



Student User Guide - Setting up your MyProgress mobile app

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Contents

1.1 Introduction	2
1.2 Downloading and First Use	2
1.3 App Settings	5
1.4 Working Offline & Sync.....	7
1.5 Triggering pending forms to sync manually.....	8
1.6 App not loading.....	9

1.1 Introduction

The MyProgress app allows you to complete forms and timesheets, without needing a connection to the internet.

The app allows on-going accessibility to your ePortfolio, making it easier for you to make progress wherever you are. Forms can be signed off by academics and supervisors to ensure timely sign-off, and you can also keep a track of your own forms with form statuses, showing what forms have been completed and the number of completions submitted so far.

1.2 Downloading and First Use

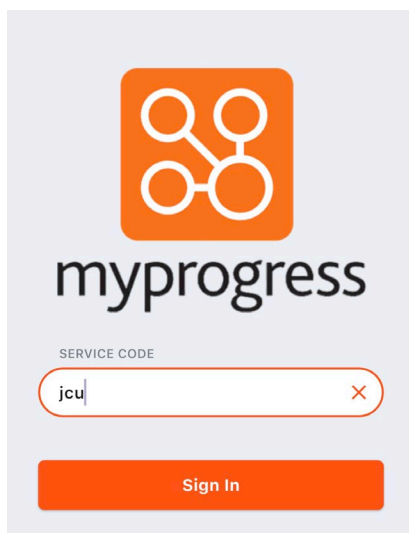
1. **Download** the App

For Android users, the app is named "Myprogress".

For iPhone users, the app is named "Myprogress by Myknowledgemap".

Please note: You will need to be online when you open the app for the first time after you've downloaded this.

