



ePAD Guide for Practice Staff

(March 2023)

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1.0 Introduction to this guide

This guide is written and designed for Practice Supervisors and Practice Assessors to both train and begin using Myprogress, an electronic Practice Assessment Document (ePAD) platform.

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, to complete all the forms associated with their practice assessment and record their practice hours.

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.

2.3 Gaining access to Myprogress ePAD?

2.3.1 Practice Assessors

In your first meeting with your student, they should log in to their MyProgress ePAD account and ask you to complete a Practice Assessor Allocation form. Once this has been completed a MyProgress ePAD account is automatically created for you (if you don't have one already). This will automatically generate an email to you with your ePAD account username (which will be your email address) and an activation link. If you don't receive the email in your inbox, check your junk mail folder. As part of the activation process you will set up a password. **You only need one MyProgress ePAD account.** When you complete the form with subsequent students it links you to that student as their Practice Assessor so you can monitor their progress and complete Practice Assessor specific forms.

See section 3.1 for a more detailed guide on gaining access to the ePAD.

2.3.2 Practice Supervisors

Practice Supervisors do not necessarily need an account and can access Myprogress ePAD to complete forms through the student's ePAD account. When an opportunity or need arises for feedback and sign-off, the student will log in to their ePAD account on a desktop computer or laptop and ask for you to complete the necessary forms within their account.

However, you do need an account to monitor student progress (for example if you are regularly supporting the same student or the student's Practice Assessor is remote). There is a Practice Supervisor Allocation form to complete to create an account and link you to the student. Read the overview in the Practice Assessor section above (2.3.1) as the process is the same.

2.3.3 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 you will mainly access the MyProgress ePAD via an internet browser on your desktop or laptop, it is possible (and sometimes more convenient) for Practice Assessors and Practice Supervisors to complete forms on the student's MyProgress ePAD mobile app.

The student will login to their MyProgress ePAD account using the app on their own mobile device. They will access the required form and pass their mobile device to you (or follow your instruction) to complete the form and sign it off. Once the form is submitted it can no longer be edited. The student is responsible for making sure the app is synchronised with the ePAD website, so the submitted form appears in their ePAD. You will receive an email to verify that you have approved the form and details of who to contact if there are any issues.

2.5 Additional Support for Practice Supervisors and Practice Assessors

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 Completing the ePAD with a student

3.1 Getting Access

3.1.1 Creating an Account & Accessing the ePAD

With your own ePAD account you have access to all students currently assigned to you and you can review their ePADs and track their progress. Additionally, there are some forms that are only available to be completed by Practice Assessors and must be accessed via the Practice Assessor's account. A Practice Supervisor who needs to review student progress must also have their own ePAD account. You will **only need one ePAD account** regardless of how many students you see. When you have another student use the relevant Allocation form again to link your account to theirs.

Work through the following steps to get an ePAD account and sign in:

1. Complete the Practice Assessor Allocation form for a Practice Assessor account, or the Practice Supervisor Allocation form for a Practice Supervisor account, in your student's ePAD (either on the website or in their app). The student signs in to their account and asks you to complete the form.

TIP: Take care to sign off the form with your **full name and work email address** correctly entered as these details will be used to create your account.

2. Once the Practice Assessor Allocation or Practice Supervisor Allocation form is submitted, your account will automatically be created, and you will receive an account activation email. Your username will be the email address you provided in the form.
3. Use the link in the activation email to verify your account and create your password.

TIP: If you don't receive the activation email, or don't start the activation process within the time window allowed, go directly to the ePAD welcome page using the website link below and click on the activation link provided there.

4. When you have completed the account set-up, you can access the MyProgress ePAD using an internet browser.
5. On the welcome page, click on the 'Sign In' button. See the screenshot below.



