



ePAD Guide for Academic Staff

(March 2023)

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1.0 Introduction to this guide

This guide is written for academic staff to understand the key features of the MyProgress electronic Practice Assessment Document (ePAD).

If you need further support with the ePAD please contact your practice education team or university representative. Students can also get support from their university.

2.0 Introduction to the ePAD

2.1 What is the Myprogress ePAD?

The ePAD is an online platform that enables the student, together with practice staff and their academic assessor, to complete all the forms associated with their practice assessment and record their timesheets.

The ePAD is mainly accessed via an internet browser on a desktop or laptop. However, it is accompanied by a mobile app version enabling students, practice assessors and practice supervisors to complete forms on the student's mobile device. This is particularly useful where there is limited access to a desktop or laptop, or where there is poor Wi-Fi, as the app can be used offline.

The ePAD is administered for your university and your practice learning partners by your university's practice learning / placements team. This team manage the set-up of the underlying data and the placement allocations. They have access to a suite of reports that provide a range of outputs based on the forms and data that the system collects.

2.3 Gaining access to Myprogress ePAD?

2.3.1 Access for Academics

An account will be created for you by your university's placements team. If you need an account, get in contact with them. They will ask you which student groups you need access to in order to set you up with the right views.

See section 3.1 for a detailed guide to accessing the ePAD.

Academic access to the ePAD gives you the ability to review the progress, forms submitted, and timesheets logged for any students who are in groups that you are linked to. You can also use the ePAD for informal messaging with the student and their practice staff.

See section 3.3 for a more detailed guide on reviewing the student's ePAD and section 3.6 for more on messaging.

2.3.2 Role of Academic Assessor

If you are an Academic Assessor for one or more students you will require additional access to their ePAD to be able to complete certain forms. This access is set up by your university's placements team at the start of each Part when Academic Assessors are assigned to students. Your name will appear as the Academic Assessor within the student's ePAD. If your Academic Assessor assignments change during a Part, contact the ePAD support team and they can make the necessary changes in the system.

See section 3.4 for a more detailed guide on completing forms as an Academic Assessor

2.3.3 Role of Practice Assessor or Practice Supervisor

You might also be temporarily related to a student as a Practice Assessor or Supervisor when they have simulated practice at the university. You will not need extra access to the ePAD to be able to sign off their simulated practice hours or any forms that might be applicable as you can do this via the student's account.

See section 3.1 for a more detailed guide on completing forms in the student's account, and section 3.5 for more on approving timesheets.

2.3.4 The ePAD Website Address

Your university will provide the web address link to access the ePAD website. The website is compatible with all popular browsers. If you are unable to access the website at work it has probably not been allowed through your organisation's firewall. Contact your IT team to request access. If you need support with this, contact your practice education team or university representative.

See section 3.0 for a guide to using the ePAD website.

2.4 Using the Myprogress Mobile App

Although mainly accessed via an internet browser on a desktop or laptop, it is possible (and sometimes more convenient) for students, Practice Assessors and Practice Supervisors to access the MyProgress ePAD on the student's mobile app.

The student will sign in to their MyProgress ePAD account in the app on their own mobile device. They will access the required form and pass their mobile device to their Practice Assessor or Practice Supervisor to complete the form and sign it off. Once the form is signed off it cannot be changed. The Practice Assessor or Practice Supervisor will receive an email to confirm that they have signed off the form and details of who to contact if there are any issues.

The student can also use the mobile app to submit timesheets. They enter the hours they wish to record and hand their mobile device to a member of staff for approval. The approver will receive a weekly digest email to confirm the hours they have signed off and details of who to contact if there are any issues.

The student is responsible for making sure the app is synchronised with the ePAD website so the completed form or approved timesheet record appears in their ePAD

2.5 Additional Support

If you require support with the use of the ePAD beyond the information supplied within this guide, please get in touch with your practice education team or university representative.

3.0 Using the ePAD Webiste

3.1 Accessing the ePAD

This section covers:

- How to find the MyProgress ePAD website
- Sign in using your university credentials; editing your profile; signing out
- How to act as a Practice Supervisor or Practice Assessor for the student and complete forms via the student's account.

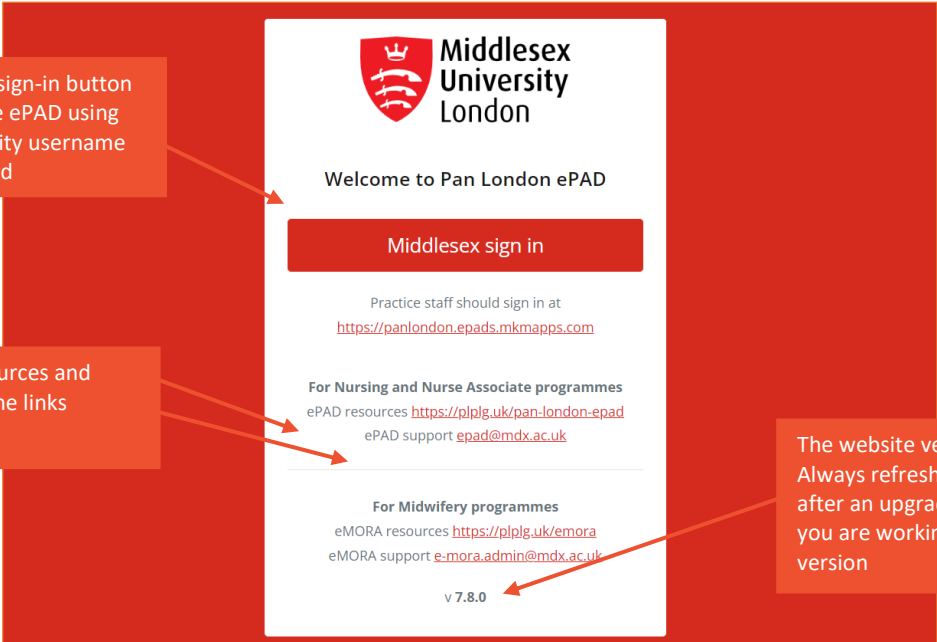
3.1.1 Finding the ePAD website

The MyProgress ePAD website is accessed via a university specific web address. For example, for Middlesex University the access is via <https://middlesex.epads.mkmapps.com/> You can bookmark the website in your browser, or save it in your browser Favourites, so you don't have to remember it.

