



ePAD

Learner Frequently Asked Questions (FAQs)

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Table of Contents

What is an ePAD?	2
How do I access and login to my ePAD?	2
Why can't I access my ePAD when I could previously?	3
I've forgotten my Essex password.	3
How can my educator get login details for the ePAD?	3
I've allocated my educator but they don't have access.	3
Where do I access training?	4
Who do I contact for help?	4
My current placement is not showing on my ePAD, what should I do?	4
My placement dates are wrong, how can I have them changed?	4
Can I use my mobile device/the mobile app in the placement area?	5
Do I need to use the mobile app?	5
What is the service code for the ePAD mobile app?	5
What should I do with an unresponsive form on my ePAD?	6
The ePAD webpage is constantly refreshing – what can I do?	6
I can't upload a file onto my ePAD.	6
How do I amend or delete a form I've submitted?	7
Why do I need to sign out of my ePAD?	7

How do I amend incorrect practice hours?	7
How do I change an incorrect email address on my timesheet?	7
How do I send a form to an educator? / Email for later	7
How can I change the recipient of an email for later form?	8
What do I do if my placement has finished but some of my practice hours haven't been recorded?	9
What if there is no Wi-Fi connection?	9

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.

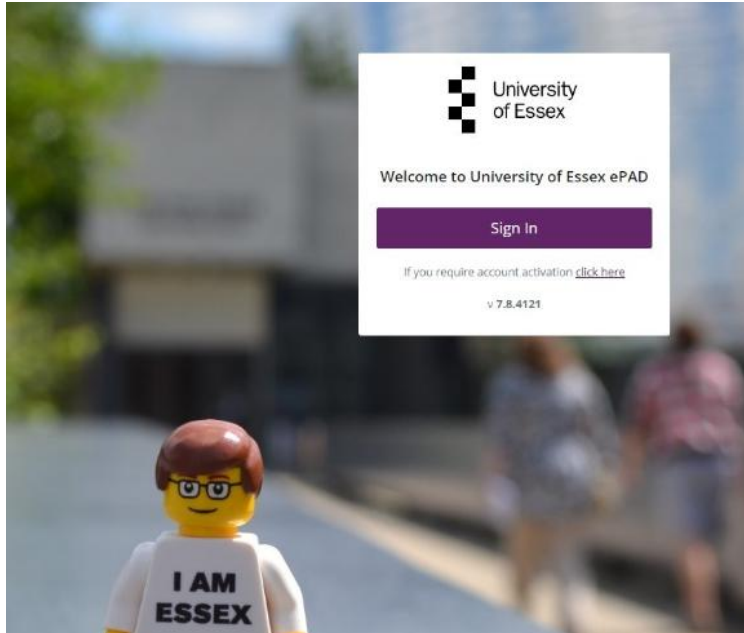
How do I access and login to my ePAD?

To log into the University of Essex ePAD, please go to: [University of Essex ePAD log in](https://essex.ePADs.mkmaps.com/###/) 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 epadhelpdesk@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.

How can my Educator get login details for the ePAD?

For your educator to gain access to the ePAD, you first need to allocate them on your ePAD. This is done using the 'Practice Educator/Assessor Allocation' form. Once you have done this, your educator will receive an email. If they haven't received the email, please double check the spelling of their email address and ask them to check their junk/spam folder.

In the email, there will be a verification link. Your educator should click this link and set up a password. They can then log in and access your ePAD.

I've allocated my Educator but they don't have access.

There are a number of things you should check:

- Has it been 2 hours since you allocated your educator? The ePAD takes 2 hours to process any allocations, so you need to wait 2 hours. Do not reallocate your educator as this will reset the process.
- Double check the email address you've entered. If this is incorrect, submit a new form with the correct address.
- For Nursing students, please ensure you have not allocated the same person in both the Practice Assessor and Practice Supervisor forms. If you have, please contact the ePAD Helpdesk at epadhelpdesk@essex.ac.uk for them to remove the incorrect form.

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 epadhelpdesk@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 epadhelpdesk@essex.ac.uk or telephoning 01206 872040.

- [Health and Social Care](#)
- [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 epadhelpdesk@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 epadhelpdesk@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 epadhelpdesk@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.

- [Health and Social Care](#)
- [Physiotherapy](#)

The ePAD webpage is constantly refreshing – what can I do?

First check that you have an internet connection. You should also try another browser and refresh your cache and cookies.

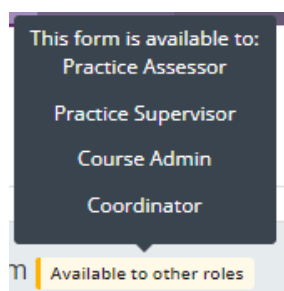
If none of these options fix the issue, you can try force refreshing the webpage by pressing CTRL + F5 on your keyboard.

If the problem persists, please contact the ePAD Helpdesk at epadhelpdesk@essex.ac.uk.

I can't upload a file onto my ePAD.

There are only certain forms that have an upload area e.g. Patient Feedback or Final Assessment Summary.

Please check that your role is able to complete the form. If you see an 'available to other roles' icon, this usually means the form is not open to students. You can double check by hovering over the icon and seeing if the student role is there:



If your Educator is having trouble uploading the form, please check that they have first clicked 'complete new' on the form. There is a limit of 8MB for file uploads.

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

You cannot amend or delete a form that has been submitted yourself. 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 epadhelpdesk@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 epadhelpdesk@essex.ac.uk.

How do I change an incorrect email address on my timesheet?

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 epadhelpdesk@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.

How do I send a form to an educator? / Email for later

If there is part of a form that needs to be completed by an educator, you can send the form to them using the email for later function. Only certain forms have this option available e.g. practice learning logs or active learning logs. You can identify which forms have this option by looking for a 'view sent' button on the form:

✉ View sent (0)

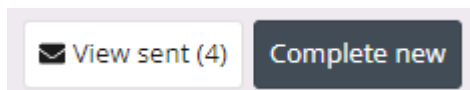
Before you submit a form, you will see a number of options at the top:



Click the 'email for later' option and enter the name and email address of the educator you want to send the form to.

How can I change the recipient of an email for later form?

To change the recipient of an email for later form, click 'view sent':



Then, click the 3 dots next to the form you want to amend and click 'change recipient':

A screenshot of a web form titled "Email to assessor - Practice Learning Log". The form has a close button (x) in the top right. It contains a dropdown menu for "Email to previous assessor", a note "If the person is not listed provide their details below", and two input fields for "Name *" and "Email *". Below these is a large text area for "Message (optional)". A "Send email" button is at the bottom right of the form. Below the form is a section titled "Already sent to" which lists "test (test@nhs.net)" with a timestamp "Sent on 9 Sep 2024 12:15" and a three-dot menu. A dropdown menu is open from the three-dot menu, showing options: "Send reminder", "Change recipient" (highlighted in purple), and "Delete".

Type the alternative email address in the highlighted boxes:

Already sent to

test (test@nhs.net) ...
Sent on 9 Sep 2024 12:15

Email to previous assessor

If the person is not listed provide their details below

Name *	Email *
<input type="text"/>	<input type="text"/>

Message (optional)

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 epadhelpdesk@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 if you use the mobile app. See guidance above in this document about using and syncing the mobile app.