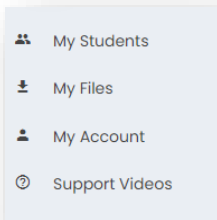
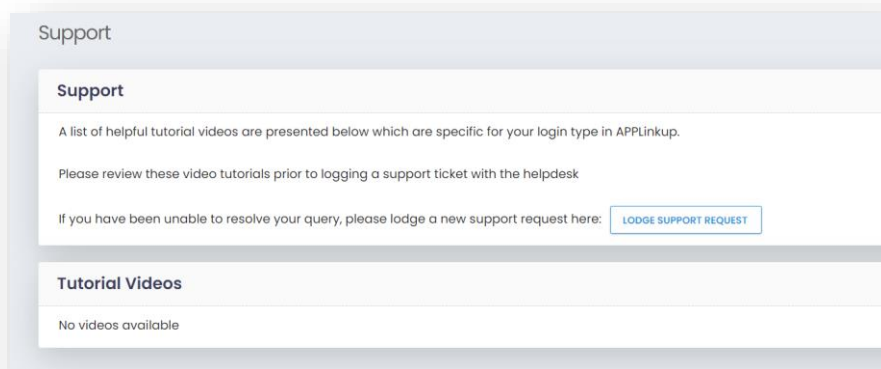


APPLinkup: How to request help for errors on the MID-APP (CE)

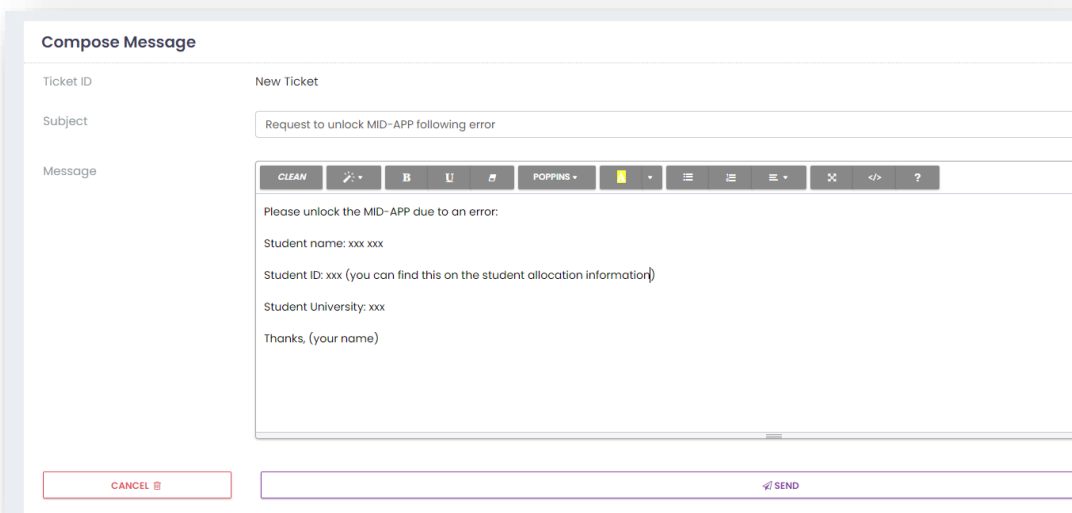
1. The following is for help with **the MID-APP only**. If you need help with the END-APP, please contact the relevant University (and they can either 'edit' or 'unlock' the END-APP for you).
2. Login to your APPLinkup account via www.applinkup.com
3. If you are associated to more than one Facility, click into the correct Facility first. Then click on 'Support Videos' on the left of your screen.



4. Click on **LODGE SUPPORT REQUEST**



5. Fill in the boxes as suggested in the image below and hit SEND.

A screenshot of the 'Compose Message' form. The form has a title 'Compose Message' and a 'Ticket ID' field with the value 'New Ticket'. The 'Subject' field contains the text 'Request to unlock MID-APP following error'. The 'Message' field contains the following text: 'Please unlock the MID-APP due to an error:
Student name: xxx xxx
Student ID: xxx (you can find this on the student allocation information)
Student University: xxx
Thanks, (your name)'. At the bottom of the form, there are two buttons: 'CANCEL' and 'SEND'.