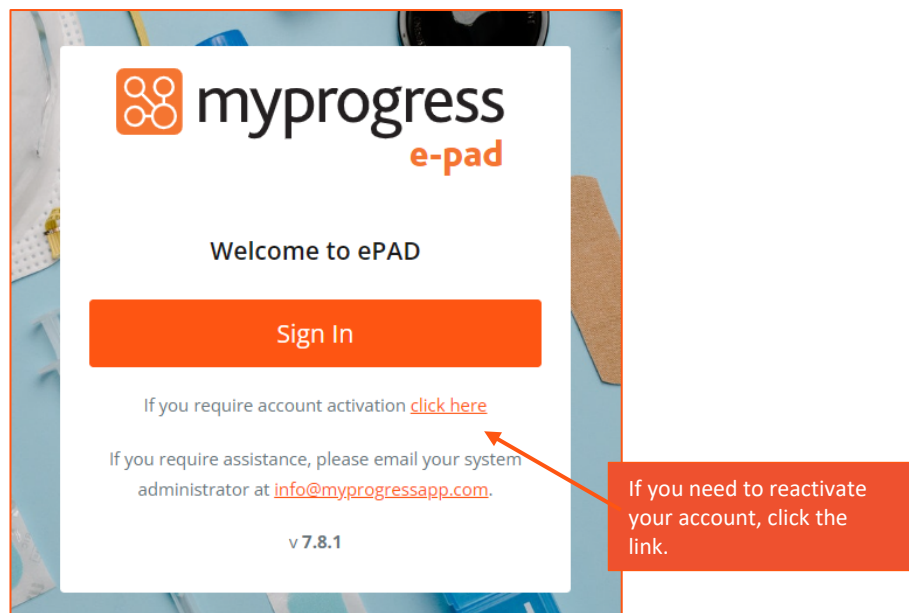
6. On the sign in page, enter your username and password in the fields provided.

TIP: You can also access the ePAD website from your own mobile phone or tablet. The website adapts to the smaller screen size.

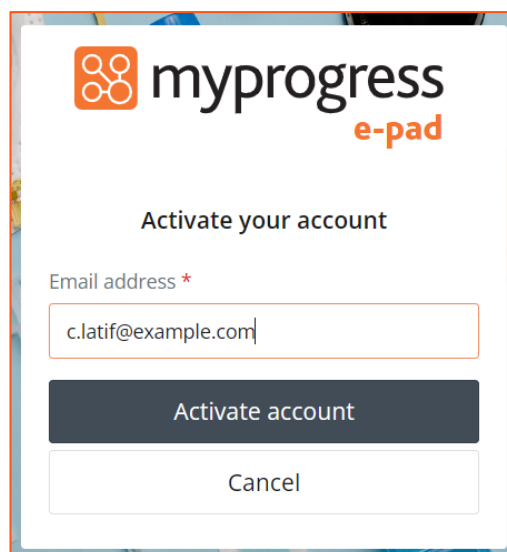
3.1.2 Generating a new verification link

Practice Assessors or Practice Supervisors, if you were unable to validate your account within the two hours of receiving your email you will need resend yourself an email with a new verification link to activate your account.

1. On the Sign In page, click the **account activation** link.



2. Enter your email address in the field provided.
3. Click the **Activate account** button.



You will receive an email with your activation link.

3.1.3 Practice Supervisors – Completing a Form without an Account

As a Practice Supervisor (or any other member of the multi-disciplinary team working with the student) you do not need an ePAD account to complete forms with the student. This can be done by signing off with your own name and email address within the student's account. If you do require an account to track student progress (for example if you are regularly supporting the same student or the student's Practice Assessor is remote), you can ask the student to complete a Practice Supervisor Allocation form (see the section above).

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 **using your own name and work email address**. This is the equivalent of your signature on a paper form.
3. Submit the form.

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

4. A verification email will be sent to you with a copy of 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 Practice Assessor's / Practice Supervisor's 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.

The screenshot shows the 'Students' page for 'NURSING - PART 2'. It features a table with columns for Student, Institution, Placement, Hours, Placement 1, and NURSING - PART 2. The table lists students like Andy Newman, Annie Unni, Bonnie Williams, etc., with their respective hours and placement details. A grid of colored squares represents different forms, with some squares containing numbers or symbols. A legend at the bottom right explains the colors: Not completed (grey), Threshold not met (yellow), Completed (green), and Past deadline (red).

