privacy** in the top panel.
3. Set "Firefox will:" for **Use custom settings for history**.
4. Check the box next to "Accept cookies from sites" to enable cookies.
5. Click **OK**.

Mozilla Firefox for Mac

Starting from a session of Firefox:

1. Go to the **Firefox** drop-down menu
2. Select **Preferences**
3. Click **Privacy**.
4. Set "Firefox will:" for **Use custom settings for history**
5. Check the box next to "Accept cookies from sites".

Mozilla Firefox 2x for Mac

Starting from a session of Firefox:

1. Click **Tools > Options**
2. Click **Privacy** in the top panel.
3. Select the checkbox labeled "Accept cookies from sites".

Google Chrome

Chrome for Windows or Mac

Starting from a session of Chrome:

1. Select **Chrome Tools** (wrench icon)
2. On the menu bar:
For Windows, select **Options**;
OR, for Mac, select **Preferences**.
3. Click **Under the Hood**.
4. Click **Content settings** in the "Privacy" section.
5. Select **Allow local data** to be set to allow both first-party and third-party cookies.
 - If you only want to accept first-party cookies, check the box next to "Block all third-party cookies without exception."

Apple Safari

Safari for Mac

Starting from a session of Safari:

1. Go to the **Safari** drop-down menu.
2. Select **Preferences**.

3. Click **Security** in the top panel.
4. Under "Accept Cookies" select **Only from sites you navigate to**.

Safari 5.x for Windows

Starting from a session of Safari:

1. Select **Safari Tools** (gear icon) > **Preferences** on the menu bar.
2. Click **Security** in the top panel.
3. Under "Accept Cookies" select **Only from sites you navigate to**.



Internet browsers are updated with ever-increasing frequency. If you update your browser to version that is higher than those listed here and these steps no longer apply, we recommend you do a web search for "enable cookies nameofbrowser version#" (for example, "enable cookies IE 9") to access the most recent information provided by the team that supports your browser.

Does Taskstream use pop-ups?

Yes, Taskstream uses pop-up windows in order to deliver our tools in the most efficient manner possible. Luckily, in most Internet browsers Taskstream can be added as an accepted site. This allows Taskstream's pop-up windows to appear as you browse <http://www.taskstream.com>.

Please keep in mind that your pop-up blocking software can be installed on your computer as a separate piece of software or as part of a security software package.

The steps to enable pop-ups vary based on the browser you use.

Internet Explorer (IE)

Starting from a session of Internet Explorer:

1. Click **Tools** in the IE menu bar
2. Select **Pop-up Blocker** > **Pop-up Blocker Settings**
3. Enter ***.taskstream.com** in the **Address of website to allow** text box, and click the **Add** button

Mozilla Firefox

Starting from a session of Firefox:

1. Go to **Tools** on the Mozilla Firefox toolbar and click on **Options**
OR, (in later versions) go to the **Firefox** drop-down menu and select **Options >Options**.
2. Click **Content**.

If you want to enable pop-up for ALL sites,

- a. Click to uncheck **Block pop-up windows**

If you want to enable pop-up for Taskstream ONLY,

- a. Leave **Block pop-up windows** checked.
- b. Click on the **Exceptions** button.
- c. Enter ***.taskstream** in the address field and click the **Allow** button
- d. Click **Close**

3. Click the **OK** button at the bottom of the page.

Google Chrome

There are two options for enabling Taskstream pop-ups in Chrome.

Option A: To enable only Taskstream pop-ups

1. With a session of Taskstream running in Chrome, click the **pop-up blocker** button on the Google toolbar
2. The current webpage will re-load and the pop-up blocker button should say "Site pop-ups allowed"

Option B:

Starting from a session of Chrome, select **Chrome Tools** (wrench icon) on the browser toolbar


1. On the menu bar:
For Windows, select **Options**
For Mac or Linux, select **Preferences**.
2. Click **Under the Hood**.
3. Click **Content settings** in the "Privacy" section.
4. In the "Pop-ups" section:

If you want to enable pop-up for ALL sites,

- a. Select **Allow all sites to show pop-ups**.

If you want to enable pop-up for Taskstream ONLY,

- a. Select **Do not allow any site to show pop-ups**.
- b. Click the **Manage Exceptions** button.
- c. Add *.taskstream.com as an exception

 Internet browsers are updated with ever-increasing frequency. If you update your browser to version that is higher than those listed here and these steps no longer apply, we recommend you do a web search for "enable pop-ups nameofbrowser version#" (for example, "enable pop-ups IE 9") to access the most recent information provided by the team that supports your browser

How can I import and export data within Taskstream?