TIP: DO NOT try to find the MyProgress ePAD website via Google as you will be offered lots of different ePAD websites, which is very confusing.

For Middlesex University, the Pan London ePAD sign-in page looks like this:

[Note. Each university site is branded differently and has slightly different information.]



The screenshot shows the Middlesex University London Pan London ePAD sign-in page. It features the university logo and name at the top, followed by the text 'Welcome to Pan London ePAD'. A prominent red button labeled 'Middlesex sign in' is centered. Below this, there is a section for 'Practice staff' with a URL: <https://panlondon.epads.mkmapps.com>. Two sections follow: 'For Nursing and Nurse Associate programmes' with ePAD resources at <https://plplg.uk/pan-london-epad> and ePAD support at epad@mdx.ac.uk; and 'For Midwifery programmes' with eMORA resources at <https://plplg.uk/emora> and eMORA support at e-mora.admin@mdx.ac.uk. At the bottom, the version number 'v 7.8.0' is displayed. Three callout boxes with arrows point to specific elements: one to the sign-in button, one to the resource links, and one to the version number.

Click on the sign-in button to access the ePAD using your university username and password

For ePAD resources and support, use the links provided

The website version number. Always refresh your browser after an upgrade to ensure you are working on the latest version

TIP: If you receive an error that the site cannot be reached then a) check that you have WiFi or a data connection, if yes then b) check carefully the website address that you used, as any small mistake will make the page retrieval fail.

3.1.2 Signing in with university credentials

Your ePAD account uses the same username and password as your other university systems and is accessed via your university's account authentication process.

Follow these steps to sign in:

1. Go to your university specific ePAD sign-in page (see section above).
2. On the sign-in page, click on the **sign-in button**. This will take you to the usual university sign-in page.
3. Enter your university username and password on your university's sign-in page.

Successful completion of your university's authentication process results in your MyProgress ePAD homepage being displayed.

Contact your **university's IT support** to get assistance if you are unable to sign in via your university page.

TIP: If you have accessed the ePAD website before but suddenly can't get access, it is worth clearing your browser cache as it may be storing an out-of-date version of the ePAD website. To do this follow instructions for the browser you are using (search 'clear my browser cache' to find instructions for your browser).

3.1.3 Editing your ePAD profile (e.g. to upload a photo)

In the ePAD profile page you can upload a profile photo.

To upload a photo, follow these steps:

1. On the ePAD homepage, click on the chevron (top left of the page) to expand the lefthand menu.
2. In the left-hand menu, click on '**Edit Profile**'. This opens your profile page in a new browser tab.
3. Go to the '**Update your profile picture**' section.
4. Click on the **Choose File** button.
5. Find your photo and open or select it (the exact action depends on your browser).
6. Click on the **Upload image** button.
7. When you have completed your profile changes, close the Edit profile tab and you return to the ePAD homepage.

TIP: If you have uploaded a profile photo, refresh your ePAD homepage to see it displayed (e.g. use the 'Ctrl' + 'F5' keys on a PC for a page refresh).

Note that you are prevented from editing certain fields in your profile because your access is managed via your university systems account.

3.1.4 Signing out of the ePAD

It is very important to sign out of your ePAD account after you have completed your reviews or updates, especially when using a shared or public computer. This prevents any accidental disclosure of ePAD information to an unauthorised person.

To sign out of your account, click on the **padlock icon**  that is always present in the top right corner of the page.

3.1.5 Automatic Session Time-out

It is useful to know that there is also an automatic inactivity time-out. This means your session will be closed (you will be automatically signed out) if you haven't selected anything on the website for a selected period. This is done in case you have accidentally left yourself logged in on a shared or public computer. Each university will define the length of inactivity time for automatic sign out. Please contact your university if unsure on the specified time.

TIP: When you are working within a form, use the '**Save Changes**' button regularly to manually save your changes. After approx. 15 seconds of inactivity any changes you have made in a form will automatically saved as a draft. See section 3.6 for more details about working with forms.

3.1.6 Access as a Practice Supervisor or Assessor – Completing a Form with a Student

If you need to act as a Practice Supervisor or Assessor for simulated practice, you can complete the relevant forms with the student by using their ePAD account.

Work through the following steps to complete forms via the student's ePAD account:

1. The student will sign in to their ePAD account (or use their mobile app) and open the form for you to complete.
2. Complete the form and sign it off at the bottom using **your own name and work email address**. This is the equivalent of your signature on a paper form.

