

## eAoPP FREQUENTLY ASKED QUESTIONS

For any queries not covered below please contact [eaoppsupport@soton.ac.uk](mailto:eaoppsupport@soton.ac.uk)

Question	Answer
<b>What is the eAoPP?</b>	The eAoPP is an electronic portfolio and a record of your Professional Practice. It enables you to document your progress in placements.
<b>Who can access my eAoPP account?</b>	You, the student, your mentors, practice educators, tutor and relevant FOHS academic/administrative staff.
<b>How secure is my eAoPP account?</b>	Your eAoPP is very secure and has been approved for use by all of the Trusts working in collaboration with the University. The data is housed on a secure server and it is accessed via a protected website.
<b>How to create an account (Pre-registration students ONLY)</b>	Your account is automatically created for you by the University. To access it, log on to Sussed, go to school, enter the student portfolio and you will find the electronic assessment of professional practice listed on the left hand side. Click on this link and then login using your university username and password.
<b>How to create an account (Mentors ONLY)</b>	Go to the eAoPP website <a href="http://www.eaopp.com">www.eaopp.com</a> Click on 'create an account'. Answer all questions relevant to you. YOU MUST ENTER YOUR HCPC/NMC NUMBER. Failure to do so will result in your account being removed. In addition, the system will not allow you to summatively sign off students. If you make a mistake creating an account please <u>do not</u> make another account, as this will cause you further problems. Please contact <a href="mailto:eaoppsupport@soton.ac.uk">eaoppsupport@soton.ac.uk</a>
<b>How do I get help?</b>	Please email <a href="mailto:eaoppsupport@soton.ac.uk">eaoppsupport@soton.ac.uk</a> and someone will be back in touch with you as soon as possible. Karen Proudley is based in the ARK Centre, Basingstoke, room G18. Or call Karen on 01256 486712.
<b>I have forgotten my username</b>	Please email <a href="mailto:eaoppsupport@soton.ac.uk">eaoppsupport@soton.ac.uk</a> and someone will be back in touch with you as soon as possible.
<b>I have forgotten my password</b>	Click on the 'request a new password' icon and enter your e-mail address. Alternatively, please contact <a href="mailto:eaoppsupport@soton.ac.uk">eaoppsupport@soton.ac.uk</a>
<b>I have forgotten my username and password</b>	Please email <a href="mailto:eaoppsupport@soton.ac.uk">eaoppsupport@soton.ac.uk</a> and someone will be back in touch with you as soon as possible.
<b>How do I change my password?</b>	Click on your name (top right hand corner). You can then edit your details. Remember to save any amendments that you make.
<b>How to link with my tutor</b>	You should find your tutor name listed in the "my contract" or "learning contract" section. You can change your academic tutor by following the details on the screen.
<b>How to link with my mentor</b>	Ensure that your mentor has created an account. When your mentor has created an account, you will be able to add them to your eAoPP. To do this, use the search facility under the "module details" or "practice details" located on tab 1 "Commencing module/practice experience". When you have successfully completed this task, your mentor will be able to log in again and see your account.
<b>What's the difference between a mentor</b>	A mentor has to have completed the ALPS programme (or a similar programme in other institutions) and will be

<b>and a buddy?</b>	registered with the Trust as a mentor.
<b>Can I have more than one Practice Based Mentor?</b>	Yes, you can have up to three mentors recorded in the eAoPP.
<b>How to add additional mentors</b>	You can add additional mentors in the same way that you added your main mentor.
<b>Who is my lead practice educator?</b>	This is not a compulsory entry. It is the person who co-ordinates the student/mentor teaching in your practice area.
<b>What effect will deleting a mentor from my account have on my account?</b>	Deleting a mentor will remove them from being able to access your account. Any entries that they have made in your eAoPP will not be lost. You can also re-add them at any point should you wish.
<b>Why can't I see my mentor?</b>	The most common reason is that your mentor has not created an account. If they have created an account and you have added them correctly but the problem still persists, then contact <a href="mailto:eaoppsupport@soton.ac.uk">eaoppsupport@soton.ac.uk</a> for help.
<b>Why can't my mentor see me?</b>	Ensure that you are linked to the correct mentor.
<b>How can I edit my personal details?</b>	Click on your name (top right hand corner). You can then edit your details; make sure you click 'save' before leaving the screen.
<b>I have forgotten my security questions</b>	Please email <a href="mailto:eaoppsupport@soton.ac.uk">eaoppsupport@soton.ac.uk</a> and someone will be back in touch with you as soon as possible.
<b>Setting my practice dates</b>	You can select the dates using the calendar icon. Should you need to extend your placement, you can go back into the calendars and reset your dates.
<b>Entering my practice details</b>	This can be done in the 'practice details' tab; click 'edit' and don't forget to save before leaving the page.
<b>What do I enter in "name of placement"?</b>	For example: 'Ward XXX & name of Hospital.'
<b>What email address and phone numbers should I provide?</b>	You should provide your work e-mail address and telephone number. Any alerts will be sent to your email address, so make sure that you check it regularly.
<b>Why I must provide my NMC/HCPC number?</b>	This ensures a robust method for logging your involvement with students. By signing off a student as competent, you are using your professional judgement to allow students to progress towards registration. Our records may be audited by the NMC & HCPC.
<b>Why it is important to provide the correct Trust name?</b>	This ensures that the practice placement links with your records and that your experiences are correctly logged. In addition, we use these records to help inform your Trust's mentorship database.
<b>My Interim interview is not showing</b>	Check that you entered the correct placement dates when you started your practice placement.
<b>How do I know I have successfully completed my student's assessment?</b>	Click on the 'printer' icon (top right) which will provide an overview of the student's progress. Each section can be expanded to see the status of completion.
<b>How can my mentor see a record of my previous practice placement(s)?</b>	Your mentor can see your previous practice experiences by clicking on the print icon when they are viewing your portfolio. This will bring up a series of tabs, which will allow the mentor to review your previous placements.
<b>Where can I find a record of the students I have mentored/supported?</b>	Click on 'mentoring history'. The details of your previous students will appear here.
<b>Can I request help on behalf of my mentor?</b>	Unfortunately, we must insist that mentors who need help contact us directly. This is necessary in order to maintain the internal security of the portfolio.
<b>When we are completing the progression, a message saying that the mentors details do not match our records is displayed</b>	This could be due to an additional space or typographical error being present in the saved HCPC or NMC number. It may also be that no HCPC or NMC number was entered by the mentor when they set up their account. Occasionally, it is due to the security question being entered incorrectly. Please remember that both fields are case sensitive. Mentors can check and revise their personal information by clicking on their name (top right of the screen). If correcting these

	potential causes does not resolve the problem, please contact <a href="mailto:eaoppsupport@soton.ac.uk">eaoppsupport@soton.ac.uk</a>
<b>The ticks and crosses on the print and validation view do not correspond to the FSC and ESC that have been completed.</b>	This is a known system bug. We are currently working on a solution to correct it.
<b>My module or placement details are showing twice.</b>	Please contact us and let us know. There is an occasional bug that leads to this type of duplication. It is not very common and we are working on a solution to correct it.
<b>Can I attach the user feedback form from my student account?</b>	Currently the upload mechanism for the service user feedback form is only displayed in the mentor view. However, we are in the process of making this appear in the student view as well.