There are a number of ways that data can be imported or exported within Taskstream:

- All Taskstream reports can be exported to Excel.

For details, please refer to the specific Help topic related to the report you want to export

- Evaluation data can be exported in bulk using an integration service called: TS Export. This is a bulk data export that produces XML data, along with associated data schema.

*For more information on this service, please **contact the Mentoring Services** department at Taskstream at 1-800-311-5656*

- Data can be imported via Comma Separated Value (CSV) file for a variety of purposes. See "**What is a CSV file?**" on page 2 for more information on using CSV files for importing data.

Technical FAQs

Can I have Taskstream open in more than one window?

At times, subscribers want to have Taskstream simultaneously open in two (2) distinct windows. If you feel you have the need to do this (*for example, to copy work from one window to another*), please note the following:

- Subscribers can only be logged into to their account *once at any given time*. If you try to log into your account a second time -- even if you are using two different browsers -- you will be prompted to terminate your first session.
- *Different subscribers* cannot be logged into the *same browser* on the same computer at the same time.

However,

- Different subscribers *can* be logged into different browsers (e.g., Internet Explorer and Firefox) on the same computer.

To have Taskstream running in two windows

1. Log in as you normally do.
2. Click the **browser icon** of a DIFFERENT browser than the one through which you are currently logged in. This opens an active window with that browser.

*Do not use **File > New** or **Ctrl N** to open the second window - this is not allowed by the system*

3. Using that second browser window, log in again with a DIFFERENT account than is logged into the first browser. This provides you with two (2) distinct work sessions.

*If you have any questions, please **contact the Mentoring Services** department at Taskstream at 1-800-311-5656*

Is Taskstream's site accessible to users with disabilities?

Taskstream is committed to making its tools accessible for all users, including people with disabilities. Our tools comply with Federal Section 508 guidelines and W3C WCAG recommendations as described in [our accessibility statement](#).

Some optional services and third-party plug ins may not be covered by this document. As new technologies emerge, Taskstream strives to amend its tools to be compliant with the widest audience possible; however, for legacy reasons, some pages cannot be updated immediately.

In addition to making technical changes to our websites to provide greater accessibility, we test them using multiple assistance-type technologies - such as screen readers and screen enlarging software - to analyze and modify our pages. We also engage accessibility experts and people with disabilities to further test and modify our websites for optimal usability.

What is a CSV file?

A Comma Separated Value (CSV) file is a computer data file used for the digital storage of data structured in a lists form, where each associated item (member) in a group is separated by commas.

Each line in the CSV file corresponds to a row in the table. Within a line, fields are separated by commas, each field belonging to one table column. CSV files are often used for moving tabular data between two different computer programs, for example between a database program and a spreadsheet program.

For example:

Year	Maker	Model	Comments	Price
1997	Ford	E350	ac, abs, moon	3000.00
1999	Chevy Venture	"Extended Edition"		4900.00
1996	Jeep	Grand Cherokee	MUST SELL! air, moon roof, loaded	4799.00

The above table of data can be represented in CSV format as follows:

1997,Ford,E350,"ac, abs, moon",3000.00

1999,Chevy Venture,"Extended Edition","",4900.00

1996,Jeep,Grand Cherokee,"MUST SELL!air, moon roof, loaded",4799.00

Note that under certain conditions the CSV format uses double quotation marks to protect the contents of a field:

- If a cell within the Excel spreadsheet contains a comma or other internal punctuation, the cell contents will be enclosed in double quotation marks. For example, notice the Comments field of the last row of data above: "MUST SELL!air, moon roof,loaded"
- When a field in the spreadsheet is empty (as with the Comments field in the second row of the table above), a pair of double quotation marks serves as a placeholder for that empty field.

Taskstream uses CSV files to handle bulk import of field placement data, test and GPA scores, external recipients, and course and program information (TSDE).

Saving in CSV format

Data saved in an Excel spreadsheet can easily be saved as a CSV file.

1. In the File menu, select the **Save As** option.
2. Enter a name for the file.
3. Select **CSV** as the file format.
4. Click **Save**.
5. (Optional) If the system prompts that some features are not supported, click **Yes**. CSV files are plain text and do not preserve some capabilities of Excel, such as bold and font sizes



To view the CSV in its comma separated form, open in Notepad or any other plain text editor

How do I print my work?

Generally, to print a page in Taskstream use either the print button or icon located within that page, or the print feature of your browser.


However, sometimes a single Taskstream window is divided into multiple frames that might print separately. For example, when you have a screen that displays a scrolling left panel, that panel and the main work space are two separate frames.

