

Clinical Education Fact Sheet #13

APPLinkup troubleshooting

The Assessment process and documentation relating to student performance in clinical practice is available at www.applinkup.com. Please refer to the site for information on the assessment process, resources and training including video vignettes of different performance standards.

APPLinkup has been built on a platform with multiple redundancies in place to make sure that it is highly available, and outages should be extremely rare. There is a paid monitoring service in place and there are 24/7 staff available from the hosting company to fix any server or network issues.

However, should the site go down, please follow the process below:

- Wait 30-60 minutes and try again. In most cases it will be fixed in this time frame due to the 24/7 site monitoring.
- If after 60 minutes the site still isn't up – send a message to your UniCEM;
- UniCEM then sends an email to the APPLinkup help.
- UniCEM only to distribute hard copies of the APP as a back-up measure should the site not be up in time for educators to provide timely feedback with your student.

For any technical support, questions or challenges regarding APPLinkup and the submission of assessments please lodge a support request via the help function on your Dashboard when you log in to APPLinkup.

For information regarding specific students, viewing student details or requesting access to the system, please discuss initially with the nominated FacCEC at your facility as there may be requirements to be completed by this role. IF you are still having trouble, then contact the CELMs who may be able to assist you navigate the system.