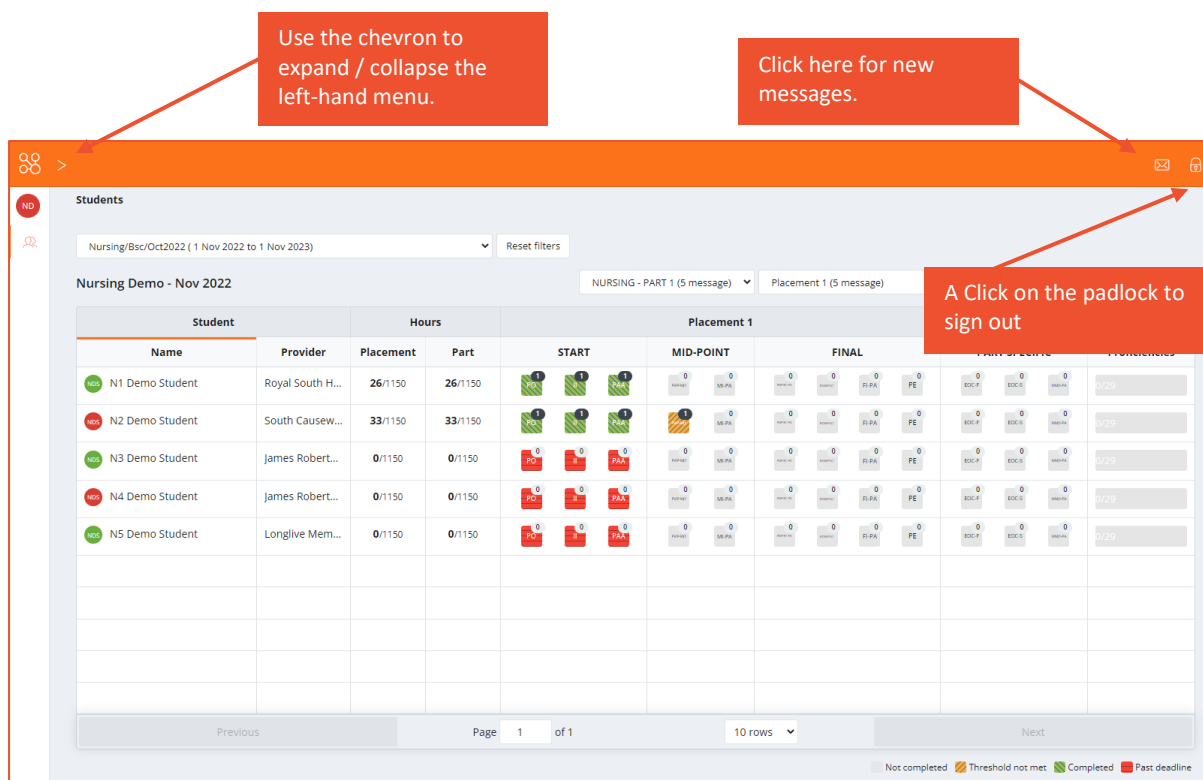
TIP: Once the form is submitted it cannot be changed so **review the contents carefully before signing it off.**

3. Submit the form.
4. A confirmation email will be sent to you with a link to the submitted form. This email will include who to contact if you think there are any issues, such as you don't remember completing the form for that student.

3.2 Your ePAD Home Page and the Dashboard

When you sign in to your ePAD account you are presented with your home page. The main feature is the dashboard which is covered in the next section. It is useful to understand the following features of the home page (indicated on the screenshot below):


- The left-hand menu is expanded by clicking on the chevron at the top of the page. In this menu you find:
 - ‘Edit profile’, which is where you can upload your photo (optional)
- **TIP: The Edit profile page opens in a new tab in your browser. Close the tab when you have finished.**
- You can see new messages by clicking on the envelope icon in the top right-hand corner of the page. It will indicate the number of new messages. See section 3.6 for more about messaging within the ePAD, including the group message function.
- Sign out of the ePAD by clicking on the padlock symbol in the top righthand corner.



3.2.1 The Dashboard

The most important feature of your home page is the dashboard, which contains a progress summary for each student you are linked to. The dashboard highlights progress against key forms and assessments for the student through the current placement and Part, as well as their timesheets.

It is useful to understand the features of the dashboard (see the screenshot below):

- There is a row for each student you are linked to. You will be able to see the student's ePAD for the duration of their placement and any additional period the university has set for late form submission.
- Click on the student's name to access their ePAD.
- The  symbol indicates that the student has an action plan.
- Timesheet hours recorded to date for the placement and the Part are displayed with the target hours for both.
- Key forms are represented by squares, shown in the same order as in the student's ePAD.
- Clicking on the form square takes you to that form's location in the student's ePAD for you to review (or complete). Hover over the form square with your pointer to see the full form name and status.
- The proficiencies progress bar (if relevant and setup for the programme) indicates how many have been assessed as 'Achieved' (in green) or 'Not achieved' (in red). Only the latest assessment is taken into account.

Students (5) Updated a few seconds ago

Nursing/Bsc/Oct2022 (1 Nov 2022 to 1 Nov 2023) Reset filters

Nursing Demo - Nov 2022

NURSING - PART 1 (5 message) Placement 1 (5 message) Search... Send group message

Student		Placement 1				NURSING - PART 1			
Name	Provider	MID-POINT	FINAL	PART SPECIFIC	Proficiencies				
N1 Demo Student	Royal South								
N2 Demo Student	South Causew...	33/1150	33/1150						
N3 Demo Student	James Robert...	0/1150	0/1150						
N4 Demo Student	James Robert...	0/1150	0/1150						
N5 Demo Student	Longlive Mem...	0/1150	0/1150						

Previous Page 1 of 1 10 rows

Not completed Threshold not met Completed Past deadline

Use this dropdown to list students on a specific Part.

To access student progress on an earlier placement, select the one you wish to view.

Click on the student's name to view their ePAD.

The reference within a square indicates the form; hovering over the square with your mouse gives you the full form name and status.

The Proficiencies progress bar indicates how many are 'Achieved' to date.

Action plans are highlighted by an i symbol next to the student's name.

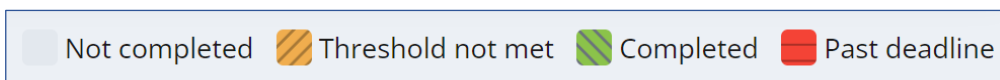
Use the controls at the bottom of the page to change the number of rows displayed or to move between pages.

3.2.2 Form Status Indicators

The dashboard uses colour coding on the form squares to indicate the status of forms. These are as follows:

- **Light Grey** - Form not submitted
- **Amber** - A threshold value set against the form has not been met
- **Green** - Form has been submitted
- **Red** - Form has not been submitted and as past the deadline

The form submission status key (see below) is displayed at the bottom of the home page.



3.2.3 Form Count Status

The dashboard also shows the count of submitted forms.