To print a particular *frame* of a Taskstream window, use these options:

Method 1-

1. Click *anywhere* in the frame that has the information you want to print. This selects that frame.
2. On your menu bar, click **File**.
3. Select **Print**.

Method 2 -

1. Click *anywhere* in the frame that has the information you want to print. This selects that frame.
2. On your browser's toolbar, click the print icon .
3. Proceed with your print job as you normally do.

Method 3-

1. Right-click *anywhere* in the frame that has the information you want to print.
2. From the pop-up menu, select **Print**.
3. Proceed with your print job as you normally do.

How do I format my text (e.g. add bold, italics etc.)?

Many areas of the Taskstream site allow subscribers to format their text using a built-in "HTML formatting toolbar". This allows you to add formatting to text without the need to manually insert HTML tags:

- Change the font style, font size, and font/background color.
- Change the appearance of text characters with **Bold**, *Italic*, Underline, ~~Strikeout~~, _{Subscript} and ^{Superscript}.
- Format paragraphs with left, center, right or full justification.
- Format numbered or bulleted lists, indent paragraphs or create block quotes.
- Enhance text with inserted images, tables, links and **special characters**.

The toolbar also includes buttons for cut, paste and other text-editing functions. For full details refer to the "HTML Toolbar" topic in the *Appendix* to the online Help.

To enable the HTML Toolbar

1. Go to the **My Account** Info area.
2. Select your toolbar preference.
3. Click the **Enable** link.

Once enabled, this toolbar is available in most Taskstream tools where there are large text input areas.

What if I don't have the HTML Toolbar?

Unless you access an area that employs the HTML Formatting Toolbar, there is *no tool* that allows you to format text.

You can, however, manually insert the following HTML tags to change the format of your text to include italic, bold, and underline:

Bold: your text here

Italics: <i>your text here<i>

Underline: <u>your text here<u>

As shown above, these tags are used in pairs, inserted before and after the text you want to format.



Please feel free to explore other HTML tags and experiment!

How do I add special characters to text areas?

Symbols, also known as special characters, are defined as a character that is not alphabetic or numeric, such as punctuation marks (! ? ; ,), mathematical symbols (> < ≤ ≥), and indicators such as arrows and currency signs. Alphabetic characters with diacritical marks (á ñ ç) are also considered to be special characters.

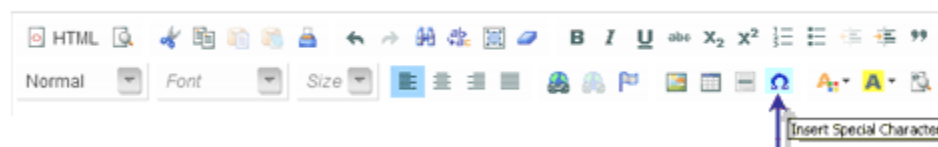
Taskstream supports two methods for entering the special characters that do not appear on your keyboard:

When you have an HTML formatting toolbar available in your text area, as you do for many large text input areas in Taskstream, you can insert many commonly-used special characters *directly from the toolbar*.

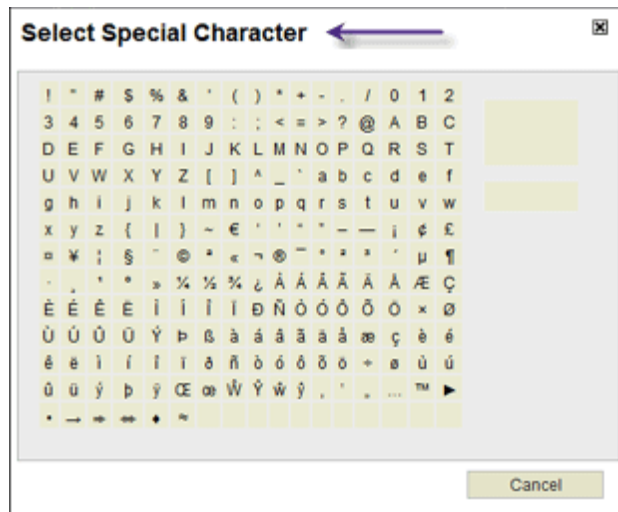
Using the special character icon of the formatting toolbar

While entering your content in an input area, with your cursor in the spot where you need to include a special character:

