



My Aged Care user guide - Accessing Windows Sideloaded version of myAssessor App and AN-ACC App

This guide is for organisations who would like to use the [myAssessor](#) or [AN-ACC](#) (Australian National Aged Care Classification) apps on a Windows device outside the Windows App Store, via a manual installation process with a downloaded installation file known as sideloading.

This guide replaces “Aged Care Gateway Programme User Guide: Sideloading of apps for myAssessor and AN-ACC”.

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! All references to 'app' or 'application' within this document relate to both the myAssessor app and AN-ACC app, unless otherwise specified.

1. Installing a sideloaded app

The app files for Windows are available to sideload onto a Windows device running Windows 10 or above. This is to allow for businesses that have a restricted IT environment to install the app without going through the [Microsoft Store](#).

My Aged Care recommends the use of the [Microsoft sideloading documentation](#) to install the app.

2. Identification of app types

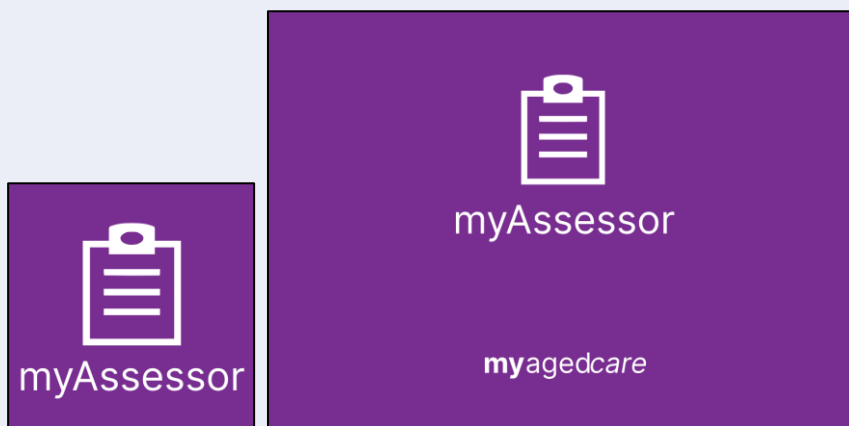
Users can differentiate between the Microsoft Store and Sideload variations of each app, by checking the version number suffix, or the colour of the icons and splash screens (the image appearing in the application download screen).

2.1 Microsoft Store

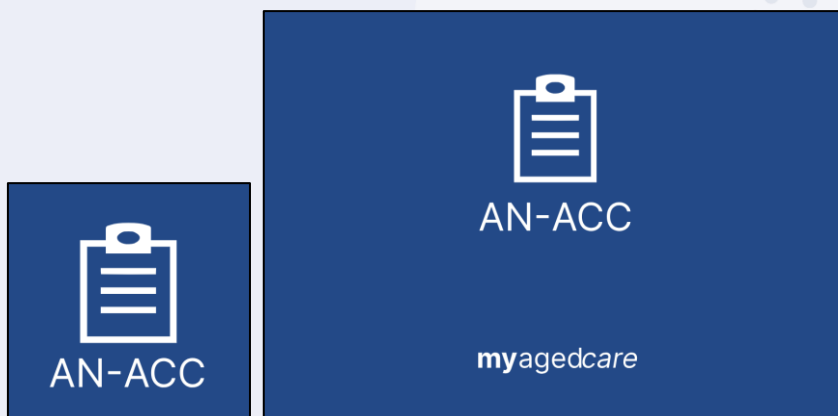
The Microsoft Store is also known as the Windows Store.

The suffix of the version number for both apps ends with a number zero. For example: v20.0.0.0

The icon and splash screen for the myAssessor app is purple:



The icon and splash screen for the AN-ACC app is blue:



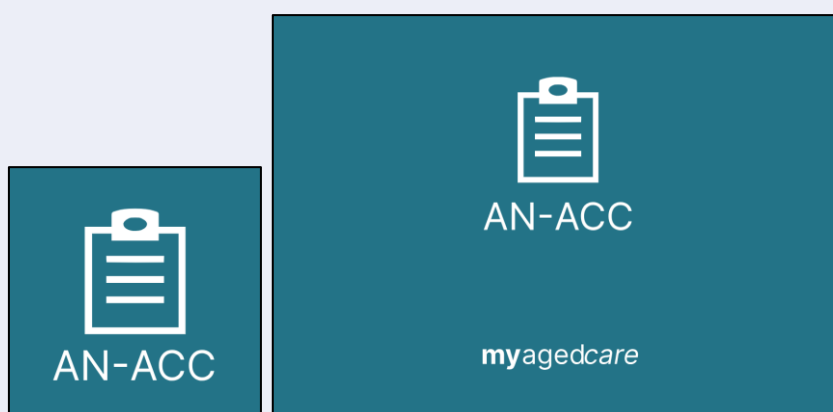
2.2 Sideload

The suffix of the version number for both apps ends with a number one. For example: v20.0.0.1

The icon and splash screen for the myAssessor app is mid-blue:



The icon and splash screen for the AN-ACC app is teal:



3. Upcoming releases of the App

Unlike apps in the Microsoft Store, Apple App Store and Android Play Store which include automatic updates, Sideloaded apps have no automatic updates, therefore each sideload version update will require a manual installation.

The Department will notify assessment organisations of a new release at least 2 weeks prior to the release of the application. They will also be notified when the new version is available and by what date all their users should be using the new version of the app.

4. Frequently Asked Questions

How do I sideload my app?

My Aged Care recommends following the guide provided by Microsoft to sideload the application. This can be found at [Sideload line of business apps - Windows Application Management | Microsoft Learn](#)

When do I need to install the new release of the app onto my organisation's devices?

The new version of the app should be installed on your users' devices within 1 week from the release of the new version. Once the new release of app has gone live, users will not be able to begin any new assessments until they have been upgraded to the latest version.

How will my organisation's sideloaded app users be supported by the Department?

If you have installed the myAssessor or AN-ACC application via the sideloading method, My Aged Care will continue to support users for issues within the application. We may refer you to contact your organisation's IT area if we believe the issue is related to your organisation's setup.

What happens if I don't upgrade my sideloaded app to a new version when it is released?

When a user doesn't accept the updated version of the myAssessor app from the Microsoft Store, they will not be able to download or access any new referrals on their device. This same restriction will happen for users who have sideloaded the application and don't have the latest version available.

AN-ACC app users with previous app installations (29 March 2021 "R20" or earlier) will not be able to access any current data, as the original app is linked to the training environment only.

AN-ACC app users with previous app installations (28 June 2021 "R21" or earlier) will receive errors when attempting to complete and upload AN-ACC assessments.

What should I do if I have any issues with using my sideloaded app?

Please email your organisation's IT area and include:

- Description of the issue
- Screenshot/s of the issue
- Description of where the issue is during your assessment or other use of the app.

5. Further Information and Support

If any users have issues with their sideloaded version of the app, they should contact their organisation's relevant IT area in the first instance.

The Department does not provide support to sideloaded apps, because the method of sideloading is unique to each organisation, and each IT or Standard Operating Environment (SOE) is different.

The My Aged Care Service Provider and Assessor helpline (1800 836 799) will continue to support assessment organisations for any issues related to functionality within the myAssessor app itself.

For help with the AN-ACC app, contact the AN-ACC Operational Support Line on 02 6289 7190 or email anacc.assessor@health.gov.au.