

MyProgress App Troubleshooting Guide

For missing drafts, syncing issues and missing clinician signatures

Important message for students

We apologise to students who are currently experiencing issues with the MyProgress App. We appreciate that this can be very frustrating and may be causing anxiety, particularly when you are trying to complete important Midwifery Practice Experience documentation.

Please be assured that we wish to work with you to resolve these issues. There are several troubleshooting steps that can be taken, which are likely to resolve most issues before escalation is required.

Website support information: [MyProgress App Troubleshooting](#)

Need help completing these steps? Please contact mpe@jcu.edu.au.

If the issue cannot be resolved: Please email mpe@jcu.edu.au with a detailed description of the issue, the steps you have already taken, and any screenshots or error messages that may support escalation.

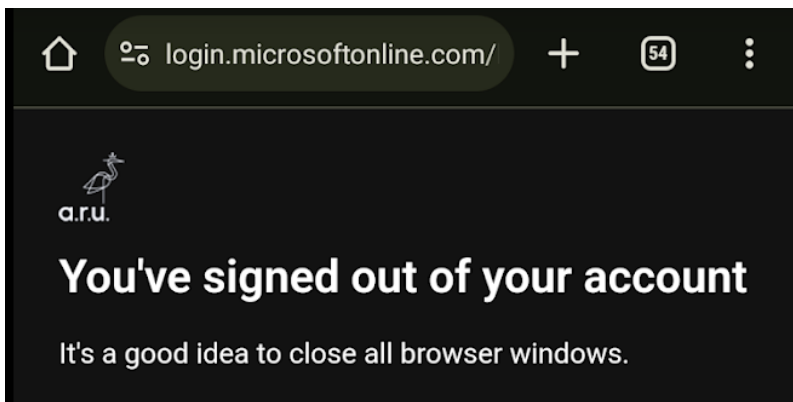
Drafts with missing clinician signatures

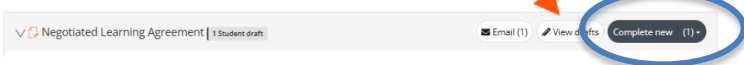
- If a draft has no signature and this cannot be resolved through troubleshooting, you may return to the clinician and ask them to sign the form again.
- Alternatively, email the clinician and request written confirmation that you attended the visit with the patient. The email should include the date and facility for confirmation.
- Forward the clinician confirmation email to the academic team via mpe@jcu.edu.au so they can support you to finalise the draft.

Troubleshooting options

Please work through the options below in order before escalating the issue.

Step	Option	Link	What to do
1	 Check Drafts, Outbox and Ready to Sync		• Open the In Progress section of the MyProgress app. • Review Drafts for forms that have been started but not submitted. • Review Outbox for forms waiting to submit or showing an error. • Review Ready to Sync for forms that are waiting to upload. • If forms are in Ready to Sync, manually trigger a sync using the refresh button. • Check whether the missing form or signature appears after the sync is complete.
2	 Confirm internet connection	Guide for Student Users 1.3 App Settings	• Ensure Wi Fi or mobile data is turned on. • Move to an area with stronger reception if needed. • Reopen the app and allow time for synchronisation to occur.

3	 Review app sync settings	Guide for Student Users 1.4 Working Offline & Sync	• Open Settings within the MyProgress app. • Confirm Remember Me is enabled. • Review the Only Sync Over Wi Fi setting. • If Only Sync Over Wi Fi is enabled, connect to Wi Fi before attempting to sync. • If appropriate, adjust the setting and attempt another sync.
4	 Log out and log back in	Guide for Student Users 1.2 Downloading & First Use	• Log out of MyProgress from the Settings menu. • Close the app completely. • Reopen the app and sign back in. • Check whether forms or signatures have reappeared. You may need to sign-out of the SSO by: Firstly, you need to fully sign out of your account, on the device, go to: https://login.microsoftonline.com/logout.srf. Note - It is recommended to copy the URL, rather than opening it from the this article. Once loaded you will see a "You've signed out of your account" page - as per example below:  Close the browser window, and return to the MyProgress app; Sign via SSO as normal, you will be prompted to select the account you want to sign in with.
5	 Check failed submissions	Guide for Student Users: 1.5 Triggering pending forms to sync manually App Troubleshooting 5. Error Submitting Draft & 6. Moving a failed form to Drafts or	• Open the Outbox and check for failed submission messages. • Attempt to resubmit the form at least twice. • If the form continues to fail, move it to Drafts and attempt to submit again. • Copy any submission error details before escalating the issue.

		deleting it	
6	 Confirm the app is up to date	App Troubleshooting Apple: 1.1 Confirm the MyProgress App is up-to-date or Android 2.1....	- For Apple devices, check the App Store for MyProgress updates. - For Android devices, check Google Play Store for MyProgress updates. - Install any available update, then restart the app.
7	 Confirm device software is up to date	App Troubleshooting Apple: 1. Software or Android: 2. software	- Check whether your phone has an available iOS or Android update. - Install pending software updates if available. - Restart your device and reopen MyProgress.
8	 Clear app cache where available	App Troubleshooting Apple: 1.2 Android 3&4	- Android users can clear the app cache through phone Settings, Apps, MyProgress, Storage and Cache. - After clearing the cache, reopen MyProgress and attempt to sync again. - Apple users should proceed to uninstalling and reinstalling the app if this step is required.
9	 Check the web version	Accessing the web view through the app	- Open Web View from within the app, or access MyProgress through a browser. - Check the Drafts section in the website version to see whether the form is sitting there and has not yet been submitted. (this should be signified by the number in brackets)  - Check whether the form, signature or submission appears in the web version. - Compare the web version with the mobile app before escalating.
10	 Delete and reinstall the app	App Troubleshooting Apple: 1.2 Android 3&4	- Before uninstalling, check Drafts, Outbox and Ready to Sync to reduce the risk of losing work. - Log out of MyProgress. - Delete the app from your device. - Reinstall MyProgress from the App Store or Google Play Store. - Log back in and allow the app to fully synchronise.
11	 Escalate if unresolved		- Email mpe@jcu.edu.au if the issue remains unresolved after completing the troubleshooting steps. - Include the affected form names and dates. - Explain the issue clearly and list the troubleshooting steps already completed. - Attach screenshots, screen recordings or copied error messages where available.

			• Please feel free to book a time with Mary to discuss
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Final reminder

Forms submitted through the app will only appear in MyProgress once synchronisation has completed successfully. Please check that forms have synced and seek support early if the issue persists.