



ePAD

Learner Frequently Asked Questions (FAQs)

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What is an ePAD?

The ePAD is an online platform that enables you, together with your practice staff, to complete all the forms associated with your practice-based learning, practice assessment, and record your practice hours.

The ePAD is accessed via an internet browser, usually on a PC or laptop and can be accompanied by a mobile app on your mobile device. The app is particularly useful where there is limited access to a PC or laptop in the placement area, or where there is poor Wi-Fi or data connection as the app can be used offline if needed.

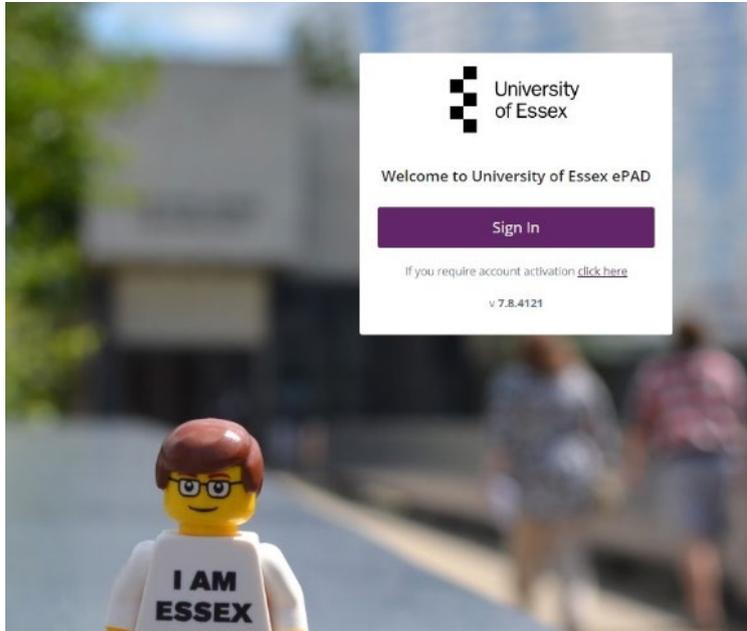
How do I access and login to my ePAD?

To log into the University of Essex ePAD, please go to: [University of Essex ePAD log in](#) or enter <https://essex.ePADs.mkmaps.com/###/> into your web browser.

Please use the direct link and do not enter into a web browser search such as Google, as you will be presented with many different ePAD websites.

We recommend bookmarking the website in your browser or saving in your favourites for quick access.

Then click on the 'Sign in' button.



On the next page, click on 'Login with your University of Essex Account'.

If you receive an error message that the *site cannot be reached*, please check:

- if you have Wi-Fi or a data connection
- check the website address for spelling/typing errors.

If you are experiencing issues, please speak with your colleagues in the first instance for help.

Why can't I access my ePAD when I could previously?

If you have accessed the ePAD before but suddenly can't get access, it is worth clearing your web 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, e.g., search 'clear my browser cache' and if still not resolved then please contact epadhelp@essex.ac.uk

I've forgotten my Essex password.

Our [IT account and password webpages](#) detail what to do when having problems logging in and who to contact.

Where do I access training?

Training is different for each discipline, and specific information can be found on the discipline specific webpages. You can also contact your academics or email epadhelp@essex.ac.uk for help or guidance.

Who do I contact for help?

In addition to these FAQs, further help is available through training guides and videos available via the discipline specific ePAD webpages below or by emailing epadhelp@essex.ac.uk or telephoning 01206 872040.

- [Nursing](#)
- [Physiotherapy](#)

My current placement is not showing on my ePAD, what should I do?

If your placement **hasn't started** then it won't be displayed on your ePAD homepage. Go to your current Part page on your ePAD for details about it.

If your placement **has started** then check if your placement is showing on [PEMS](#). This may explain the situation and what action you should take (if any). If there is nothing showing on PEMS, please contact practiceplacements@essex.ac.uk to ask for your placement to show on [PEMS](#). This will allow the placement to then be displayed in your ePAD.

If you are not Fit to Place then your placement will not show and you need to get Fit to Place first.

If you still can't see your placement in your ePAD then email epadhelp@essex.ac.uk and wait for them to correct the placement in your ePAD. Please do not submit forms or practice hours against the wrong placement.