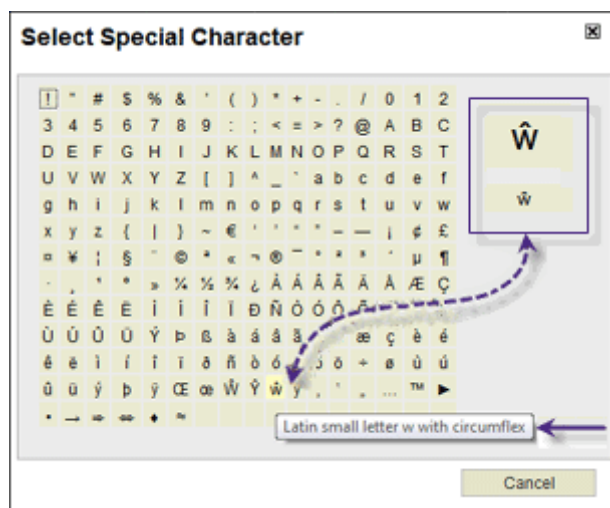
1. Go to the *HTML Formatting Toolbar*.
2. Click the **Special Character** icon.




3. The *Select Special Character* pop-up appears.



4. Locate the character you need to insert into your content area and hover your mouse pointer over your selection.



 For easier use, when you hover over your selection:

- A large representation of the character displays on the right-hand side of the window.
- A description of the character is temporarily displayed as a tooltip.

5. (Optional) To quit your action, click **Cancel**. The system navigates to the prior window.
6. Click to select your character. The character appears at your last cursor position in the edit content area.

You DO NOT need to have the HTML Formatting Toolbar enabled to use HTML tags to represent special characters.

When you do not have the toolbar available, or if you want to insert a character that is not included in the toolbar set, you can *manually enter* the special character *HTML tag*.

Manually entering special character HTML tags

While entering your content in an input area:

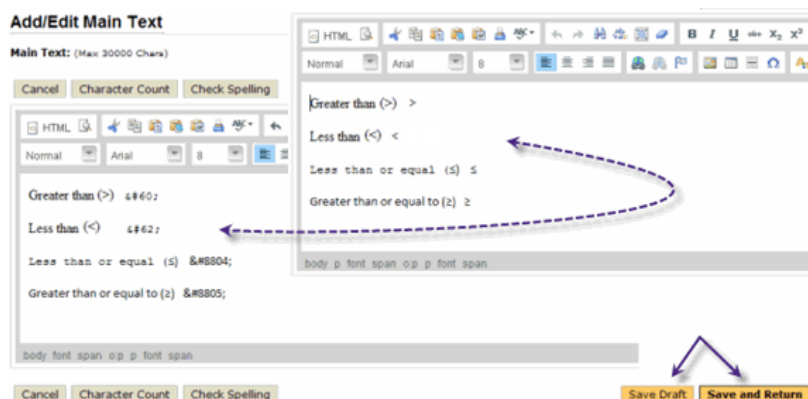
1. (Only necessary if you have the toolbar enabled) Click the **HTML** icon (the first icon in the first row of the toolbar) to toggle to the Source View of the input area
2. Enter the HTML tag for the special character you want to insert.
 - Begin each code with an ampersand (&) and a pound or hatch sign (#)
 - End each code with a semi-colon (;)

Proper formatting of the code assures that the system correctly translates the codes as symbols. For example:

Special Character	HTML Code
Greater than (>)	<
Less than (<)	>
Less than or equal (\leq)	≤
Greater than or equal to (\geq)	≥
Copyright (\copyright)	©

 Click on this link to view an extensive [list of Mathematical Operators and Relations HTML Codes](#)

2. To view the translation of the code, click **Save Draft** OR **Save and Return** or **Apply Changes** (depending on the field/screen in which you are working).



The save returns you to the View mode, where the HTML code you entered displays as the proper mathematical symbol/special character.

What is WebMarker™ File Markup?

The WebMarker™ enables Evaluators to view uploaded file attachments without downloading the file or opening the software application typically used to view the attachments. It also provides a way for Evaluators to add comments or markups directly to the work. The comments are viewable by the Authors via PDF version of their work (their original document is also retained).

The WebMarker™ can be used to display and markup key file formats including but not limited to:

Adobe Acrobat PDF
Microsoft Excel
Microsoft Word
Microsoft RTF

WordPerfect
Plain Text
JPEG
TIFF

BMP
GIF
Microsoft PowerPoint

To learn about WebMarker™ technical requirements, go to your online LAT Help. The "WebMarker" chapter appears in the Programs> DRF Programs> Evaluator section.

*WebMarker™ is available for an extra fee. Please **contact the Mentoring Services** department at Taskstream at 1-800-311-5656 for more information*

What is Turnitin® Originality Reporting?

