



Guide for External Users: MyProgress Mobile App

Getting Started

Who Can Use the Assessor App?

The term 'assessor' in MyProgress is used loosely — it means any non-student user who has visibility of students and has forms to complete. This includes practice supervisors, practice assessors, tutors, clinical skills tutors, and any custom role configured with group or relationship access. You do not need a role literally called 'Assessor'.

i Note - The app is the same one as used by Students

The app detects your access automatically. As long as your role has been set up with the appropriate group or relationship visibility and you have forms available, you will see the assessor view when you log in.

Downloading and First Use

The assessor app uses the same MyProgress mobile app that students use. Your account role determines what you see after logging in.

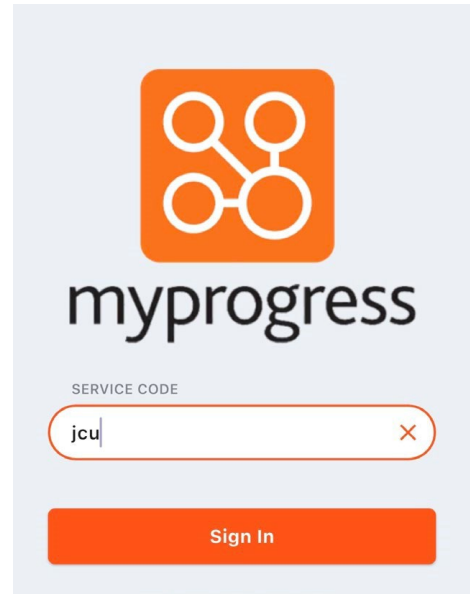
Download the App

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.

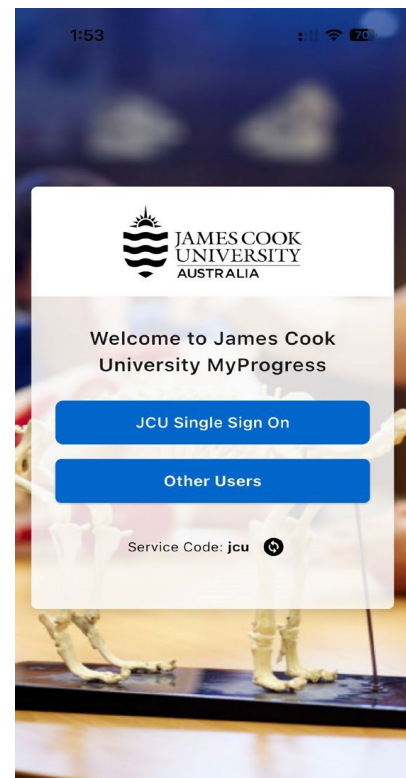
1. Once downloaded, open the app.
2. Enter **jcu** as the **Service Code**.
3. Click **Sign In**.



4. Click **Other Users**, click **Continue** on the warning.
5. **Sign in** using the email address that you have used when being '**allocated**' as a Clinical Assessor to the student

Please note: Ensure you use the same email address for all student allocations. Using different email addresses may result in separate logins being required to access different students.

6. After you've signed in, the app will automatically synchronise with your allocated students, including a download of all the forms you have available.

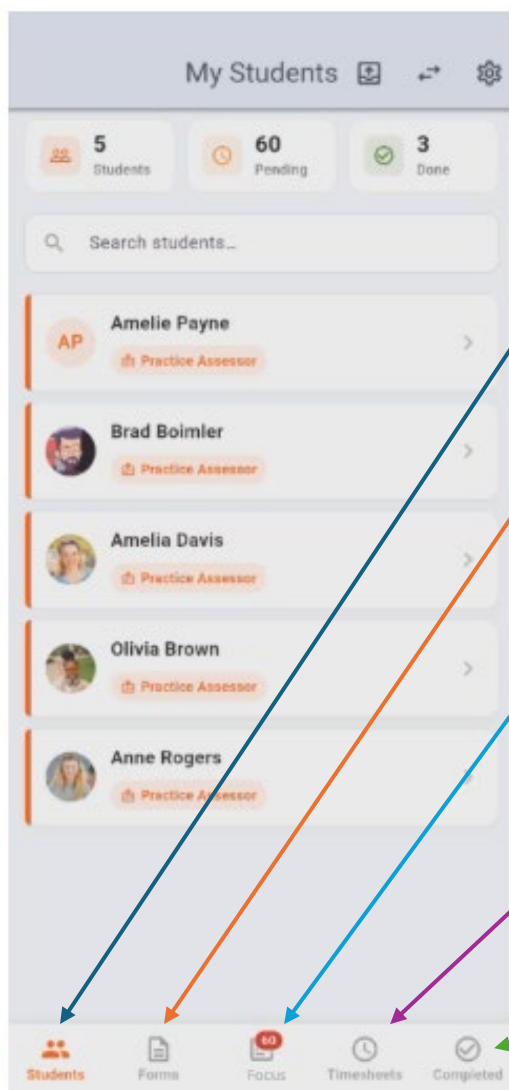


Note

Unlike the web portal, the app does not currently prompt you to choose a relationship or role on first login if you have more than one. Use the switcher (see Section below regarding switcher) to change role after logging in.

