






Welcome to Cloud Assess

Cloud Assess is your online learning space when you study with us! You'll use it to:

-  Access your Student Unit Guides and assessment
-  Complete and submit your assessments
-  Track your progress
-  Receive feedback from your trainer
-  Send and receive messages to communicate with your trainer

Student IT Requirements

To successfully complete your course using Cloud Assess, please ensure you meet the following IT requirements. For best performance and ease of use, we ask that you use a computer or laptop.

✔ Device Requirements

You can access Cloud Assess using:

- A **laptop or desktop computer** (recommended)
- A **tablet or smartphone** (limited functionality)

🌐 Internet Access

- Reliable internet connection (Wi-Fi or mobile data)
- Ability to stream videos and upload files without interruption

🌍 Web Browser

For the best performance, Cloud Assess recommends using the latest versions of these modern browsers:

- ✓ Google Chrome (Best for performance and compatibility)
- ✓ Mozilla Firefox
- ✓ Apple Safari (for Mac OS/iOS)

✉ Email Access

You must have:

- A **valid email address**
- Regular access to check emails for login details, updates, and trainer communication

📁 File Upload Requirements

You will need to:

- Upload documents (Word, PDF)
- Upload images (e.g. photos of practical tasks)
- Upload videos (if required for assessment)

📷 Camera & Audio

- Access to a **camera** (phone or webcam)
- Ability to record **video and/or audio** for some assessment tasks

🧠 You need basic computer skills

You should be able to:

- Log into websites
- Upload and download files
- Open and edit documents
- Navigate online learning systems

🔑 Login Access

- You will receive your **Cloud Assess login link** from your **Training Coordinator on Day 1 of your course.**
- Keep your login details secure and do not share them

⚠ Important Tips

- Use a **stable internet connection** when completing assessments
- Save your work regularly
- Log out if using a shared or public computer

Frequently Asked Questions

🔑 I FORGOT MY CLOUD ASSESS LOGIN LINK – WHAT DO I DO?

Use this link https://partnersintraining.assessapp.com/users/sign_in

🔒 I FORGOT MY PASSWORD – HOW DO I RESET IT?

Click the “**Forgot Password**” link on the login page and follow the prompts. Check your email (including junk/spam folder).

💻 CAN I USE MY PHONE INSTEAD OF A COMPUTER?

Yes, but some tasks (like uploading multiple files or completing written assessments) are easier on a laptop or desktop.

📁 WHAT IF MY FILE WON'T UPLOAD?


- Check your internet connection
- Make sure the file type is supported (PDF, Word, image, video)
- Try reducing the file size
- Try using Google Chrome

If it still doesn't work, contact your Trainer or Training Coordinator.

📷 HOW DO I UPLOAD PHOTOS OR VIDEOS?

You can upload directly from your phone or computer using the upload button in your assessment. Make sure your files are clear and easy to view.

💬 HOW DO I MESSAGE MY TRAINER?

Use the  **Send Message** feature in Cloud Assess to contact your trainer directly. This is the best way to ask questions about your assessments.

⌚ CAN I SAVE MY WORK AND COME BACK LATER?

Cloud Assess auto saves your work, so you don't have to worry.

⚠ WHAT IF I'M HAVING TECHNICAL ISSUES?

Try the below steps. If issues continue, contact your Trainer or Training Coordinator.

- Refreshing your browser
- Logging out and back in
- Switching to Google Chrome
- Checking your internet connection



If you need help at any stage,
reach out to your Trainer or
Training Coordinator for support