



## **Tevera FAQs**

### **Does using Tevera mean we won't be using Moodle for classes any longer?**

**No!** As a matter of fact, Moodle is even more important, as it will be the access point for your Tevera account.

### **Does using Tevera mean we won't be using Via for classes any longer?**

**Yes!** Tevera will be taking the place of Via for all field and assessment assignments.

### **Do I need to purchase Tevera?**

**No!** Your Tevera account is covered through already existing costs associated with the social work program.

### **I am not planning on doing a field placement until further in my academic progression. Can I wait until later to set up Tevera?**

**No!** Tevera will be utilized not only for the field placement process, but also for a variety of assessment activities throughout the social work curriculum. All students should have an active Tevera account.

### **Will we still use Via to record internship hours?\***

**No!** Starting in Spring 2022, all internship hours will be recorded directly in Tevera. To learn more about how to record your hours, please access the Tevera Knowledge Hub for a variety of helpful tutorials and resources:

<https://knowledge.tevera.com/space/OS/1340277686/Step+3%3A+Tracking+Your+Hours>

\*\*For students who used Via to track hours during the Fall 2021 semester, you can use Via until the Tevera link is activated in your Moodle shell. You will then enter in the total number of hours to date as your first Tevera entry, and continue tracking accordingly.

### **What happens to all my information in Via? Will I still have access to it?**

**Yes!** Students who have purchased a Watermark account for use during previous semesters will continue to have access to their Via accounts for as long as their accounts are active.



### **How long will I have access to Tevera?**

**For a lifetime!** Your Tevera account will go with you after you graduate, and can be useful to you as you look for jobs and track hours towards licensure. Please see the Tevera Knowledge Hub to learn more about alumni features:

<https://knowledge.tevera.com/space/AHA/654993411/For%20Alumni%3A%20Track%20Hours%20Toward%20Licensure>

### **Will my field supervisor be able to access my information in Tevera?**

**Yes!** All field supervisors should be connected to their respective supervisees in Tevera. If your supervisor has not already received an email from Tevera to set up their account, or if they cannot see you in their Tevera account, please contact your field coordinator who will be able to assist.

### **I don't see a Tevera link on my Moodle page. What should I do?**

As we complete our rollout this semester, Tevera links may arrive at varying times for some courses. Reach out to the instructor for your course to find out if Tevera will be a requirement for this course. Your instructor can then reach out to the SSW Department for assistance if it is needed.

### **What do I do if I encounter issues with my Tevera account?**

Your first step should be to explore the resources available through Tevera and their Help Desk. You can access the Help Desk directly through your Tevera account, or you can access helpful articles in the Knowledge Hub: <https://knowledge.tevera.com/page/knowledgehub-students> If after reaching out to Tevera it is determined the issue requires AU staff intervention, please reach out to your respective field coordinator who will be able to assist you.

MSW Aurora Campus: Alli Schuck, [aschuck@aurora.edu](mailto:aschuck@aurora.edu)

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