Grey indicates no submissions



Black indicates a number of form submissions

3.3 Reviewing a student's ePAD

The ePAD contains all the forms previously available in the paper PAD, organised by Part and placements within the Part, together with the Ongoing Achievement Record. To review a student's ePAD, select their name from the list of students in your dashboard. This opens the student's ePAD home page, containing an overview for that student. **Scroll down** the home page to see everything that is available. The key features are explained in the following screenshot.

The screenshot shows the ePAD interface for a student named 'N1 Demo Student'. The interface includes a sidebar with a profile picture, name, and contact information, along with buttons for 'View messages' and 'View timesheets'. The main content area is divided into several sections:

- Current Placement:** Displays the current placement name, area, start and end dates, and a progress indicator showing 26/1150 hours.
- What's next?:** Lists upcoming tasks with deadlines, such as 'Medicines Management (Part 1) - Practice Assessor' and 'Reflection on Meeting Medicines Management (Part 1)'.
- Don't forget:** Lists tasks that are due or overdue, such as 'Episode of Care - Formative' and 'Assessment of Proficiencies (Part 1 / 2 Cross-over)'.
- WELCOME TO THE EPAD:** A section with introductory text about the ePAD and its purpose.
- Practice Assessment Parts:** A grid of panels for 'NURSING - PART 1', 'NURSING - PART 2', and 'NURSING - PART 3', each with a 'Current' indicator and a 'View' button.
- ONGOING ACHIEVEMENT RECORD:** A panel at the bottom right for viewing proficiency crossover and progression approval forms.

Red callout boxes provide the following instructions:

- Use the ePAD menu for faster access to a particular location.** (Points to the top navigation bar)
- To view documentation from the current placement a student is on, select the 'Current Placement' panel.** (Points to the 'Current Placement' section)
- Select 'View timesheets' to view that individual student's time in practice.** (Points to the 'View timesheets' button in the sidebar)
- Click on a form name for quick access to a form for submission.** (Points to a task in the 'What's next?' section)
- This student is in Part 2. To view the placements in the current Part click on the Part 2 panel. To view their Part 1 PAD, click on the Part 1 panel.** (Points to the 'NURSING - PART 2' and 'NURSING - PART 1' panels)
- Click on the Ongoing Achievement Record panel to see proficiency crossover and progression approval forms.** (Points to the 'ONGOING ACHIEVEMENT RECORD' panel)

3.4 The Part page

The Part page collects together the student’s progress through the Part and relates closely to the paper PAD. In the Part page you can see and access:

- The introduction to the Part PAD, including guidance for assessment.
- All the placements for the student during that Part. Clicking on any placement panel brings up the relevant placement page, allowing you to review completed forms or assessments.
- The student’s Part specific assessments.
- The student’s timesheets to date and targets for the Part and all the placements during the Part. Clicking on the hours progress circle will open the student’s timesheet page.
- The list of practice supervisors and practice assessors who have worked with the student during the Part. This can be filtered by placement area or role.

The key features are explained in the screenshot below.

Introduction
This Practice Assessment Document has been developed by the Pan London Practice Learning Group in collaboration with practice partners, mentors, academic staff, students and service users across the London Region.

Placement 1 Current
20 Nov 2022 - 31 Dec 2024
Royal South Hospital Trust
Fallheim Community Team

Placement 2
Part 1, Placement 2

PART SPECIFIC
These assessments should be completed on any placement in the part.

PRACTICE HOURS
NURSING - PART 1
26 /1150
PLPAD 2.0, Future Nurse: Standards of proficiency for registered nurses, (NMC 2018)

Placement 1	26/1150	
Provider	Area	Hours
Royal South Hospital Trust	Fallheim Community Team	26/1150

PRACTICE SUPERVISORS/ASSESSORS
All roles: All locations

Contact	Role
Nancy Kipper sophie.hassall+nancyk@myknowledgemap.com Fallheim Community Team	PA

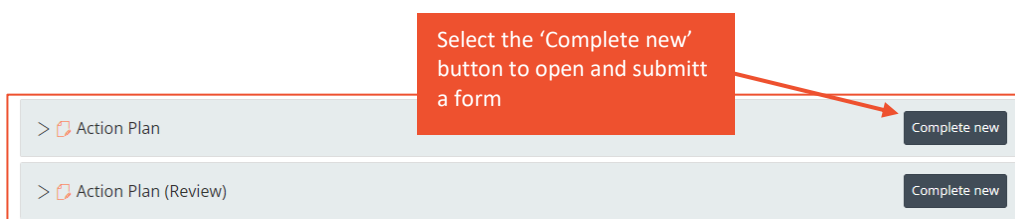
3.4 Completing Forms

As an Academic Assessor you will have direct access to complete the Action Plan and Action Plan (Review) forms, which can be found in the Any Time section of the current placement page; and the Academic Assessor’s End of Part or End of Programme Approval forms, which can be found in the Ongoing Achievement Record. You will also be able to complete the Additional Professional Feedback form.

TIP: All forms are available to preview in the ePAD if they have not been submitted before in that placement or Part, and all submitted forms are available to view, by **clicking on the form name.**