Turnitin's online OriginalityCheck product helps reduce incidents of unoriginal writing and improper citation by digitally comparing student work against an extensive pool of web pages, student papers, publications and library databases.

Taskstream's integration with Turnitin® enables OriginalityCheck to be included as a preference when setting up a DRF Program. With this preference set, work added to a DRF by the Author will trigger the generation of originality reports. The Author's work is processed by Turnitin® and a report is returned to the evaluator.

In addition to the Turnitin® *Originality Score*, the full report includes a copy of the author's work with color-coded annotation to show incidents of potential plagiarism, unoriginal content and improper citation.

Text comparison via Turnitin® reclaims hours of time that instructors and evaluators would otherwise spend in such analysis, while insuring the integrity of author submissions to a far greater degree.

*To learn more about using Turnitin® Originality Reporting with Taskstream, please **contact the Mentoring Services** department at Taskstream at 1-800-311-5656.*

Can I change the size of Taskstream text/fonts?

The sizes of fonts in Taskstream reflect the font settings in your browser. The steps to follow to change font size vary based on the specific version of the browser you use.

For help determining which browser version you use, [click here](#).

Reminder: when a larger scale font is used, fewer rows/columns of information will be visible on screen at a given time.

Internet Explorer (IE)

Starting from a session of Internet Explorer:

1. Click **View** in the IE menu bar.
2. Click on **Text Size**. An additional menu displays a list of *relative* font sizes (defaults to Medium).
3. Click on the size you prefer. The screen immediately refreshes to display fonts scaled to this new size.

Mozilla Firefox

Starting from a session of Firefox:

1. Go to **Tools** on the Mozilla Firefox toolbar and click on **Options**
OR, (in later versions) go to the **Firefox** drop-down menu and select **Options >Options**.
2. Click **Content**.
3. In the *Fonts & Colors area*, use the pull-down menus to select a **Default font** and/or font **Size**.
4. Click **OK**.

Google Chrome

Starting from a session of Chrome:

1. Select **Chrome Tools** (wrench icon) on the browser toolbar.
2. Use the **Zoom** tool to make your font incrementally larger (+ plus button) or smaller (- minus button)
3. Click **Exit**.

Apple Safari

Starting from a session of Safari:

1. Select **View** on the browser toolbar.
2. Click **Zoom In** or **Zoom Out** until you reach the size you prefer

Troubleshooting

When I click on a button nothing happens.

Certain web browsers have software that regulates the creation of new windows within a website; this software is commonly referred to as **pop-up blockers**. If you are clicking on a button and nothing happens, it's more than likely that you have a pop-up blocker installed on your system.

To allow pop-up windows from Taskstream, find out what type of pop-up blocker is installed, then follow [the detailed instructions](#) to allow pop-ups.

Please keep in mind that your pop-up blocking software could be installed on your computer as a separate piece of software or as part of a security software package.

Some of the features within the Taskstream site are missing.

Due to an October 2011 security upgrade to Taskstream, some users of Internet Explorer (IE) will need to make a minor change to one of their browser Security settings in order to be compatible with the Taskstream site.

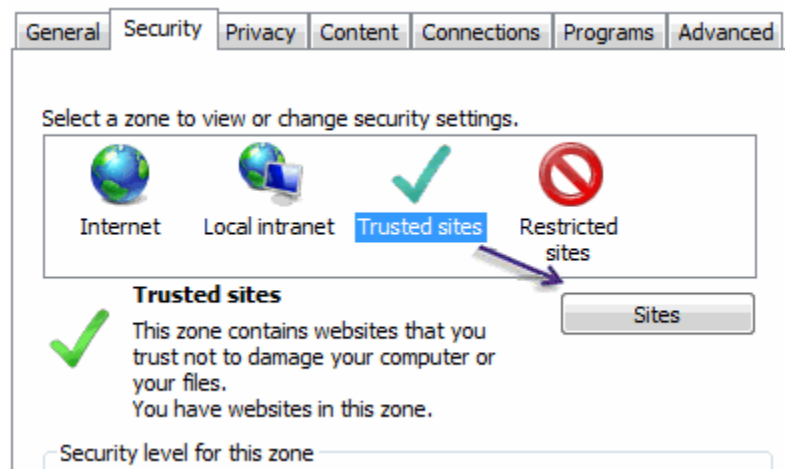
If you are having trouble accessing certain areas of the Taskstream site (for example, the Folio or DRF areas), please follow these steps to make this adjustment:

1. Start Internet Explorer.
2. From the IE toolbar, click **Tools**.
3. From the menu that displays, click **Internet Options**.
4. From the pop-up *Internet Options* window that displays, click the **Security** tab.