My placement dates are wrong, how can I have them changed?

Check if your placement dates are showing correctly on [PEMS](#).

If your placement **dates are incorrect on PEMS** please contact practiceplacements@essex.ac.uk to request them to be amended.

If your placement **dates are only incorrect on your ePAD** please contact epadhelp@essex.ac.uk.

Can I use my mobile device/the mobile app in the placement area?

Please check with your placement provider, as use of personal devices in practice will need to conform to their local policies.

The app provides a quick, additional way of inputting simple data but we encourage you to use computer desktop access wherever possible.

Documents saved as a draft can only be viewed on the platform they were saved on. Therefore, if you started entering information on a mobile device, you'll need to complete it on the same device. Same for completing forms via a computer, they will need to be completed via computer.

Do I need to use the mobile app?

The app offers another way for learners and staff to complete forms offline without needing an internet connection. The app includes a link to the ePAD so that when you have an internet connection you can go online and view your full ePAD.

See the [ePAD guide for the Student Mobile app](#) for guidance on:

- Downloading the app
- App settings
- App homepage
- Completing and submitting forms in the app
- Practice hours in the app

- Working offline and manual syncing of the app.

What is the service code for the ePAD mobile app?

When you download the app for the first time you will be asked for a **service code** and will only need to provide this once.

The Service Code is **essex** and is a duplication of the first part of the ePAD access link i.e.

<https://essex.ePADs.mkmapps.com/###/>

What should I do with an unresponsive form on my ePAD?

Make sure you have opened a blank form using the **Complete new** button. If the **Complete new** button is unresponsive, or the blank form isn't working, try refreshing the page (usually the F5 key but this depends on your browser and PC/laptop), or closing the form and opening it again.

If still stuck, sign out of the ePAD website or app and sign in again. The problem is very likely to be caused by a slow network connection or a PC with poor memory availability. Try the form on a different data connection or different device if you can.

If you are still having trouble, email epadhelp@essex.ac.uk providing full details of the problem: what, where, when and including screenshots if possible.

For more information on using forms, see your discipline specific student user guide via the ePAD webpages.

- [Nursing](#)
- [Physiotherapy](#)

How do I amend or delete a form I've submitted?

You cannot amend or delete a form that has been submitted. Complete the form again using the **Complete new** button. This will supersede the older form and be considered the correct one for marking by the university.

If a form definitely requires amendment or removal (e.g., it contains confidential patient information), email epadhelp@essex.ac.uk explaining the problem and providing full details of the form including date/time submitted and by whom.

Why do I need to sign out of my ePAD?

Signing out after you've completed your updates is very important, particularly when using a shared or public computer, to avoid accidental disclosure of your ePAD information to an unauthorised person.

To sign out of your ePAD, click on the padlock symbol that is always visible in the top right corner of the webpage.

How do I amend incorrect practice hours?

If you're still at the placement and you are recording your hours using the ePAD timesheets, your Practice Supervisor/Practice Assessor/Practice Educator can change them from their own ePAD account. If the hours were incorrectly recorded on a previous placement, or you have not been using the ePAD timesheets to record your hours, please contact epadhelp@essex.ac.uk.

How do I change an incorrect email address?

If you're still at the placement, your Practice Supervisor/Practice Assessor/Practice Educator can change the approver's email address from their own ePAD account. If this concerns hours on a previous placement, please contact epadhelp@essex.ac.uk.

When submitting hours always double-check the email address, and make sure you have express permission from the person who is approving the hours.

What do I do if my placement has finished but some of my practice hours haven't been recorded?

You should always try to get your practice hours submitted in your ePAD on the day you worked/attended placement. If you do have some gaps in your practice hours record, email your Practice Supervisor/Practice Assessor/Practice Educator/Workplace Mentor asking them to confirm/approve the outstanding dates and number of hours completed. Copy epadhelp@essex.ac.uk into the email. If the Practice Supervisor/Practice Assessor/Practice Educator/Workplace Mentor confirms the hours your ePAD support team can then add them to your ePAD record.

What if there is no Wi-Fi connection?

Wi-fi or internet access is not required in clinical areas. The device is synced when you return home or arrive on campus and can connect to a wireless network.