1. **What is Tk20?**
   Tk20 is a comprehensive data management system that allows students to be active online participants in multiple areas of their college experience including: course instruction, field experience, and academic advising.

2. **When will this data management system take effect?**
   September 2014

3. **When are students first required to use Tk20?**
   Tk20 will only be used for specific key assignments in certain courses. Your professor will inform you if your course will be using Tk20.

4. **Is Tk20 available on both Macs and PCs?**
   Tk20 is a web-based product that is accessible to both Mac and PC users.

5. **Is the system secure and confidential?**
   Yes, Tk20 is secure and confidential. No one will have access to your files except you and your professors.

6. **What is my Tk20 username and password?**
   Your login username and password are the same as your Rowan network login. If you have forgotten your Rowan username and/or password, please click [here](#).

7. **I am having trouble logging in/completing my assignment/uploading files in Tk20.**
   Please refer to the TK20 online tutorials for guidance. To log in to your Tk20 account, please click [here](#).
   If you continue to experience problems, please contact Tk20 support team at support@tk20.com or call 1-800-311-5656

8. **How do I locate any pending assignments from my professors?**
   Assignments will appear in the “Pending Tasks” area of your Home tab; they are indicated by a red flag to the left of each pending task. Optionally, you can find pending coursework by clicking on the Courses tab > click on the course number > Activities sub-tab.

9. **What do I do if one of my courses does not appear in Tk20?**
   Not all courses will be utilizing Tk20. No further action is required.

10. **Will students have to create e-portfolios/notebooks on Tk20?**
    Portfolio and notebook submission through Tk20 will be course dependent. Please consult with your professor for specific courses/assignments.

11. **Where do I submit my assignments?**
    For help on how to submit assignments, please click [here](#).

12. **Who do I contact if I have a general question about Tk20?**
    - For questions regarding the system, please contact Tk20 support team at support@tk20.com
- For questions regarding assignments, please contact your course instructor
- For questions regarding Clinical Practice/Student Teaching/Collaborating Teachers (field experiences), please contact clinicalpractice@rowan.edu
- Call tech support at 512-401-2000 ext. 1
- For other support questions not addressed here, please visit http://tk20.com/support/tutorials/student_he.html