

This guide provides instructions for opening files via the hyperlinks that are within Watermark FS reports. The process for opening the links varies depending on several factors including file format, the connection to the network and whether you are using a PC or Mac computer.

File Format

The reports are either in a Microsoft Word (.doc or .docx) or PDF format.

- If the file is a PDF, *left-click* the link to open the file.
- If the file is a Microsoft Word document, *right-click* the link and click **Open Link** from the drop-down menu to open the file.

Watermark FS TIPS

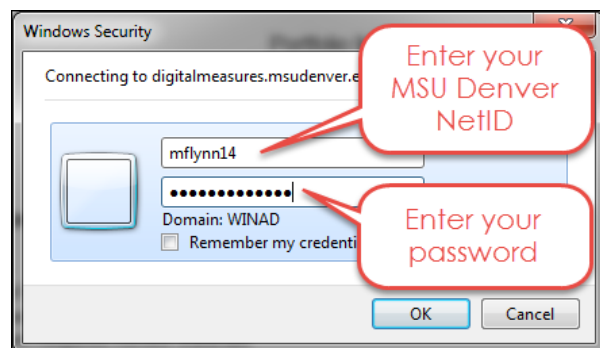
The Auraria Campus wireless connection will not allow you to access files linked to a Watermark FS Report.

Connection to the MSU Denver Network on a PC

The files uploaded to Watermark FS are stored on a secure server on the WINAD domain of the MSU Denver network. The process for accessing the files may vary depending on whether or not the computer you are using is connected to the MSU Denver network.

If you are logged in to a computer that is connected to the MSU Denver network—such as your work computer—a temporary version of the file should automatically download after clicking its link. Click or double-click on the downloaded file to open it.

If you are not logged in to a computer that is connected to the MSU Denver network—and sometimes if you are—an authentication window opens, as shown below. Enter your MSU Denver NetID and password. This is the same user name and password you use to log in to your office computer or email account at MSU Denver.



If the warning window (Figure A), opens, click **OK**. If a second authentication window (Figure B) opens, enter your MSU Denver NetID and password a second time.

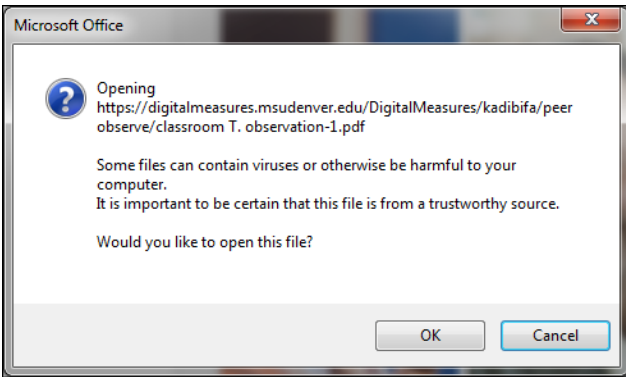


Figure A

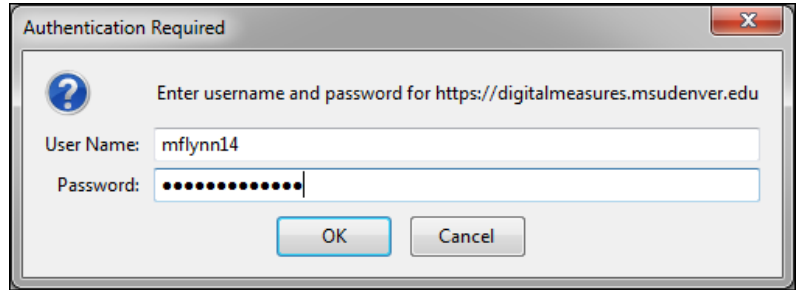


Figure B

Connection to the MSU Denver Network on a Mac

If you are using a Mac computer, you will want to ensure that you have all of the following software at the version listed:

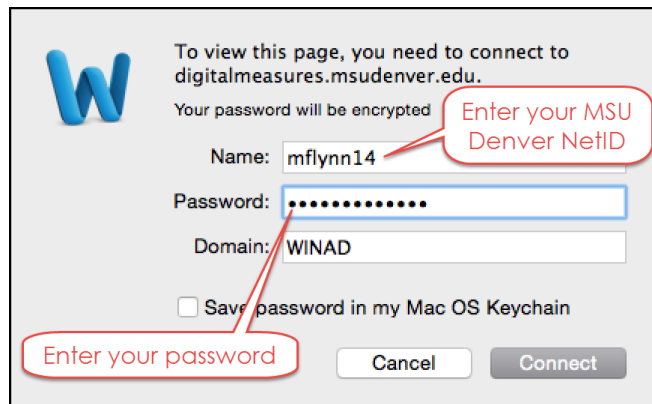
- Safari 6.0 or higher or Firefox 15 or higher
- Microsoft Word 14.2.3 or higher
- Acrobat Reader (current version)

Please contact the Technology Services Helpdesk at 303-352-7548 if you need assistance with updating or installing any of this software.