The pop-up window refreshes to show the *Security* page.

The top portion of that page includes a set of Security Zone icons similar to these:




5. Click on the green checkmark icon to select **Trusted Sites** and click the **Sites** button to navigate to a screen with the related settings.
6. Taskstream protects members' sensitive personal information by using HTTPS to transfer and display web content securely. To ensure that IE correctly acknowledges Taskstream as a secure, trusted site, it is necessary to remove any outdated listings from your IE settings. To update these settings:
 - a. Read the listings in the *Websites* box to see if there are any current references to Taskstream.
 - b. If you find any reference to Taskstream, click to highlight that listing and click **Remove**.
 For example:



Note that https makes it unnecessary to manually list any Taskstream website as a trusted site, so if you see more than one Taskstream reference in this list, be sure to remove them ALL!

7. Once the Taskstream listing no longer appears in the *Websites* box, click the **Close** button at the bottom of the window to save the *Trusted sites* information and return to the *Security* page.
8. Click **OK** to close the *Internet Options* communications box and complete the settings process.


 **Reminder:** Trusted sites are browser settings, not Taskstream preferences. If you use Internet Explorer, please check that all devices are updated with these settings.

What if I've Removed the Trusted Sites that Refer to Taskstream and I'm Still Having Issues?

While the above steps are usually sufficient to ensure compatibility, some users may need to manually add an updated Taskstream listing to the *Trusted sites* page. If you continue to have issues after removing the old listings:

1. Repeat Steps #1 - 5 as described above, to navigate to the *Trusted sites* page.
2. *Add this website to the zone:*
 - a. Type this EXACT website address: **https://*.taskstream.com**
 - b. Click **Add**.



 You must enter these characters exactly as shown here or the listing will not take effect.

3. Once the new Taskstream listing appears in the *Websites* box, click the Close button at the bottom of the window to save the *Trusted sites* information and return to the *Security* page.
4. Click **OK** to close the Internet Options communications box and complete the settings process.

*If you are still having issues, please **contact the Mentoring Services** department at Taskstream at 1-800-311-5656*

When I try to download/view a file attachment, nothing happens.

There can be a number of causes for this type of situation. The most common cause is that your computer does not have the software application that created the file. For example, if you download an attachment that was created in MS Word, you need a copy of this software application to be able to open the sample.

Some software applications provide a trial or viewer version of the program that you can download from the Web and use to open the file that you downloaded from Taskstream. For example, if you do not own Microsoft Word, you can download a **Word Viewer from Microsoft** that allows you to open and view Word files.

I am not receiving emails from Taskstream.

One reason why this could be happening is that your email program is interpreting incoming Taskstream mail as *spam*, which is a term for junk mail. Spam is not typically stored in your Inbox, but rather in a folder specifically designed to hold unwanted mail.

Try the following:

1. Check your **Junk E-mail** folder for Taskstream-related emails.
2. Examine your mail options and check for **spam blocking** software.
3. (Optional) If possible, add Taskstream as an *accepted* source for emails.

In the event that you have a Spam filter associated with your email account, please add the following to your address book (*This ensures that Taskstream is recognized as an accepted site*):

- taskstream_subscriptions@taskstream.com
- notification@taskstream.com
- help@taskstream.com

Even if Taskstream is recognized as an accepted site by your email client, you may have opted out of receiving automated Taskstream emails and/or Message Center forwarding.

You can manage your Taskstream email subscription preferences in My Account. For details, refer to the "Email Subscriptions" topic in the *My Account* chapter of Help.

I uploaded a file on my Mac, but the attached file does not open.

This issue may occur if the document has been saved and then uploaded without the proper file extension.

This is related to the way Mac operating systems handle files and file extensions. Extensions are the 3-4 characters that follow the "dot" at the end of a file name. The operating system uses extensions to identify compatible software that can open and read the file. For example, a file ending ".doc" is identified as a MS Word document, while ".ppt" identifies a PowerPoint presentation.

To remedy this situation:

1. Remove the file from your work.
2. Re-save your work, making certain to include the extension in the document path.

My file is too large to upload.

If your file is too large to upload, these optimizing file tips should help reduce the file size:

Scanner

When using a scanner, the scanning resolution determines the size of the scanned image. Use a resolution of 72 dots per inch (dpi) to get a life-size image when displayed on the screens of most computers. Since computer screens display only about 72 pixels per inch, using a resolution higher than this will make your file size unnecessarily large.