Callout boxes:

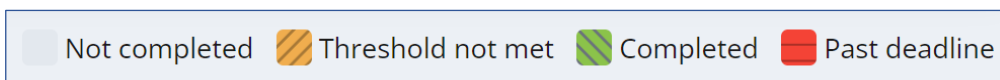
- Top Left:** Use this dropdown to list students on a specific Part.
- Top Right:** To access student progress on an earlier placement, select the one you wish to view.
- Center:** An action plan is highlighted by I symbol next to the student's name.
- Left:** Click on the student's name to view their ePAD.
- Right:** The Proficiencies progress bar indicates how many are 'Achieved' (in green) and 'Not achieved' (in red) so far in the current Part.
- Bottom Left:** Use the controls at the bottom of the page to change the number of rows displayed or to move between pages.
- Bottom Right:** The reference within a square identifies the form; hovering over the square with your mouse gives you the full form name and status.

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 student details and a main content area with various panels. Red callout boxes provide instructions on how to use these panels:

- Top Left:** A circular progress indicator shows '26/1150 HOURS'. A callout box says: "To view documentation from the current placement a student is on, select the 'Current Placement' panel." An arrow points from this box to the 'Current Placement' panel.
- Left Sidebar:** A callout box says: "Select 'View timesheets' to view that individual student's time in practice." An arrow points from this box to the 'View timesheets' button.
- Bottom Left:** A callout box says: "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." Arrows point from this box to the 'NURSING - PART 1' and 'NURSING - PART 2' panels.
- Bottom Right:** A callout box says: "Click on the Ongoing Achievement Record panel to see proficiency crossover and progression approval forms." An arrow points from this box 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.

Click for PAD introduction and guidance.

Click to view the student’s practiv hours page.

This student is on Placement 1. To view their progress, click on the Placement 1 panel.

Click to view the student’s Part 1 assessments.

List of staff who have worked with the student.

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

You can complete some forms via the student's ePAD account when they are with you, or by signing into your own account, whichever is more convenient.

TIP: A student may have saved a draft of the form with their sections already filled in. It is only possible to see the student's draft in the student's account (drafts are not shared). Ask the student to sign in to their ePAD account in order to review their text and complete the form with them.

The forms only available to complete in the Practice Assessor's account are:

- Mid-point and Final Interview
- Professional Values in Practice – Final
- Medicines Management
- Practice Assessor's End of Part / Programme Approval forms

Form completion guidance is available at the top of the form. Familiarise yourself with the form's requirements and, in particular, make sure you are the appropriate person to complete the form with the student. If you are in any doubt, contact your practice education team or your university representative.

TIP: Forms that are to be completed at or by a certain time have a **deadline** that is displayed next to the form name. The Practice Assessor or Practice Supervisor is expected to complete the form with the student by the deadline date or as close to it as possible so that the student receives input and is assessed in a timely way.

3.4.1 Completing forms via the student's 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. How you do this depends on whether you are using the website or the student's mobile app and the format of the questions.

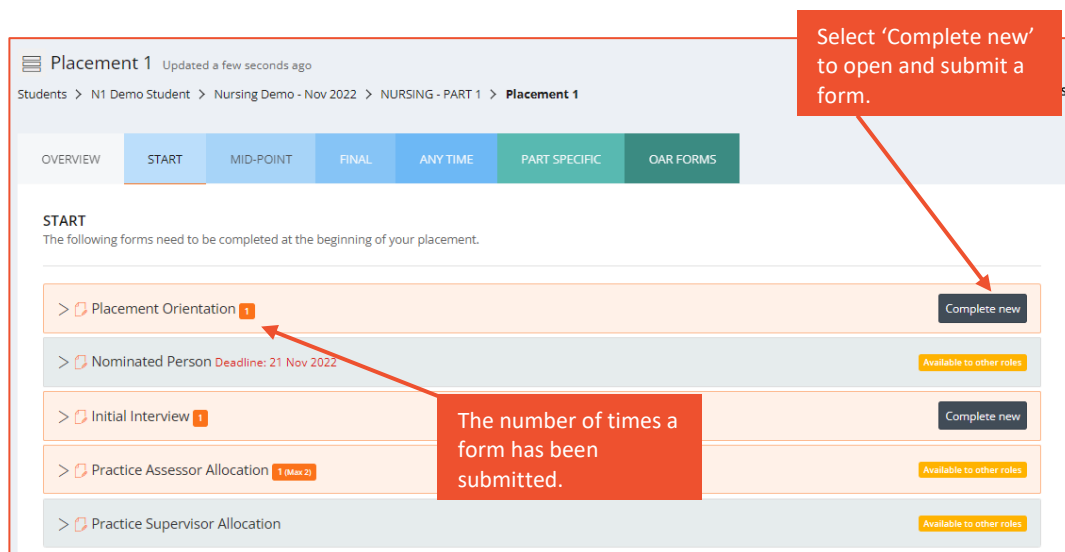
TIP: Once the form is submitted it cannot be changed so **review the contents carefully before signing off and submitting.**

