

My Progress: Frequently Asked Questions.

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Please press control and click to navigate directly to each section from the table of contents above.

When navigating the document you can return to the table of contents at any time by clicking on the section header within the document.

If you are unable to find the answer to your question in this document, please email:

[epadhelpdesk@dmu.ac.uk](mailto:epadhelpdesk@dmu.ac.uk)

Please allow two working days (Monday to Friday 9-5) for a response.

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# [Section 1: Logging In/Accessing the epad:](#TOC)

**I’m a student and can’t log in yet, what do I do?**

The university admin teams are setting the student accounts up in order of use/need. Therefore year 2 will be first as they go out to practice first but if you are getting close to your placement start date please contact your year coordinator

**How do I get into the log in page?**

You can use (and bookmark) this link: <https://dmu.epads.mkmapps.com/#/dmu>

**What happens if my Practice Assessor (PA) and/or Practice Supervisor (PS) forgets their log in details?**

There is an area that the staff member can select “forgot password”

**How do Practice Assessors / Practice Supervisors create an account?**

A registration form is completed on either the student's mobile device or on the student's web / computer based account.

Practice Assessors / Practice Supervisors need to use their work email address to register. Once the student has synced their device you will be sent an email to the address you registered; the email will include the link to the web url and your user name and password. Check your in-box to find the email. You will now be able to view all the assessments completed for this student. Practice Assessors / Practice Supervisors need to complete a registration form for each student they support to create a link. Uncompleted and draft assessments are not visible on the Practice Assessors / Practice Supervisors account and need to be accessed via the student's account. Practice Assessors / Practice Supervisors will be able to view the records of all students from their own, unique site.

**I cannot find the email with details of my Practice Assessor/ Practice Supervisor account**.

Have you completed the registration form on your student's tablet or web-based account? If not then you first need to complete this.

Check that the student has synced their account to upload your details.

Do you have another work email account that you registered? Check that you did not register a different email address.

Did you spell your email address correctly? You can check the details you registered on your student's myprogress account

# [Section 2: Technical Issues](#TOC)

**Do I need Wi-Fi / internet access to use myprogress on the mobile device?**

No, you do not need to be connected to the internet or Wi-Fi to complete the document whilst in placement. The assessment is saved on the mobile device; when you are in a Wi-Fi accessible area e.g. at home or university you can 'sync' the device and upload the completed document.

**I have deleted a blank document using the red bin button on my mobile device - how do I retrieve it?**

Log on to either the student web-based computer account. You will be able to resend the assessment to the tablet. Once you have resent the assessment the student will need to 'sync' their device in order to receive the document.

**What's the Difference Between the Desktop Interface and the Mobile App?**

The way we think about it is: the app is an input device, like a remote control, for the desktop website.

**What do I do if the Website is Down?**

If you can't access the website, follow these steps, or email [epadhelpdesk@dmu.ac.uk](mailto:epadhelpdesk@dmu.ac.uk)  (please allow two working days for a response).

First of all: Ensure that your computer is connected to the internet. An easy way to check if your computer is connected to the internet is by accessing a reliable website, like www.google.com, if the website displays as normal, you're connected to the internet!

My web browser says "This site can’t be reached"

If the error message is "server DNS address could not be found", this means that in all likelihood you've typed the address incorrectly. The correct address is <https://dmu.epads.mkmapps.com/#/dmu>, try using that address, and if you still can't access the website, email the helpdesk ([epadhelpdesk@dmu.ac.uk](mailto:epadhelpdesk@dmu.ac.uk)) and state you're reporting a service outage.

If your browser says "DNS Timeout error" this means that you're connected to a network, but not to the internet. If accessing from home, try unplugging your router from the mains for 30 seconds, then plugging it back in and waiting 30 seconds before trying again; if accessing from inside a trust, try rebooting your PC and if that doesn't work, contact your local IT helpdesk.

# [Section 3: Data Security](#TOC)

**How do you prevent students from falsifying the completion of the documents?**

When sending a document as complete, Practice Assessors / Practice Supervisors will be asked to enter their work email address and will receive an email notifying them of the action. If the Practice Assessors / Practice Supervisors did not complete the assessment and his / her email was used to verify a document without his / her knowledge he/she should contact their Academic Assessor with details of the action for investigation.

**How is student nurses’ data protected on Myprogress?**

Myprogress does not contain any information about student gender, race, age, ethnicity, religion, sexual orientation or personal emails or addresses.

The Myprogress database is a secure database.

All Practice Assessors / Practice Supervisors, are bound by the NMC professional code of conduct so must utilise the information in the student’s record in accordance with the professional code and the Data Protection Act.

Practice Assessors / Practice Supervisors can review and edit assessments on Myprogress but must not download, print or store the information on Myprogress in any paper or other digital format.

Practice Assessors / Practice Supervisors must not share the password to the student account with anyone else.

# [Section 4: Assessment process/information](#TOC)

**Has the practice assessment changed?**

Yes – We are now using the regional MYE-PAD aligned to the NMC SSSA (2018): please click [here](https://myeweb.ac.uk/mye-pad/) for more information.

**How are the Students Assessed?**

For completing assessments, in the majority of circumstances, we use something referred to as the 'observee workflow' which has the following basic steps:

Course administrator creates assessments and deploys them to students.

When a student's device connects to the internet and the student synchronise his/her device, the assessments are downloaded to the student's device and are available for offline use.

The student hands the device to their Practice Assessors / Practice Supervisors, who then completes the assessment.

The Practice Assessors / Practice Supervisors verifies that they've personally completed the assessment by giving their name and email address - this is a measure to prevent students from falsifying their assessments.

