MyProgress - James Cook University MyProgress

MyProgress Login Assistance – External Users

START: Open the JCU MyProgress site

Open JCU MyProgress (or scan QR code)

Use the same email address provided to your student when being allocated as a "Clinical Assessor"

Have you used MyProgress before with this email address?

This includes JCU or another institution, such as UQ or ACU.

Yes

No

Reset your password

1. Select **Sign In.**
2. Select **Forgot your password?**
3. Request a verification code (send via email)
4. Enter the **verification code.**
5. **Select Verify code** before Continue.

Did you receive an activation email?

Check your inbox, Junk and Spam folders.

Search for Microsoft, MyProgress, verification or activation.

Microsoft on behalf of B2C MKM AU UAT

msonlineservicesteam@microsoftonline.com

TROUBLESHOOTING

Are you receiving an error?

"Account already exists"

➜ Your email address is already registered. Use **Forgot your password**? rather than trying to activate another account.

"Account not verified"

➜ Use **Activate** your account first. Password reset may not work until the account has been activated.

"User ID not found"

➜ Check that you are using the correct email address. If correct, try **Activate** your account.

Activation link expired or does not work

➜ Go to JCU MyProgress and select **Activate your account** to request a new activation email.

Changed your email address?

➜ **Contact** the JCU MyProgress team. Your account may still be associated with your previous email address.

YES

⬇

Open the email and follow the activation link to verify your account and create your password.

NO

⬇

Check your **Junk or Spam** folder

⬇

Still nothing?

⬇

Go to JCU MyProgress and select **Activate your account**

⬇

Enter the same email address used for your MyProgress allocation

⬇

Check your email again.

Still cannot log in?

Contact the JCU MyProgress tea: mpe@jcu.edu.au

Scan to email

- Full name
- Email address used
- Screenshot of the error
- Details of any previous MyProgress account (if known)
- Name of the student who allocated you

JCU MPE MyProgress Website:

https://www.jcu.edu.au/mpe/myprogress