3. When you are happy with the form, sign it off in the block at the bottom **using your full name and work email address.** This is the equivalent of your signature on a paper form. Finally, click on the **Submit** button.
4. A verification 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.

3.4.2 Completing forms using your own ePAD account

Work through the following steps to complete forms in your own account:

1. Sign in to the ePAD website using your own account.
2. To go straight to the form,
 - a. you can click on the square for the form for that student in the dashboard (see section 3.2), **OR**
 - b. if it's not a dashboard form, or you wish to see other documentation in the student's ePAD first, then select the student's name from your dashboard and click on the current placement panel in their ePAD home page. (See section 3.3 for more detail on reviewing a student's ePAD.) You can find the form under the relevant tab or by scrolling down the Overview tab.
3. When you have located the form, click on the **Complete new** button, which opens the form in a new window. See the screenshot below. All forms can be completed multiple times and the number of completions is indicated next to the form name.



TIP: When viewing the website on a mobile device the Complete new button is located below the form name. Click on the form name to reveal the button.

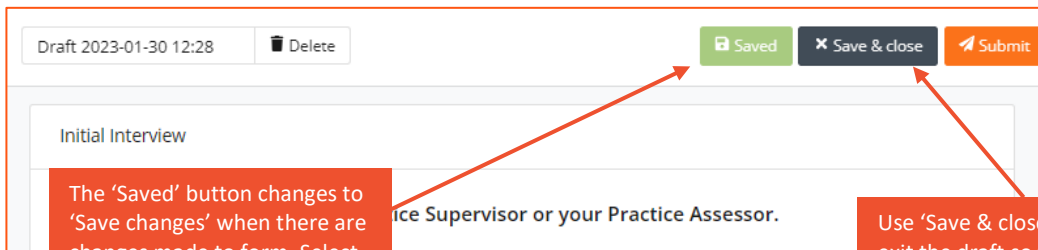
- When you make any amendments to the form, the 'Saved' button at the top of the form will change to 'Save Changes'. After approximately 15 seconds the form will automatically save any changes made to the form. This saves the form as a draft.



When you are happy with the responses you have made in the form, select the Submit button.

Note: the form does not automatically save whilst changes are being made. Changes are only saved approximately 15 seconds after interaction stops.

- Complete the form. How you do this depends on the format of the questions: you may need to select from a drop-down list, complete a check list, or type into a text box.
 - If you need to exit the form, click the **Save & close** button to save your changes before leaving. This will save a draft that you can return to later.



The 'Saved' button changes to 'Save changes' when there are changes made to form. Select this to save changes as you progress through the form.

Use 'Save & close' to save and exit the draft so that you can carry on later.

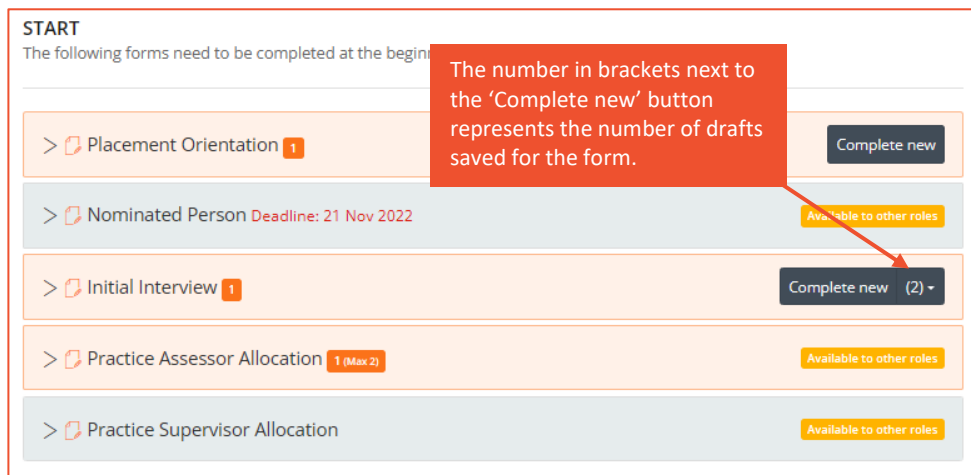
- When you have completed the form **review it carefully** as it cannot be changed once submitted.
- When you are happy with your responses in the form, click on the **Submit** button.