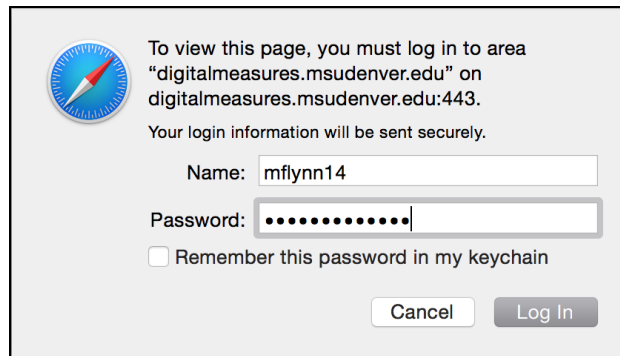
The files uploaded to Watermark FS are stored on a secure server on the WINAD domain of the MSU Denver network. When you click on a link to view a document, the first authentication dialog box includes three text entry boxes (see below). In the first box enter your MSU Denver NetID and in the second box, enter your password. This is the same user name and password you use to log in to your office computer or email account at MSU Denver. The third box should already have **WINAD** entered, but if it does not, enter **WINAD** in the third box.

WATERMARK FS TIPS

If Safari is your default browser and a PDF file you open displays as symbols instead of text, click in the URL address bar and press **Enter** or **Return**. The document should display properly. If that does not work, try using Google Chrome or Mozilla Firefox as your default browser. Another option is to right-click on the hyperlink, select **Copy Link**, and paste the link into the URL address bar of your browser. This should take you directly to the URL for the file.

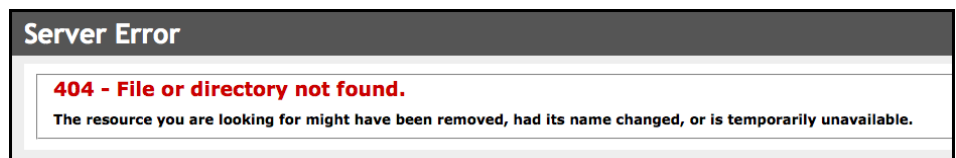


After you enter your information, another authentication window may appear (see below). Enter your MSU Denver NetID and password a second time.



Possible Problems with Accessing Files via Links

There are two errors that could occur when trying to click hyperlinks in Watermark FS' reports. The first is Server Error 404—File or directory not found.



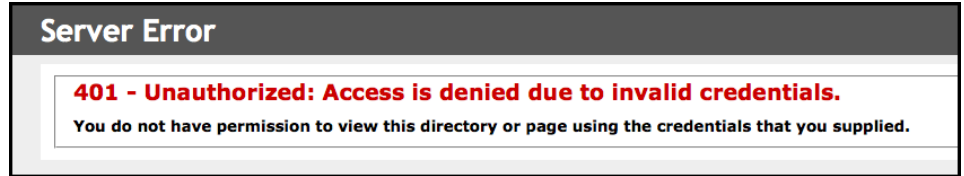
If this error message displayed after clicking a link in either a Summative Portfolio Review report or a Sabbatical Leave Review Report, there could be two reasons:

- The Summative Portfolio Review or Sabbatical Leave Review file was re-uploaded since the last time the report was run. The chair of the review committee needs to run a new Summative Portfolio Review or Sabbatical Leave Review file to get a current link to the faculty member's Portfolio or Sabbatical Leave Application.
- The faculty member has removed the file stored on the **Portfolio and Narrative Submission** screen item or **Sabbatical Leave** screen item. The faculty member needs to re-upload their portfolio or sabbatical application file and the chair of the review committee needs to run a new Summative Portfolio Review or Sabbatical Leave Review file to get a current link to the faculty member's Portfolio or Sabbatical Leave Application.

If the error occurred when clicking a link within the faculty member's portfolio or sabbatical leave application and the link starts with "https://digitalmeasures.msudenver.edu/...." then the faculty member made changes to their portfolio or sabbatical leave application after submitting their final portfolio or sabbati-

cal leave application. The faculty member needs to re-run his or her Summative Portfolio Review or Sabbatical Leave Review and upload it to their **Portfolio and Narrative Submission** item or **Sabbatical Leave** item.

The second error that might occur is Server Error 401 — Unauthorized: Access is denied due to invalid credentials.



This error could be caused by entering your MSU Denver NetID and password incorrectly several times. It could also be caused by clicking a link and pressing Escape before entering your user name and password or closing the authentication window without logging on successfully.

Security Certificate Errors

If you receive a dialog box stating that the security certificate is not valid, select the choice that allows you to access the website. Please see the [Security Certificate Errors for Windows Browsers](#) and [Security Certificate Errors for Mac Browsers](#) documentation for more information.