Software/Images

 Save your original images separately

- Use digital imaging software to crop unnecessary parts of the image.
- Use .gif format when you do not need a lot of colors. For example, simple line drawings, shapes, and small icons work well in this format. You can optimize .gif images by reducing the number of colors. The fewer colors you use, the smaller the file size. Start with 256 colors, and reduce the number of colors until just before you notice a difference in the image.
- Use .jpg format, when you are working with photographs. When prompted, you can optimize .jpg images by using a lower quality choice. The default save for a .jpg in most programs is set to 10, the highest quality. You can try reducing it to a smaller number, depending on the necessity of a sharp image for your project. The lower the quality, the smaller the file size. Start with the maximum quality and reduce the image quality until just before you notice a difference in the image.
- Reduce image size using a graphics-editing program (such as Adobe Photoshop, or Microsoft Photo Editor). The smaller the dimensions of the image, the smaller the file size.

PowerPoint

- Cropping an image in PowerPoint WILL NOT reduce the file size.
- When you resize the image in a program such as PowerPoint, you are only making the picture appear smaller on the screen - the actual file size of the image has not been reduced at all.
- Individual images should be no larger than 200 kb, whenever possible. Maximum size of all the images in the presentation should be no more than 4 MB, whenever possible.
- Include a blank slide at the beginning of the presentation. It would seem as though adding a blank slide at the beginning of a presentation would increase file size; however, the opposite is true. The blank slide serves as the preview image -- the image PowerPoint displays when you select a file in the Open dialog box. Since a blank slide is far less complex than the real first slide, the preview image is much smaller, thereby reducing the size of the presentation file.

Video

In order to upload your video to Taskstream, you will need to compress it to a file size of 500 MB or less.

Please note that, because video compression and manipulation occur outside of Taskstream, we are only able to provide limited support and do not endorse or support any specific video program.

The following tips can help reduce file size with whichever video editing software you use

- **Change the resolution.** 320x240 and 640x480 are common resolution settings for uploading video to the web.
- **Change the frame rate** (number of frames per second). Lowering the frame rate will reduce the size of the file. *Please note this can reduce video quality if overused.*
- **Change the audio quality.** Slightly reducing the quality of the audio track will help reduce file size.
- You may also wish to **separate your video into multiple sections**. Each piece can then be uploaded to Taskstream separately and listed in chronological order by naming the files appropriately. It is possible to upload multiple video files to Taskstream as long as the total file storage space of your account is not exceeded and as long as each video file is 500 MB or smaller. However, please note that depending on the quality of your video, each section may still need additional compression to reduce it under the 500 MB limit.

Additional information, too detailed to present here, is available from [the Mentoring Services department at Taskstream \(1-800-311-5656\)](#).

Taskstream is reporting that I have entered unsafe text. What HTML formatting is "whitelisted" for safe use?

Taskstream allows users to achieve advanced formatting and display effects by entering their own HTML formatted code in some areas of the tools. For example, you might use the HTML toolbar to emphasize text with bolding or italics or bullet lists. Any URL that you paste onto a Taskstream screen is also HTML coding

The same HTML coding language that provides these benefits can potentially be used to inject malicious code into web pages. This may include JavaScript functions, form controls or artifacts that have been pasted from other web pages or word processing programs. Such HTML attack code would bypass security and display parameters normally imposed on web content, thereby gaining access privileges to sensitive page-content or session cookies, or changing the way Taskstream content appears in ways not approved by the company –or by you.

By "whitelisting" only acceptable HTML code, Taskstream can continue to allow users to enjoy most of the formatting flexibility they currently enjoy while greatly reducing vulnerability to such cyber-attacks.

The following markup is whitelisted for safe use in Taskstream products:

HTML White List

These whitelisted tags and attributes refer to longer areas of text that can render markup without display issues. This includes such Taskstream elements as the Main Text entered for a web page, or the text content added to the Text & Image area of a requirement on a template.

Tags

A, ABBR, ACRONYM, ADDRESS, AREA, B, BDO, BIG, BLOCKQUOTE, BR, CAPTION, CENTER, CITE, CODE, COL, COLGROUP, DD, DEL, DFN, DIR, DIV, DL, DT, EM, FONT, H1, H2, H3, H4, H5, H6, HR, I, IFRAME, IMG, INS, KBD, LI, MAP, MENU, OBJECT, OL, P, PARAM, PRE, Q, S, SAMP, SMALL, SPAN, STRIKE, STRONG, SUB, SUP, TABLE, TBODY, TD, TFOOT, TH, THEAD, TR, TT, U, UL, VAR

These are primarily simple tags. Several more complex code tags are also whitelisted:

- OBJECT and EMBED tags that attach Flash objects that include the Flash ClassID.

