

Student tips/tricks for LT:

- 1.) When creating your Livetext Account – use your SMSU email, but NOT your STAR ID email; use FirstName.LastName@my.smsu.edu .
- 2.) Name changes – if your name changes, please send an [emailto:support@watermarkinsights.com](mailto:support@watermarkinsights.com) ; they will need your Livetext username and your SMSU email address, and can make the update so that mentor teachers/professors/university supervisors will see your correct name.
- 3.) If you allow your Livetext registration to expire (it's good for 7 years from the date you register the account), and then need to have a new account, DON'T purchase and set up a new account; instead, send an [emailto:support@watermarkinsights.com](mailto:support@watermarkinsights.com) to have them reactivate your prior account. Otherwise, you end up with two usernames/passwords, and Livetext will default to the first/old one, causing lots of headaches for everyone.
- 4.) If you need to access something on the Dashboard after the semester ends, simply change the 'Term' setting on the Dashboard to the prior semester.
- 5.) All Accreditation requirements are completed on the Dashboard through the use of Assignments for various courses. Click on 'Begin Assignment', attach whatever items are required, and submit them through the Assignment.
- 6.) All Field Experiences are made and tracked through the Field Experience Module (FEM) in Livetext. YOU are responsible for entering the information on each classroom you are placed in for the Demographics tab, located inside 'View Placement Details' and under your mentor teacher's name. Enter the information for just the classroom you are placed in, not for the entire school. Directions should be posted in D2L for your class. You may not be able to find information on Free/Reduced lunch rates for private/Christian schools, since those are not reported by the MN Department of Education. If that is where you are placed, leave that section blank.
- 7.) You will create your Teacher Education Program (TEP) portfolio, your edTPA portfolio, and possibly other items within Livetext. Once you have created these portfolios or other items, you will find them under Livetext Docs after that.
- 8.) Any item you have uploaded to a Livetext portfolio is stored in the File Manager section from then on. This is a good place to keep important items as a back-up.
- 9.) If your mentor teacher for a field experience has problems with Livetext, here are two common fixes:
  - a.) If they can't remember their log in information, have them go to [www.Livetext.com](http://www.Livetext.com), and click on Log In; then enter their school email address, and click on 'Forgot Password'. That will generate a new email to them that will allow them to create a new password and then have access to your placement information/evaluation materials.
  - b.) Sometimes a mentor has entered all the info in the evaluation, but it won't submit. If that happens, have them double check that every Comment box has an answer (use NA if there is nothing to respond to) and every radial button has been selected (again, even if there is nothing to respond to). Then click on 'Submit'; that should take care of the problem.

10.) Livetext has excellent support resources available to you! Use the 'HELP' section, listed in the far upper right, if you are unsure of how to do something in Livetext; then click on the 'For Students' tab. You will find guides with screenshots and videos showing how to navigate in Livetext. If that doesn't help, you can send an [emailto:support@watermarkinsights.com](mailto:support@watermarkinsights.com); make sure to include your Livetext UserName and your SMSU email address, along with the course you are seeking help with on an assignment or field experience. They can also be reached by phone at 1-800-311-5656. Tech Support hours are:

**Monday to Thursday: 7:00am - 8:00pm CT**

**Friday: 7:00am - 6:00pm CT**

**Saturday: Email Only**

**Sunday: 4:00pm - 9:00pm CT**

**Livetext often has extended support hours at the end of each semester. These are announced on their webpage when you log in.**

**Other Information:**

Any course with a lab/field experience/practicum will need a Request for Placement; access this here on SMSU's webpage: <https://www.smsu.edu/academics/departments/education/placement-and-licensure.html> If the course has a self-placement, such as ED 418 Kindergarten Methods or the middle/secondary methods courses, list your placement in the Preferences section, including the name of the mentor teacher, school building/location, email address.