

# TK20 at UNA



College of EDUCATION  
*and* HUMAN SCIENCES

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University of NORTH ALABAMA

# Computers and Browsers

- **Compatibility**

Will work on Mac or PC, Desktop, Laptop, or Tablet

- **Web Browsers – use the most recent version**

- **Google Chrome**

- **Mozilla Firefox**

- **Apple Safari**

- **Microsoft Edge**

# Best Practices

- Use the most recent versions of our recommended internet browsers
- **DO NOT** use the browser back button  
Instead, navigate using the tabs and menus within Tk20
- **DO NOT** sign into Tk20 in multiple tabs or windows
- Wait until a page fully loads before taking a subsequent action  
Look for the spinning circle!
- Always log out of Tk20

# Timing Out

- TIMING OUT and The 30 Minute Rule
- Tk20 will time out if no activity occurs. Use 30 minutes as a guideline: save your work at least every 30 minutes to avoid losing your work!
- The 30 minute timer is reset each time you either
  - (a) click on a navigation button on the top or the left-hand portion of the page, or
  - (b) click a button at the bottom of a page, such as "save", "cancel" or "submit." Simply entering information into a text box or clicking a radio button will not reset the timer.

# Save your work!

- If you are completing an assignment that requires a large amount of text or typing, you may want to print the assignment and create your answers in a separate document. When ready, log in to Tk20 and then copy and paste your responses from Word to Tk20.
- Save your work regularly! **Remember the 30 minute rule!**

# Frequently Asked Questions

- Help! I can't log in!
  - Your TK20 credentials are **identical** to your UNA portal credentials.
  - Your username doesn't need @una.edu!
    - Janeteacher1 ← username (email is Janeteacher1@una.edu)
    - Password ← identical to portal password
  - If you cannot log into TK20, try to log into the UNA portal.  
This will tell you where the problems are.

# Frequently Asked Questions

- Help! I accidentally submitted my assignment. How do I get it back?
  - Place a checkmark in the box next to the assignment you want to recall, then
  - click on the recall button
  - This works for portfolios, binders, etc.
- You can only recall an item that has been submitted and not yet assessed.
  - Assessment means that your cooperating teacher or University Supervisor has already begun grading your assignment.
  - In this case you will need to contact your assessor or your campus Tk20 administrator to reopen your assignment for editing.



← **Recall Button**

# Helpdesk

- How many people run the TK20 help desk?
- Helpdesk hours: 8:00-4:30, Monday through Friday
- Please allow up to 48 hours response time.
  - If you don't hear back immediately, please be patient.
  - If you don't hear back after 48 hours, you may follow up.
- If your professor has a problem, please allow them to reach out to me directly, rather than relaying a message.
- *Emailing is the most efficient method of communication.*
- I can be reached at [tk20@una.edu](mailto:tk20@una.edu)