*To use the approved code shown below, replace the **Bolded RED** text with the values related to your Flash object. If you have printed this PDF to a black-&-white printer, note that this is the only **bolded text** in the code example.*

```
<object classid="clsid:d27cdb6e-ae6d-11cf-96b8-444553540000"
codebase="http://fpdownload.macromedia.com/pub/shockwave/cabs/flash/swflash.cab#version=8,
0,0,0" width="YOUR_WIDTH" height="YOUR_HEIGHT">

<param name="movie" value="HTTP://WWW.MY_WEBSITE.COM/MY_FLASH_MOVIE.SWF"
/>
  <embed src="HTTP://WWW.MY_WEBSITE.COM/MY_FLASH_MOVIE.SWF"
width="YOUR_WIDTH" height="YOUR_HEIGHT" type="application/x-shockwave-flash"
pluginspage="http://www.macromedia.com/go/getflashplayer" />

</object>
```

- iFrames added to the DRF Program submissions and Folios/Web page content

For shorter text areas and certain other input areas, only a sub-set of Tags (indicated above by underlined text) is available.

Attributes

abbr, align, alt, archive, axis, background, bgcolor, border, cellpadding, cellspacing, char, charoff, charset, classid, clear, codebase, color, cols, colspan, compact, content, coords, data, datetime, dir, face, for, frame, frameborder, headers, height, href, hreflang, hspace, http-equiv, ismap, label, lang, language, link, longdesc, marginheight, marginwidth, media, name, nohref, noresize, noshade, nowrap, pluginspage, quality, readonly, rows, rowspan, rules, scheme, scope, scrolling, selected, shape, size, span, src, standby, start, style, summary, tabindex, target="_blank", text, title, type, usemap, valign, value, valuetype, version, vlink, vspace, width, xml:lang

For shorter text areas and certain other input areas, only a sub-set of Attributes (indicated above by underlined text) is available.

Style Attributes

The attributes listed here are grouped as they would appear in a standard cascading style sheet (css):

background, background-attachment, background-color, background-image, background-position, background-repeat, background-clip, background-origin, background-size

border, border-bottom, border-bottom-color, border-bottom-style, border-bottom-width, border-color, border-left, border-left-color, border-left-style, border-left-width, border-right, border-right-color, border-right-style, border-right-width, border-style, border-top, border-top-color, border-top-style, border-top-width, border-width, outline, outline-color, outline-style, outline-width, border-bottom-left-radius, border-bottom-right-radius, border-image, border-image-outset, border-image-repeat, border-image-slice, border-image-source, border-image-width, border-radius, border-top-left-radius, border-top-right-radius, box-decoration-break, box-shadow

overflow-x, overflow-y, overflow-style, rotation, rotation-point

color-profile, opacityrendering-intent

height, max-height, max-width, min-height, min-width, width

box-align, box-direction, box-flex, box-flex-group, box-lines, box-ordinal-group, box-orient, box-pack

font, font-family, font-size, font-style, font-variant, font-weight, @font-face, font-size-adjust, font-stretch, quotes

grid-columns, grid-rows

target, target-name, target-new, target-position

list-style, list-style-image, list-style-position, list-style-type

margin, margin-bottom, margin-left, margin-right, margin-top

column-count, column-fill, column-gap, column-rule, column-rule-color, column-rule-style, column-rule-width, column-span, column-width, columns

padding, padding-bottom, padding-left, padding-right, padding-top

page-break-after, page-break-before, page-break-inside, border-collapse, border-spacing, caption-side, empty-cells, table-layout

color, direction, letter-spacing, line-height, text-align, text-decoration, text-indent, text-transform, vertical-align, white-space, word-spacing, hanging-punctuation, punctuation-trim, text-justify, text-outline, text-overflow, text-shadow, text-wrap, word-break, word-wrap

appearance

My Taskstream graphs are empty

If your Taskstream graphs are empty, you are probably using Internet Explorer (IE). Graphs in reports rely on background colors, which IE does not print by default.

To enable background color printing in IE

1. Start from a session of IE (you do not need to be logged into Taskstream)
2. Click **File** in the IE menu bar
3. Select **Print Preview**
4. From the Print Preview toolbar, select **Settings** OR **Page Setup** OR the **gear icon** (depending on your version of IE)
5. Check the **Print Background Colors and Images** box
6. Click **OK** to save the setting