When the device is next connected to the internet and when the student synchronises their device, the Practice Assessors / Practice Supervisors will receive an email confirming that they've completed an assessment and (if they haven't submitted an assessment before) login details for the myprogress service.

And that's it! After that stage, the assessment is safely stored and ready to be marked and reviewed.

MyKnowledgemap (the developers of myprogess) Produced a video explaining this workflow in greater detail, click [here](https://youtu.be/gUSCi1kt0is) to view it on YouTube.

**Is there a separate skills log?**

No – all your skills will now be within the ePAD

**Is there a separate Ongoing Achievement Record (OAR)?**

No – your OAR is within the ePAD

**I have outstanding outcomes from other years what do I do about these?**

You will need to input these into your previous year/s (part/s) paper booklets

**There seem to be some term differences am I right?**

Yes - there are some terminology differences:

Part 1,2 and 3 relates to year 1,2 and 3

Outcomes with be termed proficiencies

Professional conduct will be termed professional values

# [Section 5: Completing documents/assessments](#TOC)

**Can I complete the documents on a computer rather than a mobile device?**

Yes - if you have access to a web-based computer account at work then you can complete the document via the student's account. You will need internet access to complete the documents on a computer. It is also possible to complete some documents on the tablet and some on the computer. Documents saved as a draft can only be viewed on the platform on which they have been saved. So if you commenced a form on a mobile device you need to complete it on the same device. Likewise if you commenced a form on the computer you need to complete it on the computer account.

**The student has more than one practice supervisor, is that a problem?**

No - the registration documents can be regenerated which allows for more than one Practice Supervisor to be registered on the students account.

**What happens to a document that has been completed on the app?**

Completed documents are moved to the Completed section on the Myprogress app.

You can navigate to this section by tapping on the three horizontal bars on the top left of the device screen and selecting Completed documents.

**How do I complete a 'cause for concern form'?**

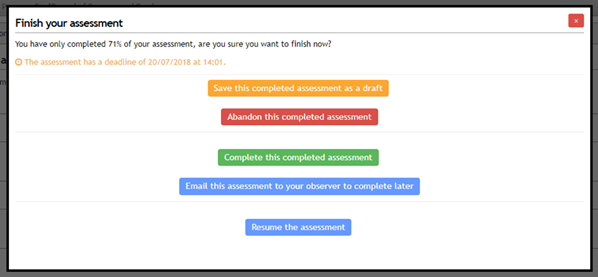
The cause for concern form should be completed on the student computer / web based account rather than a mobile device to ensure that it is sent to the Academic Assesor quickly. Do not complete a cause for concern form on a mobile device - unless you have access to Wifi and can sync the form immediately on completion.

**I have completed all the required elements of the assessment but the progress bar is not 100%?**

The progress bar visible at the top of the assessment is a function of the app and is based on the number of options we add to the assessment when we create it; this may be more options than you are required to complete. This means that you will not reach 100% completion before you press FINISH.

When we create the assessments we try to give you as many options as possible to record your achievement; this means we often give you more options than you need. For example in the service user feedback assessment as well as the space to electronically record the service users responses there is an optional file upload. This is to give you the option to scan and add a written feedback received from the service user if needed. The percentage shown on the progress bar is related to the total number of options so in many assessments you will not need to use all of the options therefore will not reach 100% on the progress bar.

The easiest way to see if you have completed the minimum requirement for the assessment is to click on the FINISH button. If you are given the option to complete and submit the assessment you have completed all of the required elements. In the example below you will see that although the system is saying the assessment is only 71% completed the option to complete is available which means all of the essential elements have been filled in and the assessment can be submitted.



# [Section 6: Mandatory training](#TOC)

**Do I have a cut-off point in which to complete my mandatory training?**

Firstly, be mindful that the terms mandatory training and passport to practice are the same thing. The dates for the completion will be within the module guide of your year, which is found on the blackboard shell. These are set dates an normal submission rules apply the same as an assignment or exam submission

**Who signs off my face to face mandatory training/passport to practice in the ePAD?**

The person that delivered the training will be the name and email address you need to enter and they will confirm your attendance

**How do I log my mandatory training/passport to practice**

**e-learning?**

The mandatory training/passport to practice on the ePAD is a quiz based on what you learn from the e-learning or any other training means. Complete the quiz within the ePAD as proof of your learning/knowledge. The quizzes on E-learning for health does not need completing. It is the epad quiz that we use to record completion.

# [Section 7: Logging hours/timesheets and attendance](#TOC)

**How do I log reflection hours?**

Reflection hours will be logged in the normal timesheet way but instead select reflection and the staff member will sign off the hours (5 hours per week)

**What happens with the hours I have already completed?**

All the hours you have completed will be migrated over onto the ePAD but this may not be completed immediately.

**We had to use timesheets before, do we still need to complete and submit those?**

No – all hours need to be recorded in the ePAD and the data will be extracted from there

**I have made up some hours, how do I record these?**

You will need to record these in the ePAD the same as any other shift

**What if I am off sick?**

These hours will be documented via the ePAD but sickness will be selected instead of hours worked and signed off the usual way

**Who logs my placement preparation (workbook) weeks?**

The placement staff will log your preparation week hours. This will be a maximum of 40 hours and the staff member will expect to see evidence that you have completed the work.

**Where do I find the time sheet?**

From the E-Pad dashboard select the part which corresponds to the year currently being undertaken e.g. Part 1 = Year 1 etc. The hours can be found on the right underneath the DMU logo:

