Chalk & Wire

Candidate’s Frequently Asked Questions

General Information

What is Chalk and Wire?

Chalk and Wire is a web based e-portfolio system required for Kennesaw State University Education Candidates. You will purchase Chalk and Wire from the KSU bookstore in person or online. You will use Chalk and Wire to create Assessment Portfolios for individual courses as well as for the edTPA if required. You can also make separate e-portfolios using Chalk and Wire for career and other purposes.

How do I create a Chalk and Wire account or renew my current account?

You will need to purchase a Chalk and Wire account from the KSU Bookstore. Accounts are available for 1 or 2 years. Renewals are also available for 1 semester, 1 year or 2 years. Once you purchase the account, it will be registered in the Chalk and Wire system and you will receive an email with the appropriate login information either from Chalk and Wire directly or from Jessica Chafin. This process can take up to 48 hours. If you have any questions or concerns please email chalkandwirehelp@kennesaw.edu

Can I purchase a Chalk and Wire account or renewal without going to the KSU Bookstore?

Visit the Owletc website, http://bookstore.kennesaw.edu/merchlist.aspx?id=268, and purchase your Chalk and Wire account online. Again, watch for the login information to arrive via email from either Chalk and Wire directly or Jessica Chafin. If you have any questions or concerns please email chalkandwirehelp@kennesaw.edu

I purchased Chalk and Wire several days ago and still have not received an email regarding my login information.

There is generally a 48 business hour turn around between purchasing an account and receiving the log in information. Please be sure to check your spam/junk email for an email from either Chalk and Wire directly or from Jessica Chafin. If after this amount of time, you have not received an email regarding your login information please email chalkandwirehelp@kennesaw.edu and be sure to include your name, program name, KSU id number, KSU email address and date that you purchased your account.

How do I set up my account once it has been purchased?

Once you have purchased your Chalk and Wire account and received your login information, you can follow the directions in the Student Help Materials located on the right side of your Dashboard page. Student Resources Handbook, located at this link, will walk you through setting up and submitting portfolios.
**Expired Account**

I have a Chalk and Wire account from a previous semester or year but it is expired. Can I still access this account when I start my new program this semester?

You will need to purchase a renewal the bookstore. Once your account is renewed, you will be able to access all of your previous content. (See information above for directions related to renewal)

My Chalk and Wire account is now not active. Will all of my content in my account be erased if I purchase a new code?

You can purchase a renewal code for your current account. None of your previous content will be erased. (See information above for directions related to renewal)

My Chalk and Wire account is expired and it asks for a code when I try to renew the account. Where do I get the code?

You can purchase a renewal account from the KSU bookstore. Once you purchase the renewal, it will be registered in the Chalk and Wire system and you will receive an email from Jessica Chafin and you will use your current logon information and password to log into your account. This process can take up to 48 hours. If you have any questions or concerns please email chalkandwirehelp@kennesaw.edu

**Logging In**

I do not remember my user name or password for my Chalk and Wire account. How can I reset it?

There is a “Forgot your Password” link underneath the login tabs on the Kennesaw Chalk and Wire homepage. If you click on this link and enter the email address associated with your Chalk and Wire account (this is usually your KSU email address), you will be given instructions on resetting your password.

I have requested a new password from Chalk and Wire and have not received an email.

If you have submitted your email address to reset your password, make sure that you are using the email address associated with your Chalk and Wire account; this is usually your KSU email address. Make sure to check your SPAM and Junk email boxes as well. If it is not working, email us at chalkandwirehelp@kennesaw.edu and we will work with you to resolve the issue.

I am using my KSU email address and KSU ID number to login but I am still receiving an error message.

If your information has been reset by chalkandwirehelp@kennesaw.edu and you are still unable to login, make sure that you are entering all of the information correctly. Make sure to enter your ksu email address in its entirety, including @students.kennesaw.edu. Insure that you are using all digits in your Kennesaw ID number (all O’s). If it is still not allowing you to login, email us at chalkandwirehelp@kennesaw.edu and we will work with you to resolve the issue.
I purchased a Chalk and Wire account a few months ago and I am using the log in information they provided me with to log on. I am receiving an invalid username/password error. Is there a time limit on the original information sent?

If you have waited too long to use the information that you originally received to set up your chalk and wire account, we may need to reset your user name and password. Please email us at chalkandwirehelp@kennesaw.edu.

I am trying to reset my password but I am not sure which email address I originally used.

We require accounts to be set up with your KSU email address. However, you may have changed your information at a later date. Try your KSU email address before trying other associated email addresses.

I am using my KSU email address and KSU ID to log in to my account but I am being redirected to another page.

Once your user name and password is reset and you use the new information to login, you will be redirected to another page to reset your password with a new password of your choosing. After resetting your password, you should be able login to your account normally.

