

Technical Support Guidance for Peer Reviewers

Below is a table that provides guidance for handling technical/platform issues you might experience while you are scoring.

Reminder: Please utilize the chat feature in the bottom right corner of your screen to contact Portfolium with technical questions weekdays 9 a.m.-6 p.m. (CST).

*Note: There is **NOT** a phone number associated with technical support.*

Issue	Action Steps
Unable to login	<ol style="list-style-type: none"> 1) Make sure you are using the correct email. 2) Make sure you do not have CAPSLOCK on. 3) Reset your password. 4) If resetting the password does not work, utilize the chat feature at the bottom right of your screen to speak directly to support.
Toggling from Teacher to Peer Reviewer view	<ol style="list-style-type: none"> 1) On your dashboard, click the top right of the screen where you see your initials to open the menu. 2) Click 'Switch Roles'. 3) Under 'Select a Role', choose Peer Reviewer. 4) This will take you to the peer reviewer portion where the training and certification exam are located. 5) Email Portfolio.Questions@tn.gov if you do not have this option so your account can be reviewed.
Cannot open peer review window	<ol style="list-style-type: none"> 1) Be sure you have watched the training video. If not, do so. 2) If the windows still don't open, utilize the chat feature found on the bottom right hand of the screen to contact support directly.
No collection(s) in your queue	<ol style="list-style-type: none"> 1) If you have completed certification and there are still no collections, utilize chat box and contact support. <i>Note: There are instances where there may be no available collections to score, but scoring is not complete (collections are awaiting second review, other peer reviewers have pulled them down, etc.). Once all collections have been scored, the system will let you know that scoring is complete for your portfolio model and domain area.</i>
Video will not play, cannot hear audio, or picture cannot be viewed	<ol style="list-style-type: none"> 1) Make sure media viewing software has been updated. 2) Refresh the page and/or try a second browser to see if media is still not working. 3) Utilize chat box at the bottom right of the screen to contact support directly. <ol style="list-style-type: none"> a. Remain on the page so they can see what you see and describe the problem. b. Once support has identified issue, ask how long to resolution. 4) If the collection is released, you can then start a new collection review.

Scoring Challenges in Peer Review

Below is a table that provides guidance on potential scenarios that may challenge your ability to score a student work artifact during peer review.

Issue	Action Steps
Student work does not match the standard at the differentiated group sample level (either emerging, proficient, or advanced)	<ol style="list-style-type: none">1) If the uploaded student work does not match the standard at the differentiated group level, assign the student work samples within the differentiated group a score 1 at both point A and point B.2) Score the other differentiated samples within the collection, if possible.3) If additional differentiated groups do not match the standard, then go back to 1 and repeat for each differentiated group.
Same student work uploaded in one, or more, differentiated samples in the same collection	<ol style="list-style-type: none">1) If the uploaded work has the same student work uploaded in one, or more, differentiated group samples in the same collection, assign the work within the differentiated sample a score of 1 at point A and at point B.2) If the same student work is uploaded in another differentiated group sample within a collection, then both differentiated samples with duplicate work should be scored a 1 at both point A and point B.<ol style="list-style-type: none">a. Proceed to score the third differentiated group sample within the collection if possible.3) If all samples within a collection have the same student work uploaded, assign each differentiated sample a score of 1 at point A and at point B.
Student work is missing (attachment is blank, video is blank, etc.)	<ol style="list-style-type: none">1) If the student work is missing from any collection (and you have gone through the steps with Portfolium to ensure the files are not corrupted), assign each differentiated group a score of 1 at point A and point B.<ol style="list-style-type: none">a. Proceed to score the other differentiated groups if possible.