Steps to Escalate to Chalk and Wire

Answer

I need to have you log a ticket with our Vendor. They can check the technical bits inside the application for you.

Before you do that however, I just want to make sure of a couple things:

You are using version 9 or greater of either Internet Explorer or Fire Fox (earlier versions are known not to work)

If this does not resolve the issue for you, log a ticket with the Vendor as follows:

Use the red and white buoy icon at the top center of your ePortfolio Dashboard. When you click on it, it will expand to two buttons. Use the speech bubble icon with the question mark.

Fill in the required information and submit it.

This will open a ticket directly with our vendor for troubleshooting for you.

Thank you for the question. Sorry I couldn't replicate it and find the fix for you.

Background

Things to be aware of ...

UndefinedNameError: reference to undefined name 'isPrivateBadge' (click for details)

    Callstack:
    at (Web/Academic/E-Portfolio_-_Chalk_and_Wire/FAQ/Steps_to_Escalate_to_Chalk_and_Wire), /content/body/div[2]/pre, line 1, column 1