I previously had an account that is still active. I do not remember the password and the email that is associated with it is no longer active. Can I change the email address to access my account?

If you email us at chalkandwirehelp@kennesaw.edu we will be able to change the email address associated with your account. You will need to provide us with your KSU email address and KSU number for account verification. You should then be able to sign on with your current information.

edTPA

I am still receiving emails stating that I have not finished the Confidentiality Survey required for edTPA. Where can I check the status of this survey?

The Confidentiality Survey can be located by clicking on the Surveys tab at the top of your Dashboard page. The Confidentiality Survey should be listed on that page. If you see the survey listed under “Incomplete Surveys” you will need to select take or complete. If the survey is listed under “Completed Surveys,” you can select view to see the results.

I completed the Confidentiality Survey but I am still receiving emails that it has not been completed.

It is required for you to type your name at the end of the survey. If any of the survey fields are left blank, the survey will still show up as incomplete. (See above for more information)

I need to find the student permission forms for my portfolio video.

You can find the student permission forms by clicking on the edTPA candidate resources link to the right side of the dashboard page.
Where do I find the edTPA Candidate Resources page?

The link for the edTPA Candidate Resources page is located on the right of the dashboard page for your Chalk and Wire account.

I am not able to upload my video onto my portfolio.

If you are having issues with uploading your video, it is most likely because your video is too large or it is the wrong format. Your video must be under 100 MB to be uploaded into your portfolio. For instructions on clipping, reformatting, or compressing your video, please access the edTPA Candidate Resources page which can be found on the right side of your Dashboard page. If this process does not work, please contact us at chalkandwire@kennesaw.edu.

Technical Issues

I log into Chalk and Wire successfully but nothing happens when I click on the buttons.

This can be a simple problem with your browser. Try restarting your browser or opening up your account with another browser (Firefox, Safari, and Chrome). If this does not resolve the problem, try restarting your computer. If the problem still persists, please contact us at chalkandwirehelp@kennesaw.edu.

The documents I download from Chalk and Wire ask me for a password before it will allow me to edit the content.

The document most likely does not need a password. There may be an issue with your word processing document. Make sure that you are using a program compatible to word. Try opening the document on another system and saving it to a flash drive. If the problem is still not corrected, please email us at chalkandwirehelp@kennesaw.edu.

I cannot find the blue submit button to submit my portfolio.

The blue submit button is located in the top right corner of the portfolio page. If the submit button is not there, your browser may be zoomed in or your browser may need to be updated.

Assignments

I cannot locate the correct Table of Contents for my portfolio.

If your Table of Contents does not appear in a drop down tab while creating your portfolio, click the link at the bottom of the window that says “Can’t find your table of contents?” You will then be directed to select a Department and then the appropriate Table of Contents. Still not sure which to select? Ask your instructor or supervisor.

I am not sure what is required in my portfolio.

Follow the instructions located throughout your portfolio. You should also ask your instructor or field supervisor for detailed instructions.

I have submitted all of my work yet my professor can only see one piece of it.
Submitting your portfolio creates a snapshot for your professor to view. Each time you submit the task, a new snapshot is created. If you have selected submit multiple times for the same assignment/selecting the same rubric, it’s possible that your instructor is viewing the incorrect submission. You will need to follow these instructions to delete the incorrect submissions http://chalkandwire.mindtouch.us/005Work/001My_Portfolios/006Withdraw_a Submission and then email your instructor to let them know.

I created the wrong portfolio for the wrong department. How can I delete it?

You cannot delete a portfolio once it has been created. You can, however, hide the portfolio. You can find instructions to do so here: http://chalkandwire.mindtouch.us/005Work/001My_Portfolios/*Portfolio_Options/003Hide_Portfolio

I am not able to upload my video onto my portfolio.

If you are having issues with uploading your video, it is most likely because your video is too large or it is the wrong format. Your video must be under 100 MB to be uploaded into your portfolio. For instructions on clipping, reformatting, or compressing your video, please access the edTPA Candidate Resources page which can be found on the right side of your Dashboard page. If this process does not work, please contact us at chalkandwire@kennesaw.edu.

Who is my assessor and how do I get my work to him/her?

Your assessor is your Kennesaw instructor or Field supervisor. You will need to submit your work to your assessor in order for them to view/assess your work. Please review the student help materials located on the right hand side of your dashboard for details.

I cannot find the blue submit button to submit my portfolio.

The blue submit button is located in the top right corner of the portfolio page. If the submit button is not there, your browser may be zoomed in or your browser may need to be updated.

I have uploaded my assignments to my portfolio but the submit button is disabled. An error message saying that submission has been disabled because there is no valid assessment instrument associated with the page.

You can view which tasks and assessments have rubrics linked with them by clicking on the window to the left of the main menu. There is a chain link that is titled linkages (hover over the image to see the title). By clicking this link you can view which assessments can be submitted.