

Frequently Asked Questions

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 program. TaskStream has been integrated with Canvas, so students and faculty can use these tools cohesively.
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. 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.
4. 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.
5. 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.
6. How much memory do I get with TaskStream?
Students 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. I have uploaded my work, but my professor can not 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' button.
2. 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.

3. Can I upload an image or video?
Yes, images and videos can be uploaded. Photos can be uploaded under the 'image' tab of the 'edit/add section.' Videos can be uploaded under the 'media' tab.
4. 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 for any questions on this.
2. What if the student uploads the wrong file?
If the student file has not been submitted yet, they can delete it and upload another file. If the file has already been submitted, the evaluator will need to 'return and resubmit' 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 can not 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. It is best when students send the file in .doc format instead of .docx.

Technical Help

1. Which browser best accesses 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.