



Aged Care Gateway Programme

User Guide: Sideloading of apps for myAssessor and AN-ACC

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1 Purpose

The purpose of this document is to provide information to organisations who would like to use the myAssessor or AN-ACC¹ apps on a Windows Device via a manual installation with a downloaded installation file (known as sideloading), outside of the current “Windows App Store” process.

Hereafter, all references to ‘app’ within this document relate to both the myAssessor app and AN-ACC app, unless otherwise specified.

2 Process for Sideloading the Application

The app files for Windows will be available to sideload on to a Windows 8+ Device, to allow for businesses that have a restricted IT environment to install the app without going through the Windows Store.

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

3 Identification of app types

Users can differentiate between the Windows Store and Sideload variations of each app, by checking version number suffix, or the colour of the icons and splash screens.

3.1 Windows Store

The suffix of the version number for both apps ends with a 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:



¹ AN-ACC stands for Australian National Aged Care Classification

3.2 Sideload

The suffix of the version number for both apps ends with a 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:



4 Support for the Sideloaded App

In the first instance, if any staff members have issues with their sideloaded version of the app they should contact their relevant IT area. The Department does not provide support for the method of sideloading unique to each organisation, as each Standard Operating Environment (SOE) is different.

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

5 Communication for upcoming new releases

As the app is sideloaded there is no automation for updating the app so each sideload version update will require a manual installation.

My Aged Care 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 what date all their users should be using the new version of the app.

6 Frequently Asked Questions (FAQs)

1. How do I sideload the application?

- My Aged Care recommends following the guide provided by Microsoft to sideload the application. This can be found at: [Microsoft](#)

2. When do I have to have each new release installed on our organisation's devices for our users?

- 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.

3. What is the support model for our users who have a sideloaded app?

- 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 your user to contact your IT area if we believe the issue may be an environmental issue caused from sideloading the application.

4. What happens if we don't upgrade to a new version when it is released?

- Currently when a user doesn't accept the updated version of the myAssessor app from the Windows App Store, they will not be able to access any new referrals to their device. This same restriction will happen for users who have sideloaded the application and don't have the latest version available.
- **From 29 March 2021 (R20)**, AN-ACC app users with previous app installations will not be able to access any current data, as the original app is linked to the training environment only.
- **From 28 June 2021 (R21)**, AN-ACC app users with previous app installations will receive errors when attempting to complete and upload AN-ACC assessments.

5. What should my users do if there are any issues with using the sideloading application?

- We recommend that if the users have any issues with the sideloaded application that they take screenshots of the issue and email them along with a description of where they are in the process and what issue has happened to their relevant IT area.