Student Membership
Student Learning & Licensure (Via)

Jessica Tucker
Student Learning & Licensure (Via) Coordinator
jntucker@fsu.edu
Accessing Your Account

Important: You will not sign up for an account until after drop/add ends – you will receive an email from Jessica Tucker when you are able to sign in and purchase your membership.

- Go to the sign in page at https://sll.watermarkinsights.com/
- Click “Forgot Password”
- Type in your FSU email address to receive a password reset email
  - If you do not receive a password reset link to your email, please contact Jessica Tucker
- After resetting your password, return to the sign in page to log in with your credentials
Purchasing Your Membership

- Membership cost is $139 and is valid for 7 years.
- Once logged in, review the Terms of Service.
- After you agree to the terms, select pay with a credit or debit card option.
- Complete the payment form.
Reminders

• Membership must be purchased in order to complete Signature Assessments required by your program.

• Please purchase your membership within the first 30 days of the semester of your program.
  – If you have not purchased within the first 30 days of the semester, a registration hold will be placed on your student account.

• There are no refunds for your purchase.
Support Contacts

• Contacting Watermark’s Customer Support
  – Option 1: Watermark Help Center (frequently asked questions)
  – Option 2: Submit a Request form (online)
  – Option 3: Messaging Chat widget (online)
  – Option 4: Email support@watermarkinsights.com
  – Option 5: By phone 800.311.5656
    • Business hours are M-F, 8am-7pm

• Jessica Tucker, Student Learning & Licensure (Via) Coordinator
  – jntucker@fsu.edu
  – 850.644.1627