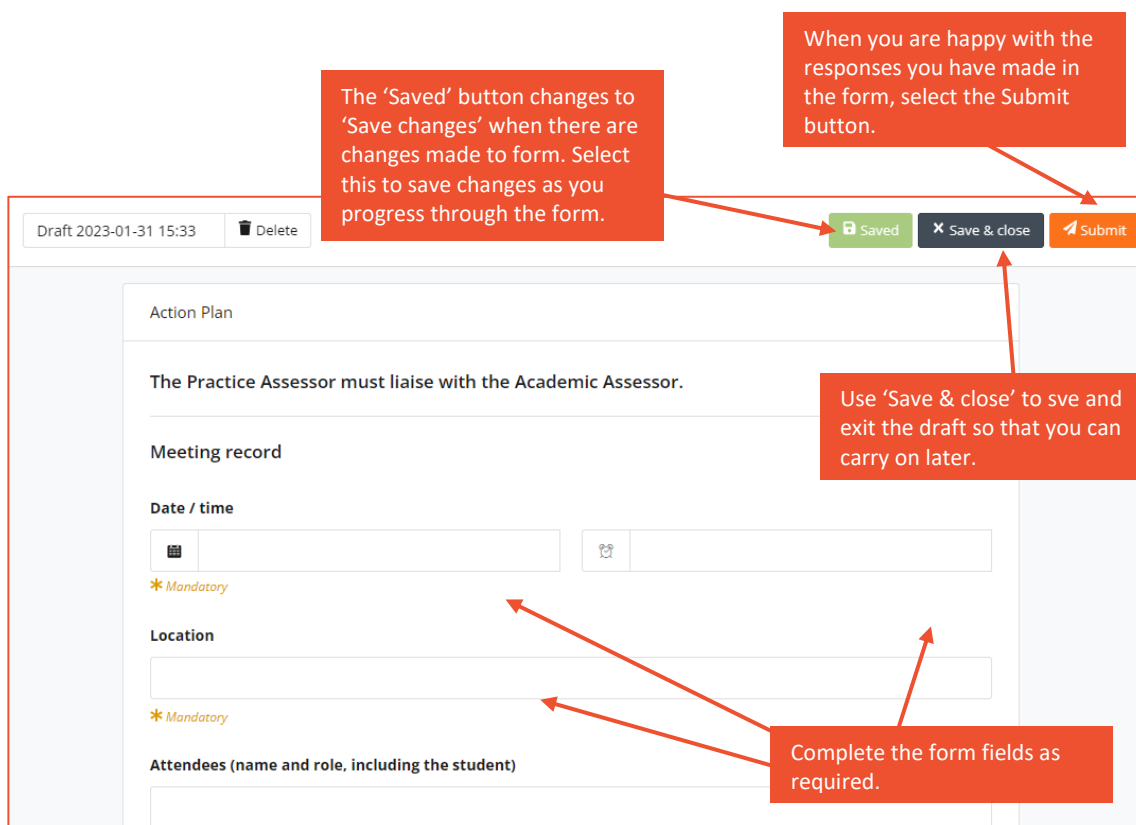
Work through the following steps to complete forms **relevant to the Academic Assessor role:**

1. Sign in to the ePAD website using your own account.
2. Select the student’s name from your dashboard and either:
 - click on the current placement panel and go to the Any Time tab to find the Action Plan and Action Plan (Review) forms, or the Additional Professional Feedback form; **OR**
 - click on the Ongoing Achievement Record panel to reach the Academic Assessor’s End of Part/Programme Approval forms.
3. When you have located the form you want, click on the **Complete new** button, which opens the form in a new window. See the screenshot below.




4. Complete the form. How you do this depends on the format of the questions: you may need to select a date from a calendar, complete a check list, or type into a text box. The top part of the Action Plan form is shown below as an example.

TIP: If the form needs more time, or you get interrupted, you can click on the **Save & close** button. This creates a draft, and you can continue it later by clicking again on the drop-down icon that will appear next to the Complete new button.



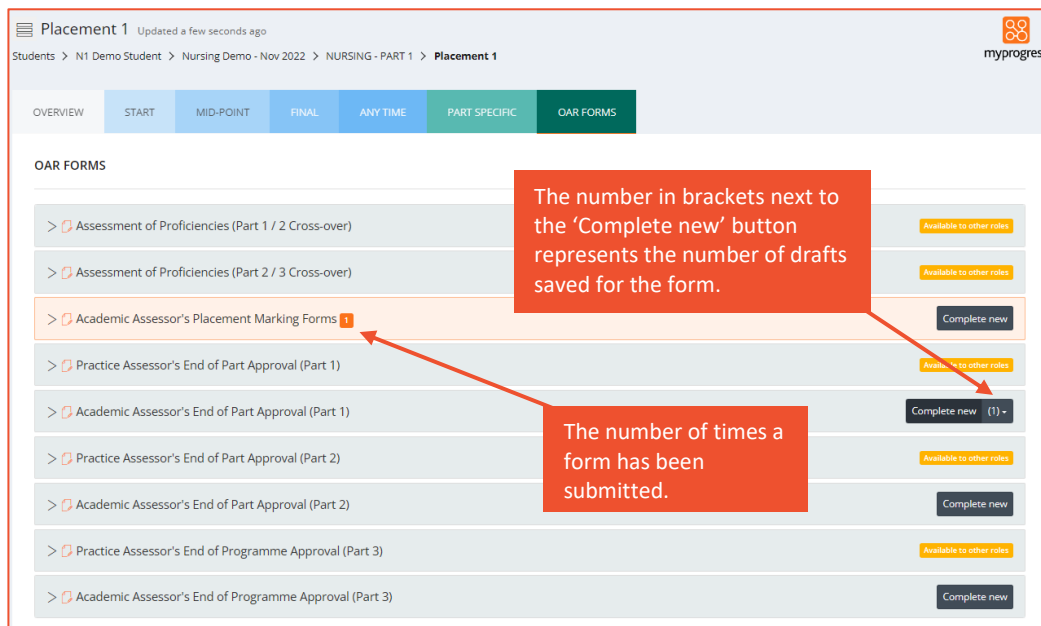
- When you have completed the form **review it carefully** as it cannot be changed once submitted.
- When you are happy with your responses in the form, click on the **Submit** button.

TIP: You will not be asked for your name and email address when you complete a form in your own account as your identity is verified when you sign in.

- The submitted form will appear in the form list. It will show your details as the approver and the date and time when it was submitted. An action plan is indicated with a  symbol on the dashboard. Note that it can sometimes take several minutes for the form to appear in the forms list due to processing.