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.

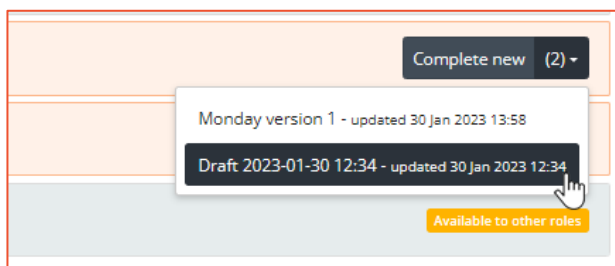
- On submitting the form, the 'Successfully submitted response' message will appear at the bottom of the page.
- The submitted form will appear in the form list. It will show your name as the approver and the date and time when it was submitted. If it is one of the forms that is tracked in the dashboard, then you will see the relevant square is green when you next look. Note that it can sometimes take several minutes for the form to appear in the forms list or be updated in the dashboard due to processing.

3.4.3 Returning to a draft

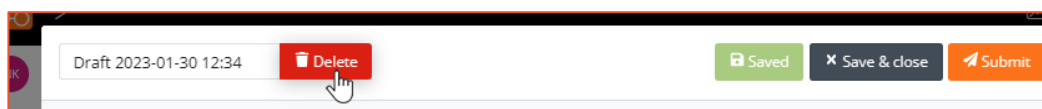
Forms **cannot be amended** after submission. If the form needs more time, or you get interrupted during its completion, click on the **Save & close** button and your entries will be saved in a draft. To continue the draft later click on the **drop-down** arrow next to the Complete new button and select 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

Students are responsible for adding their timesheets to their ePAD. Students have been advised to get their timesheets signed off daily if possible. Timesheets can be signed off by any professional member of staff in the placement area who can verify the student's presence.

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. Each Monday you will receive an email confirming all the timesheet hours that you approved for students in the previous week. If you receive this email and don't remember approving the hours, then contact your local practice education team or the student's university. Their contact email address is in the email you receive.

3.5.2 Reviewing timesheets

The Practice Assessor's dashboard shows the student's progress against timesheet hours targets for the current Part and placement.

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.

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.

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

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.

