edTPA Submission- Frequently Asked Questions

Resources

Pearson's registration and submission site – http://www.edtpa.com/

WCU's support site for edTPA – http://edtpa.wcu.edu/

Tk20 login – http://tk20.wcu.edu/

Preparing the Portfolio

Question/Issue	Resolution
I don't see the edTPA portfolio	Click on the Portfolios tab in the navigation bar on the left. If you don't see an edTPA portfolio in the list of portfolios available to you, contact the Tk20 administrator: tk20@wcu.edu
I'm trying to download the templates for the commentary or context for learning and I'm asked for a username and password.	The username and password to get these files is the same you use to get the handbook. It is not your catamount email or another login. The username and password are shown in the left-most tab of the portfolio in Tk20 (to the left of the Task 1 tab).
My video won't upload to Tk20	Usually, your video is too large in terms of file size. Use the tool Handbrake to compress your video. This guide will help.
You got this message: "File you are trying to upload exceeds the maximum size limit of xMB for a file. Try to break this file into smaller chunks and upload them"	The file size is too large. If this is a video, use the tool Handbrake to compress your video. This guide will help.
You get this message: "You cannot upload file because it would put your disk usage at xxxxxMB, over your disk quota of xMB. Please free up some disk space if you wish to upload"	You are out of file space in Tk20. Contact the Tk20 administrator to request an increase in file space: tk20@wcu.edu. From this point on, you must only upload files that you are certain are your final versions, especially your videos. Also your video files must be compressed.

Registration for edTPA

Question/Issue	Resolution
How do I register for edTPA?	Follow this guide and/or watch this video walkthrough of the process. Note that Pearson may change the process and our guides may be

	slightly out of date or look slightly different from the current website.
I tried to create an account at www.edtpa.com but it says I already have an account	You created an account with Pearson for another exam. You must use that account to sign in here to register. Use the Forgot Password link to retrieve that password. You can use the "For Candidate Support" options on this page to contact them for assistance.
I have been prompted for my Social Security Number but it is not being accepted	Ensure you are using the last <u>five</u> digits of your SSN.
I am having some other issue with creating an account or logging in	This account is managed by Pearson. Use the "For Candidate Support" options on this page to contact them for assistance.

Transferring and Submitting the Portfolio

Question/Issue	Resolution
When I click "Transfer to Pearson" I get an error message in Tk20	Take note of all the parts of your portfolio that are listed in the error message. Go to those parts of your portfolio and carefully compare them to the Evidence Chart in your handbook. Look at the requirements for the types of files allowed and the minimum and maximum numbers of files allowed in each part.
In Task 3, I am allowed to leave one Part blank if all my student work samples also have feedback included. But, Tk20 will not let me submit a blank Part.	If you are allowed to upload a Word document in the Part of Task 3 you wish to leave empty, create a Word document and type "All materials for this Part are in the student work samples" or something similar. Save and upload that file to that Part in Tk20. If you are required to have a media file (audio or video) in the Part of Task 3 you wish to leave empty, record a brief video of yourself stating only "All materials for this Part are in the student work samples" or something similar. Save and upload that video to that Part in Tk20.
I have clicked Transfer to Pearson. Can I close my computer and turn it off?	Yes. Transferring your files to Pearson happens outside your personal computer
How will I know when my files have transferred?	You will receive an email from Pearson. You can also check the status at http://www.edtpa.com/ by logging in, then clicking on "Current Registrations" in the bar on the right, then "Manage my portfolio" on the left.
I can look at my edTPA portfolio in Tk20 and it gives me a message about its status in transferring to Pearson	This message is not always accurate. I recommend waiting for the email from Pearson or checking your status at http://www.edtpa.com/ by logging in, then

	clicking on "Current Registrations" in the bar on the right, then "Manage my portfolio" on the left.
My transfer is taking longer than 10 minutes	Be patient
My transfer is taking longer than 2 hours	This is infrequent but does happen. It is more likely if you are attempting to submit close to the submission deadline for this scoring window or if you have a large number of videos for student work samples. Be patient.
My transfer is taking longer than 6 hours	This is unusual. You can contact Pearson's Candidate Support to see if they see any issues on their end. I recommend not recalling your transfer yet, but let your seminar leader know.
My transfer has taken longer than 24 hours	This is unusual. You can contact Pearson's Candidate Support to see if they see any issues on their end. If there are more than 2 days remaining until the final submission deadline for this scoring window, I recommend logging in to Tk20 and clicking "Recall from Pearson" to get your portfolio back and clicking "Transfer to Pearson" again.