3.4.1 Returning to a draft

Forms **cannot be amended** after submission. If the form needs more time, or you get interrupted during its completion, click the **Save & close** button and your entries will be saved in a draft. To continue the draft later click on the **drop-down** arrow next to the Complete new button and select the draft. See the screenshots below. Drafts can only be completed within the account where they were started, i.e. in your account you cannot open a draft started by the student.



The number in brackets next to the Complete new button represents the number of drafts saved for the form. Drafts are date and time stamped and will also indicate when the draft was last updated. See the screenshot below.



When you select the draft, the form will open, your previous entries will be displayed and the form can be amended as required. If you wish to delete a draft, select the **Delete** button next to the draft name in the open form. See the screenshot below.



3.5 Timesheets

Timesheets are added only via the student's ePAD account. Students have been advised to get their timesheets signed off daily if possible. You may be asked by the student to sign off hours that they spent in simulated practice.

3.5.1 Approving timesheets

Work through the following steps to approve the student's timesheets:

1. The student will present their timesheets for approval either in their app or using the website form.
2. **Check the hours** you are being asked to approve, including the activity type.

TIP: The 'Day shift' activity type is the default value to use when the others don't apply, e.g. for induction days.

3. Approve the hours using your **full name and work email address**. This is the equivalent of your signature in the paper PAD.
4. There is a weekly digest email sent each Monday, confirming all the timesheet that you approved for students in the previous week. If you receive this email and don't remember approving the hours then contact your university's ePAD support team.

3.5.2 Reviewing timesheets

The dashboard shows the student's progress against timesheet hours targets for the current Part and placement, which is a useful summary.

Work through the following steps to view the student's timesheet page, where you can see the detail of every timesheet record including absence and sick hours:

1. Sign in to the ePAD website using your own account.
2. Click on the student's name in your dashboard to go to their ePAD home page.
3. Click on '**View timesheets**' in the left-hand panel of their ePAD home page.

The timesheet page is displayed. This provides a listing of the timesheets that the student has logged for each placement, including the name and email address of the person who approved each hours record, for verification purposes. The key features are explained in the following screenshot.

Guide for Students

The graphic at the top shows the pattern of your placement attendance. Hover over a date for details.

The total timesheets to date on this placement, and the target hours.

Sub-totals by activity type.

Table of entries. This can be sorted by selecting the column name.

Timesheets Updated a few seconds ago

Barts Health NHS Trust
10E Surgical Admissions Unit (prev GI Medicine & Metabolic) - (RLH)
Start: 24 Jan 2022 - End: 30 Apr 2022

Day Shift 64 hours | Night Shift 16 hours | Sickness 8 hours

Total Hours 80/247.5

Date	Hours (decimal)	Activity type	Approver name	Approver email
Tue 15/02/2022	8	Night Shift	Majid Parma	majid.parma@example.com
Mon 14/02/2022	8	Night Shift	Majid Parma	majid.parma@example.com
Wed 09/02/2022	8	Day Shift	Majid Parma	majid.parma@example.com
Tue 08/02/2022	8			sarah.smith@example.com
Mon 07/02/2022	8			neil.west@example.com
Wed 02/02/2022	8			adam.newton@example.com
Tue 01/02/2022	8			adam.newton@email.com
Mon 31/01/2022	8	Day Shift	Sarah Smith	sarah.smith@example.com
Wed 26/01/2022	8	Day Shift	Sarah Smith	sarah.smith@example.com
Tue 25/01/2022	8	Day Shift	Sarah Smith	sarah.smith@example.com

Previous Page 1 of 2 10 rows Next

The timesheet page

TIP: You can always return to the student's ePAD home page by clicking on the ePAD name link underneath the current page title. You can return to your own home page by clicking on the Students link underneath the page title or the people icon in the left hand menu.

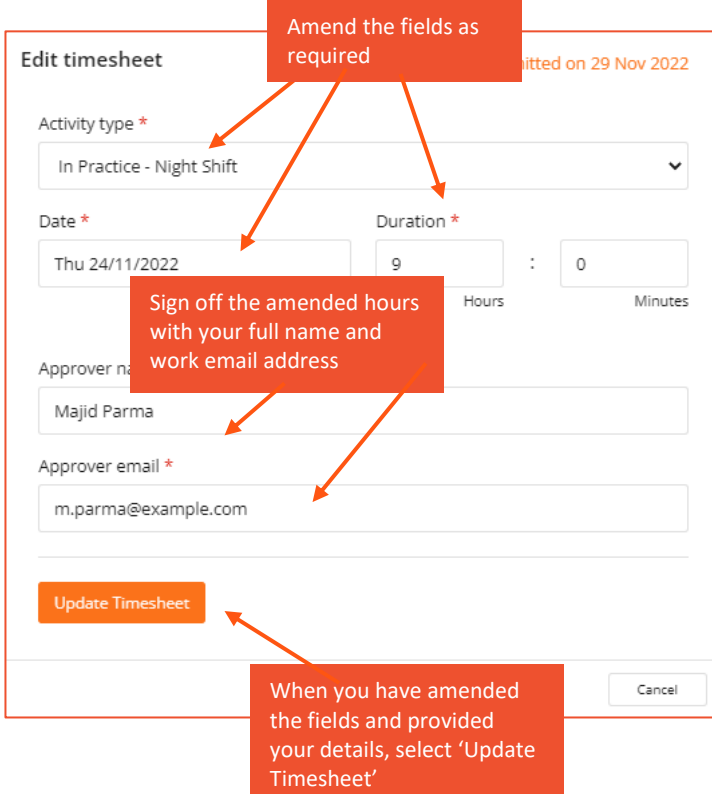
3.5.3 Amending timesheets

From their own account, the Academic Assessor can amend the student’s timesheet record for the current placement. The student cannot amend their own hours.

Work through the following steps to amend the student’s timesheet hours:

1. Sign in to the ePAD website using your own account.
2. Click on the student’s name in your dashboard to go to their ePAD home page.
3. Click on ‘**View timesheets**’ in the left-hand panel of their ePAD home page to display the timesheet page.
4. Click on the timesheet record that needs to be changed. This opens the Edit timesheet window with the current values displayed. See the screenshot below.
5. Amend the values as needed.