2. Once downloaded, open the app.
3. Enter **jcu** as the **Service Code**.
4. Click **Sign In**.



5. Click **JCU Single Sign On**, click **Continue** on the warning.

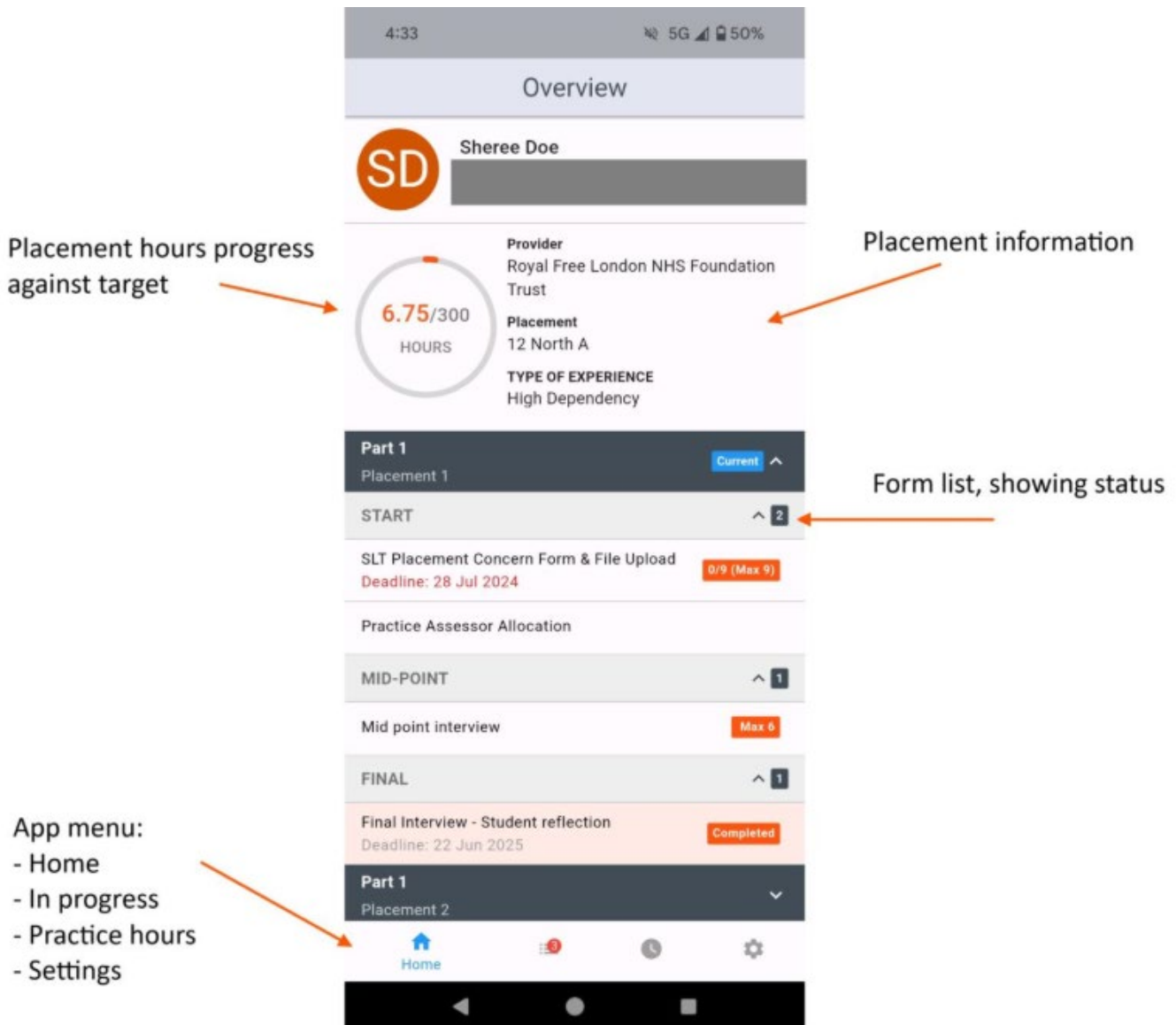


6. **Sign in** using Single-Sign-On (SSO) - your JCU username and password & Multi Factor Authentication (MFA).
7. After you've signed in, the app will automatically synchronise with your ePortfolio, including a download of all the forms you have available.

Short video: <https://www.youtube.com/watch?v=XRkdCl-zbL8>

App homepage and form list:

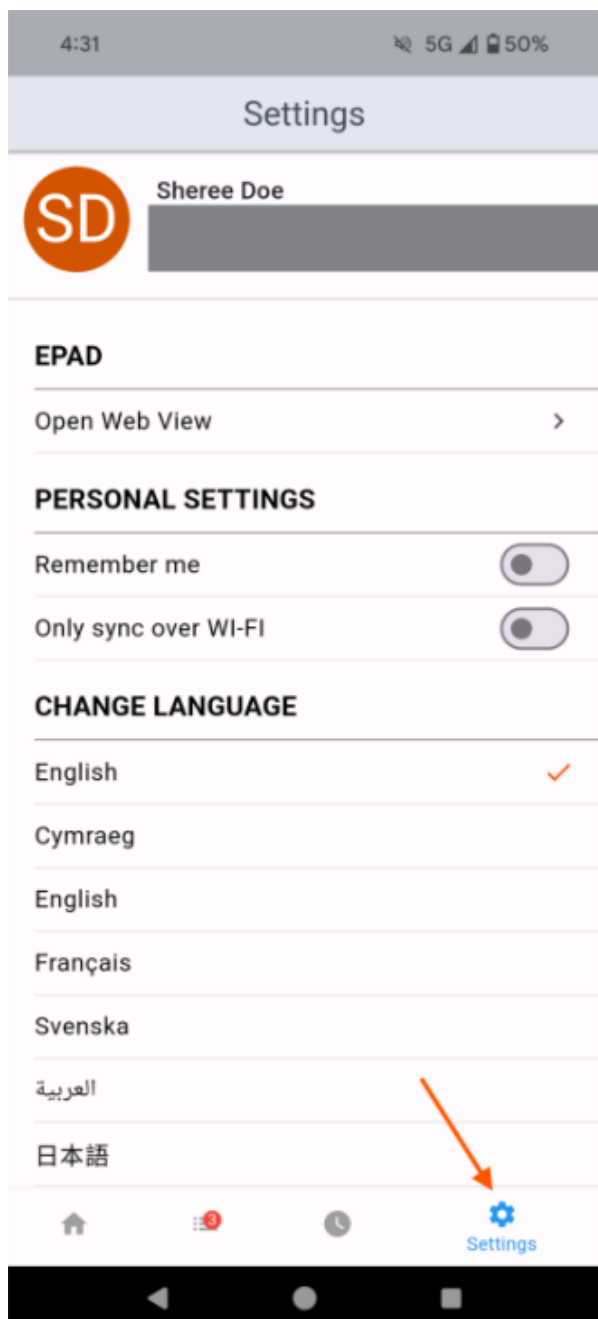
After signing in, you will be presented with a homepage that reflects your program instance, the home page look and feature availability is determined by your course needs. This **can vary** subject to subject.