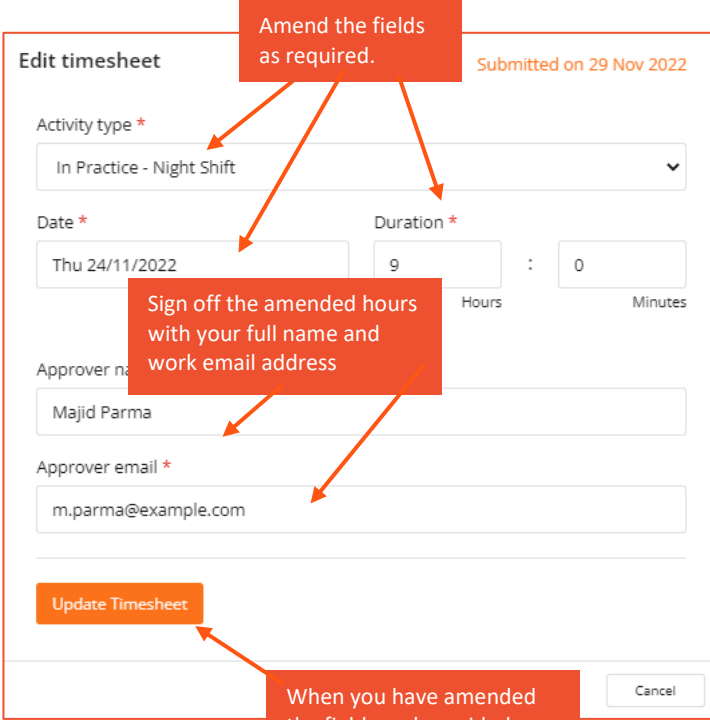
3.5.3 Amending timesheets

From their own account, the Practice Supervisor and Practice 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 showing 'In Practice - Night Shift'. A callout box says 'Amend the fields as required.' with arrows pointing to this field and the 'Date' field.
- Date ***: A text input field containing 'Thu 24/11/2022'. A 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 ***: A time selection field showing '9' hours and '0' minutes. A callout box says 'Amend the fields as required.' with an arrow pointing to this field.
- Approver name**: A text input field containing 'Majid Parma'. A callout box says 'Sign off the amended hours with your full name and work email address' with an arrow pointing to this field.
- Approver email ***: A text input field containing 'm.parma@example.com'. A callout box says 'Sign off the amended hours with your full name and work email address' with an arrow pointing to this field.
- Update Timesheet**: An orange button at the bottom left. A callout box says 'When you have amended the fields and provided your details, select 'Update Timesheet'' with an arrow pointing to this button.
- Cancel**: A button at the bottom right.

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 Practice Supervisor and Practice Assessor can add a timesheet record for the current placement for students that they are linked to. This should only be necessary if for some reason the student cannot access their own account.

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:

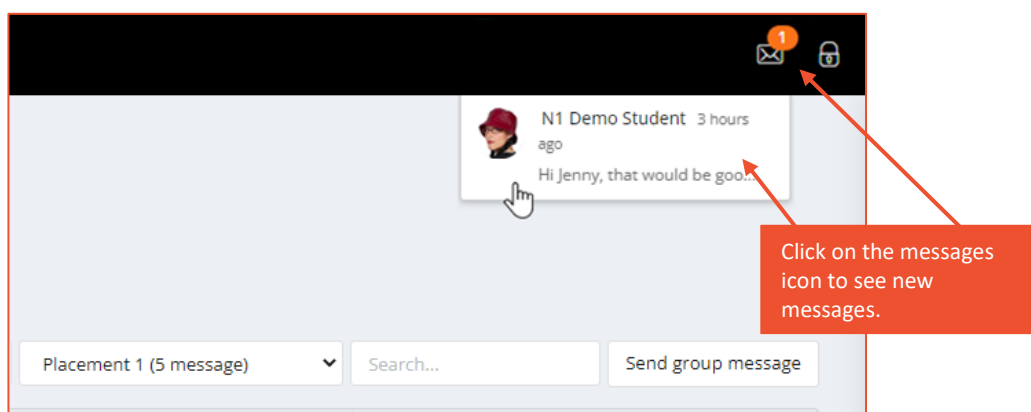
- Anything that is covered by an ePAD form, e.g. formal progress review, assessment, professional feedback
- Communicating professional or performance issues

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.