TIP: There is no ‘Delete’ function. Instead, you can change the timesheet value to zero if the record was created in error or enter a different date to use it to record another shift.



The screenshot shows the 'Edit timesheet' form with the following fields and callouts:

- Activity type ***: A dropdown menu with 'In Practice - Night Shift' selected. A red callout box says 'Amend the fields as required' with arrows pointing to this field and the 'Date' field.
- Date ***: A date input field showing 'Thu 24/11/2022'. A red callout box says 'Sign off the amended hours with your full name and work email address' with arrows pointing to the 'Approver name' and 'Approver email' fields.
- Duration ***: Two input fields for 'Hours' (9) and 'Minutes' (0).
- Approver name**: An input field containing 'Majid Parma'.
- Approver email ***: An input field containing 'm.parma@example.com'.
- Update Timesheet**: An orange button at the bottom left.
- Cancel**: A grey button at the bottom right.

A red callout box at the bottom says 'When you have amended the fields and provided your details, select ‘Update Timesheet’' with an arrow pointing to the 'Update Timesheet' button.

6. If you are not the person who approved the hours before, then you must change the approver details to your own **full name and work email address** as the approver for the amended hours record. This is the equivalent of your signature in the paper PAD.
7. Click on the **Update Timesheet** button. The window closes and the timesheet page is refreshed with the updated hours record and amended totals.
8. The amended timesheet record will be included in your timesheet weekly email and will be indicated as amended.

3.5.4 Adding timesheets

From their own account, the Academic Assessor can add a timesheet record for the students that they are linked to. This may be necessary to correct missing hours from an earlier placement, for example. The student cannot add hours to a past placement.

When logging your practice hours you will select the time completed in hours and minutes. Once the hours are logged you will see in both the total hours wheels and tables for placement hours noted as a decimal.

Work through the following steps to add a timesheet for a student:

1. Sign in to the ePAD website using your own account.
2. Click on the student's name in your dashboard to go to their ePAD home page.
3. Click on '**View timesheet**' in the left-hand panel of their ePAD home page to display the timesheet page.
4. Click on the **Add timesheet** button that is on the right-hand side of the page. This opens the Add timesheet window. See the screenshot below.
5. Complete the fields on the form as needed.

TIP: The 'Day shift' activity type is the default value to use when the others do not apply, e.g. you can use 'day shift' for induction days.

6. Approve the hours using your full name and work email address. This is the equivalent of your signature in the paper PAD.
7. Click on the **Add timesheet** button. The window closes and the timesheet page is refreshed with the new hours record and amended totals.
8. The added timesheet record will be included in your timesheet weekly email.

3.6 Messaging

Within the MyProgress ePAD there is a messaging service for informal communication with the student. Messages can be seen by anyone with access to that student's ePAD, including university and practice staff and, of course, the student. Messages are only seen within the ePAD website; they cannot be seen on the student's mobile app.

Use ePAD messaging for:

- Informal communication with the student, e.g. messages of encouragement, arranging meetings, reminding them of local educational opportunities available to them
- A reminder of other informal communication with the student (e.g. telephone calls or text messages) so that a record (history) is maintained

Do not use ePAD messaging for:

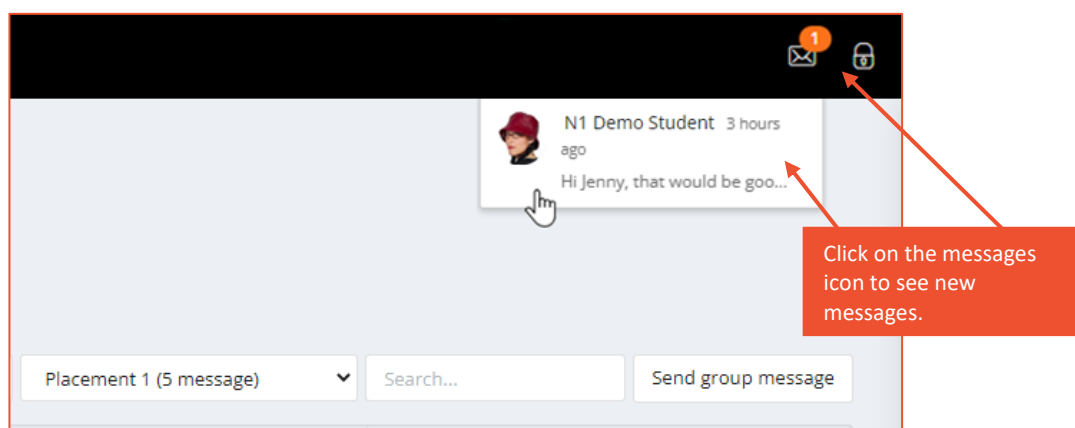
- Anything that is covered by an ePAD form, e.g. formal progress review, assessment, professional feedback
- Communicating professional or performance issues

TIP: The messaging service does not currently send out an alert that you have a new message. Therefore, do not use this as the sole or primary means of communicating anything urgent.

Messaging should not be seen as a substitute for supportive face-to-face communication.

3.6.1 Receiving messages

The Messages icon in the top right corner of your ePAD home page will indicate new messages concerning any of the students allocated to you. So, you can quickly see if any students have new messages related to them without needing to go into each student's ePAD. Click on the messages icon to read the messages.