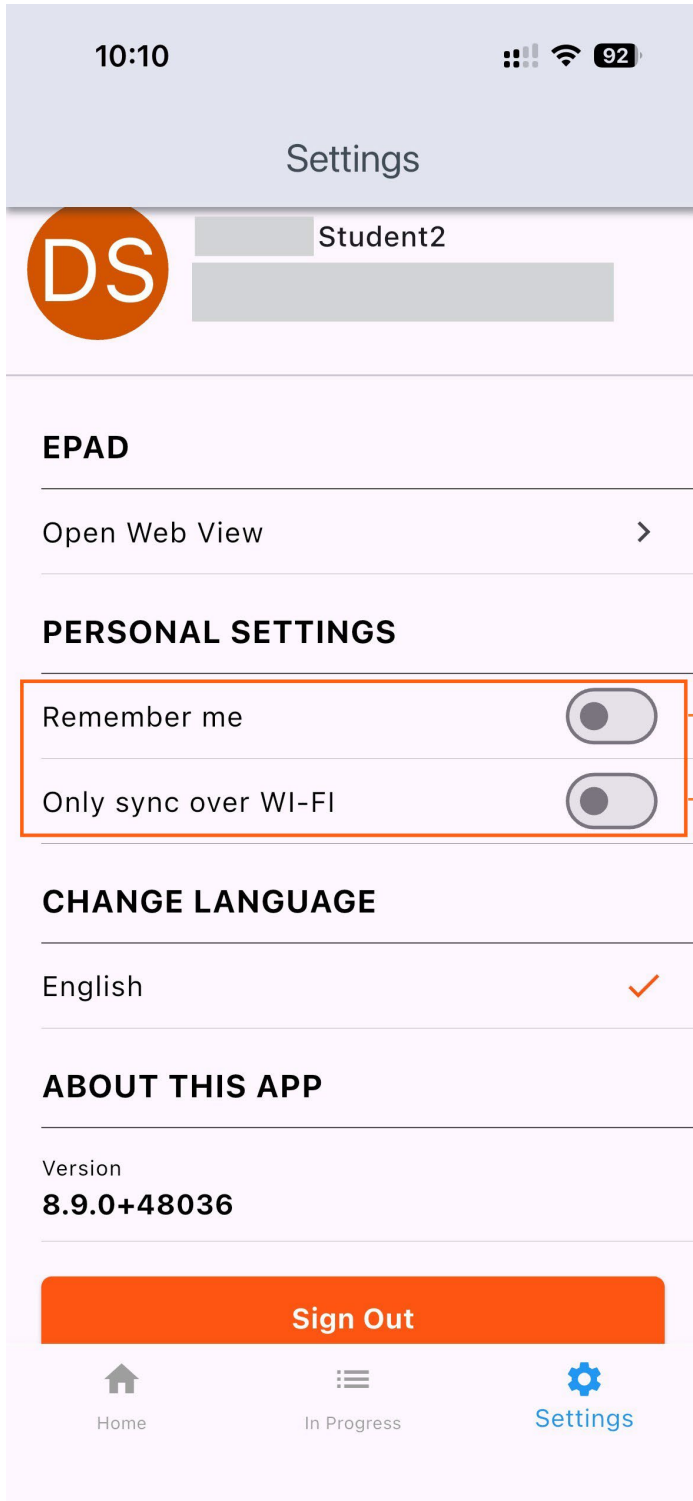
1.3 App Settings

It is **important** to review your app settings when you've first signed in, to control how the app works for you.

To do this, go to the "**Settings**" option at the bottom of the screen.



Important to check these settings before heading out to placement.



"Open Web View" button
You can press this to access your full ePortfolio on your phone browser.

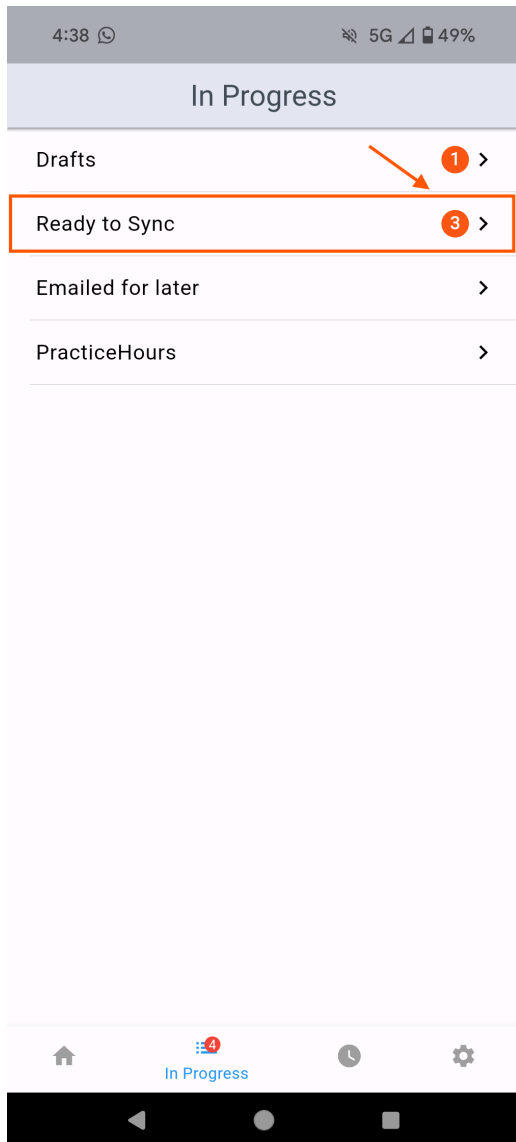
"Remember me" switch ⚠️
You will need to turn this on if you want to be able to work offline where there is no data connection (you won't be able to sign in without a data connection).

