



Tk20 CampusTools HigherEd Helpful Tips

Logging In:

What is the URL to access Tk20 CampusTools HigherEd?

Go to the College of Education and Human Services home page at: <http://cehs.wright.edu/> and click on the “TK20 Login” link.

What is my Username and Password?

Your username and password is your University ID (UID) and PIN. If you have forgotten your UID and/or PIN, please use the “Forgot PIN” and “Find UID” services on the WINGS Express login page. If you need to change your PIN, please do so after logging into WINGS Express. The “Change your PIN” service is located under the Personal Information Tab.

I’m receiving an “Invalid Password” error message.

Please check to make sure that you are entering your WINGS Express PIN correctly. Your PIN is case sensitive and should only be 6 characters in length. If you cannot remember your PIN, please use the “Forgot PIN” service in WINGS Express.

I’m receiving an “Invalid UserName” error message.

Please check to make sure that you are entering your University ID (UID) correctly. If you cannot remember your UID, please use the “Find UID” service in WINGS Express.

I’m a student and I’m receiving one of the following error messages, “This User Account is inactive” or “Your login was unsuccessful. Your student account has not been activated in the system. For further details, please contact your On Site Administrator for the Tk20 System.”

This error message indicates that you have not purchased an account, or the account has not been activated. It takes approximately 2-3 business days to activate an account after you have registered or purchased an account online. You may purchase an account on the Tk20 CampusTools HigherEd login page by clicking on the “Click here to purchase your student account” link.

Navigation and Browsers with Tk20 CampusTools Higher Ed:

Using the browser **Back** button may result in a loss of important information that was not saved. Please use the “**Cancel**” and “**Exit**” buttons or tabs and links when navigating within the application.

Tk20 CampusTools HigherEd was tested using the following internet browsers: Internet Explorer, Firefox, and Safari. Use of another internet browser may result in unexpected results.

Uploading Files:

I'm receiving the following error message, "We do not allow upload of the file type that you attempted to upload".

This message indicates that you have tried to upload a file created in a program/software that hasn't been notated in the system files. Please contact your Tk20 system administrator to get this file extension added to the system files and then try uploading the file again.

I'm receiving the following error 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".

This message indicates that you are trying to upload a file larger than what your maximum quota allows. Please contact your Tk20 system administrator about possibly increasing your disk space.

I'm receiving the following error message, "The file you are trying to upload exceeds the maximum size limit of xMB for a file. Please try to break this file into smaller chunks and upload them".

This message indicates that you are trying to upload a single file that is larger than the allowed limit. Please contact your Tk20 system administrator about solutions on how to upload this file.

User Guides and Tutorials:

Click on "Help" in the right hand corner of the Tk20 CampusTools Higher Ed page to access online user guides and tutorials. Online tutorials can also be found under the "Tutorials" tab on the Tk20 CampusTools Higher Ed login page.

Student Accounts:

On the CampusTools Higher Ed login page students can click on the "Click here to purchase your student account" link in the lower left hand corner to purchase or register their account. All students must register their account in order to receive an e-mail confirmation of username and password. E-mail confirmation should be received within 2-3 business days after the student registers online.