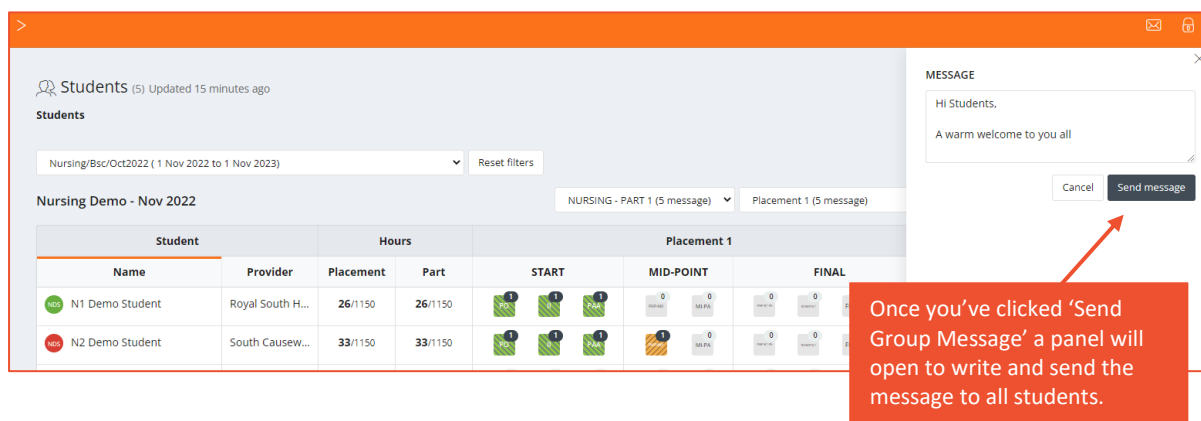
3.6.2 Sending messages

There are two ways to send messages:

- the **‘Send group message’** button on your home page allows you to send a message to all the students listed in the dashboard (and if you only have one this is the quickest way to send a message to that student)
- via the **‘View messages’** button on the student’s ePAD home page, which also enables you to view messages and reply to them.

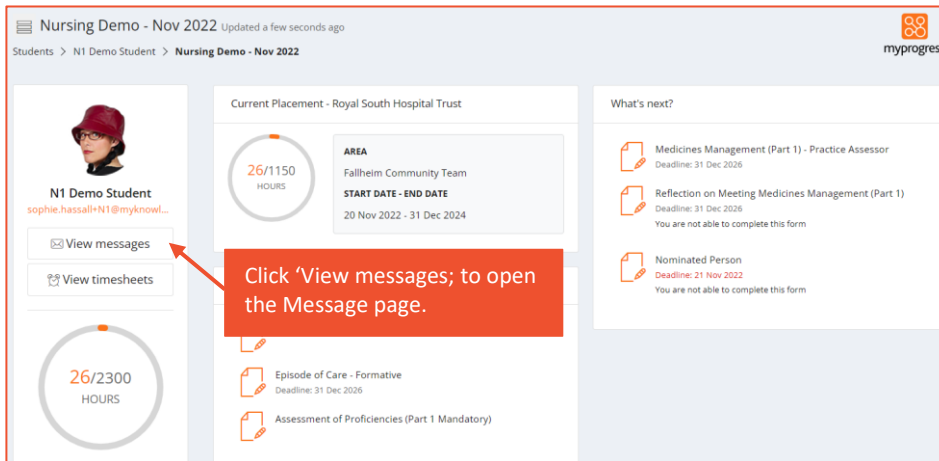
Work through the following steps to use the group message function:

1. Sign in to the ePAD website using your own account.
2. Click on Send group message on your ePAD home page. A message panel opens (see the screenshot below).
3. Enter your message and click on Send message.

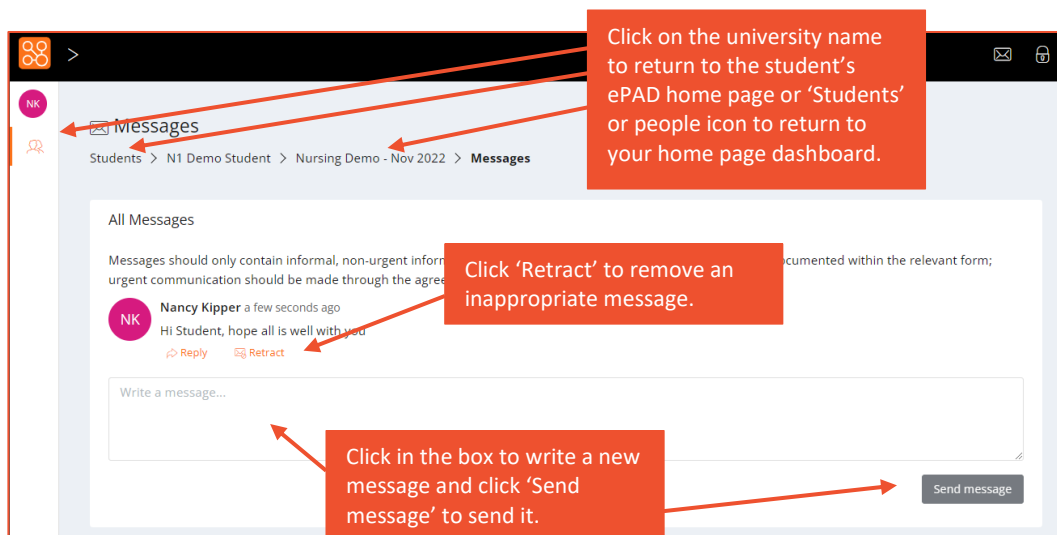


Work through the following steps to view messages, reply to a message or send a message to an individual student **in the student’s ePAD**:

1. Sign in to the ePAD website using your own account.
2. In your dashboard, click on the name of the student to open their ePAD home page.
3. Click on **‘View messages’** to open the Messages page (see the screenshot below).



- In the Messages page you can send a new message, see past messages and reply to a message (see the screenshot below for the key features).



TIP: You can always return to the student's ePAD home page by clicking on their name link underneath the current page title. You can return to your own home page by clicking on Students link underneath the page title or the people icon in the left-hand panel.

3.6.3 Removing inappropriate messages

Students are advised about professional communication. However, occasionally you might find that a student has written something inappropriate in a message and it should be removed. Under each message in the Messages page there is a 'Retract' option that deletes the text and marks the message as removed. Send a message to the student to explain why you had to retract their message.