"Only sync over WiFi" switch ⚠️
You will need to turn this on if you don't want to use your mobile data allowance to sync the app.

1.4 Working Offline & Sync

The app is designed to work offline once you have signed in and your program instance forms have synchronised with it. When a form is submitted, the app will check to see if a connection is available. If it is available, the form will sync to the website automatically.

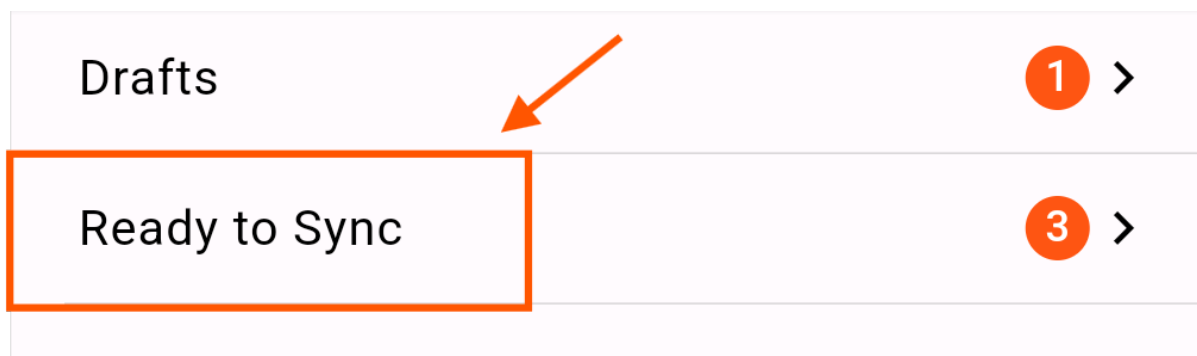
If no data connection is available, the form will be saved as “ready to sync”. The number of items that are in progress is displayed on the In Progress icon in the app menu at the bottom of the screen.



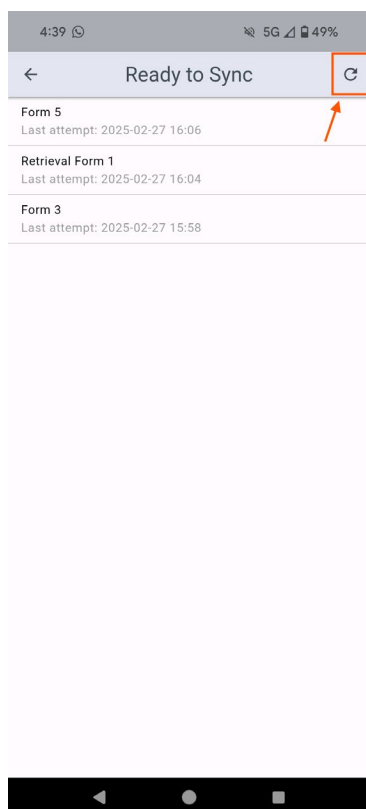
The app will continue to check in the background for a connection, and when the user is online again (or Wi-Fi is available), it will automatically sync forms with the website. You can trigger a sync manually if there are pending forms and the app hasn't automatically completed a sync.

1.5 Triggering pending forms to sync manually

1. Check that the **settings** talked about in **section 1.3** above are turned on.
2. Check to see if the Wi-Fi or data on your phone is switched on.
3. Click on **In Progress**
Note: Numbers in orange circles indicate the number of items waiting to sync.
4. Click on **Ready to Sync**.



5. Click on the **circular arrow** button in the top right hand corner of the screen to sync the items.



Please note: forms submitted in the app will only appear in your instance when a sync has completed. It is your responsibility to ensure that this takes place, and to raise any issues with your ePortfolio support team.

1.6 App not loading

If the app doesn't load after an update, go into your Settings in your phone and clear the app storage and cache.

1. To do this, go to the Settings (you should be able to search this, find it in your main menu or swipe down on your phone and access this via the cog icon)
2. Go to the Apps option
3. Locate the MyProgress app (the name may vary depending on your university and operating system, e.g. iPhone)
4. Click on the app and then click on the 'storage and cache' option (names may vary)
5. There should be two icons at the top underneath the name of the app saying 'clear storage' and 'clear cache'. Click on both of these and then go back to the app.
6. If after doing this it still doesn't load, speak to your university administrator.