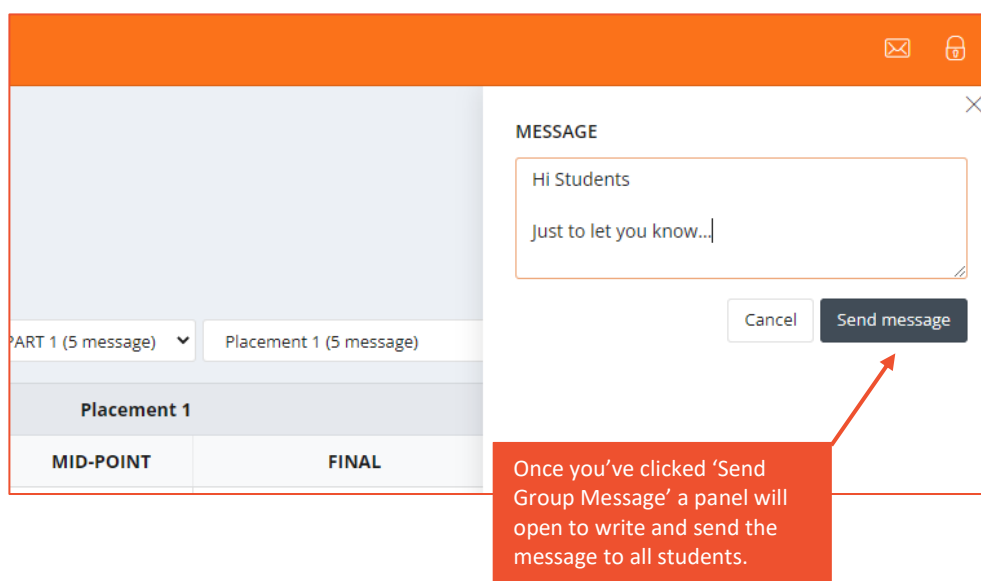
3.6.2 Sending messages

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.

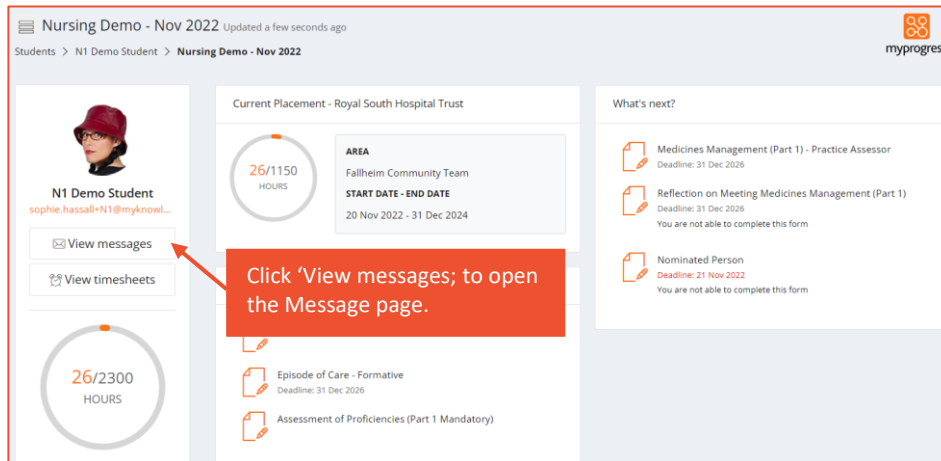
Work through the following steps to use the group message function:

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.

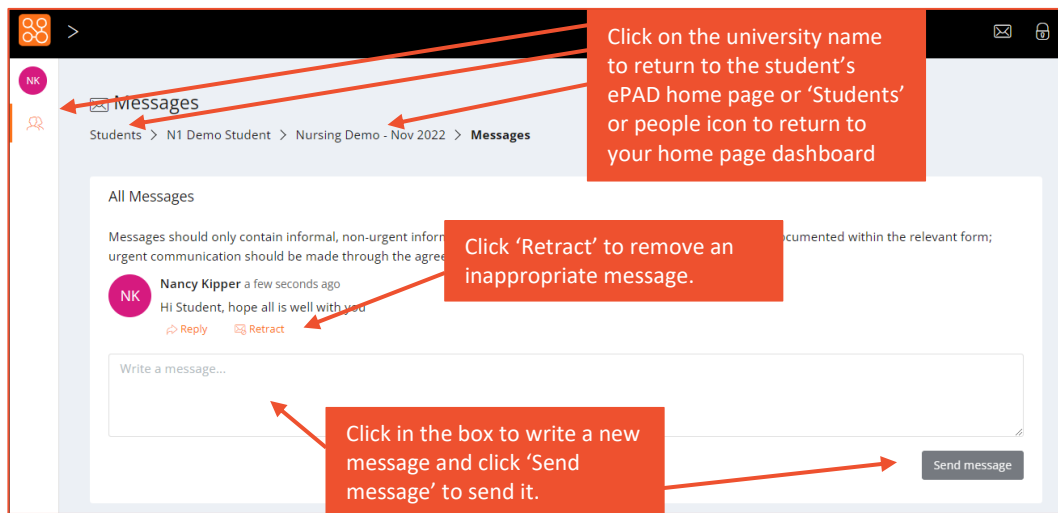


Work through the following steps to view messages, reply to a message or send a message to an individual student **in the student's ePAD**:

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.