Overview of the Home Screen

The home screen has tabs at the bottom of the screen; example below:



Tab	Icon	Purpose
Students	People icon	Student View — browse students, then see their forms
Forms	Document icon	Form View — browse forms, then see which students need them
Focus	Clipboard icon	Flattened to-do list — all outstanding forms across all students. Search by student or form name.
Timesheets	Clock icon	Verify student timesheet entries (only visible if your role has this permission)
Completed	Tick/check icon	All forms you have already submitted — both in the app and via the web (web submitted form show only name, you cannot view the response content on the app)

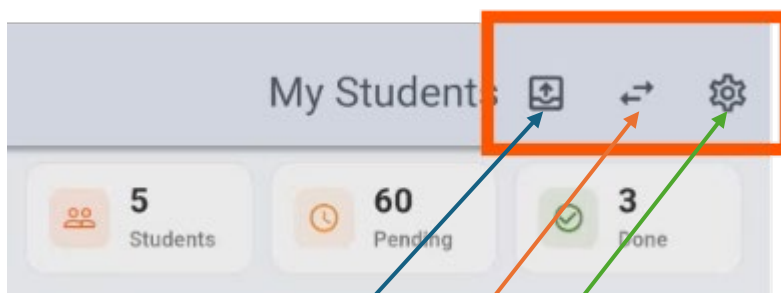
Note

The Timesheets tab only appears if your role has timesheet verification permissions.

Settings (sign out, sync preferences) are accessible via the gear icon on the My Students screen.

My Students Screen Icons

On the Students tab (My Students screen) there are three icons at the top of the screen:



Icon	Purpose
Box with up arrow	Ready to Sync — shows any form submissions that are queued and waiting to sync to the server. If you are online, forms sync automatically and this will usually be empty.
Arrows	Role Switcher — if you have more than one role, tap this to switch between them. Each context may show different students and forms.
Cog	Settings — sign out, change language, or manage sync preferences.

Tip

Pull down anywhere on the student list to refresh and fetch the latest student and allocation data from the server.

How You Access Students

The students you see in the app depend on who has allocated you as their “clinical assessor” and the email that was utilised when signing-up.

Clinical Assessor Access

The student you are supporting will allocate you (link you via a form) to be their clinical assessor. You can see these students during the active period of the allocation.

- Access is active during the allocation period (usually their placement block), plus any access window (days before start) or grace period (days after end) configured by the institution.
- Once the allocation expires (plus grace period), the student will no longer appear in your list.

Students Tab

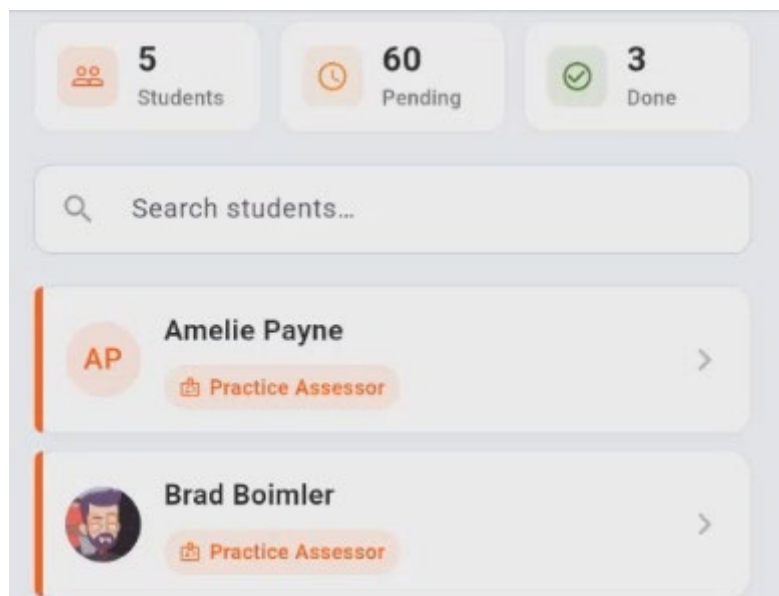
Viewing Your Students

The Students tab lists all students you have access to. This is the Student View — you start by selecting a student, then see their forms, which are available for you to complete.

Each student card shows:

- Student name — the student's full name
- Initials or Picture of the Student
- Role / Relationship you are linked to them as

Tap a student card to view their forms.



The Student View is best when you are working closely with individual students one-to-one and want to see everything available for a particular person.

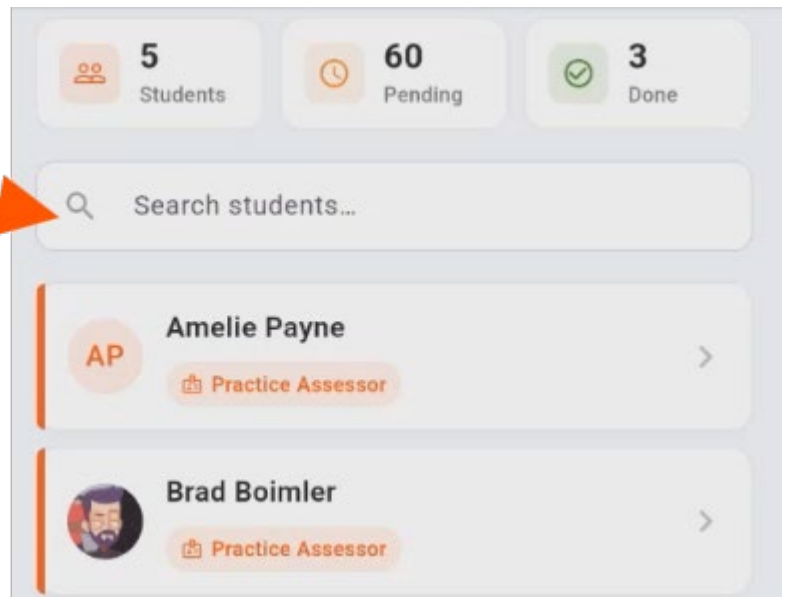
Searching for Students

Use the search bar at the top of the Students tab to find a student by name.

Start typing and the list filters in real time.

Refreshing the Student List

Pull down on the student list to refresh. This fetches the latest allocation data from the server, including any new students added since your last refresh.



Viewing Student Forms

Student Forms Screen

After tapping a Students tab, you see organised into two

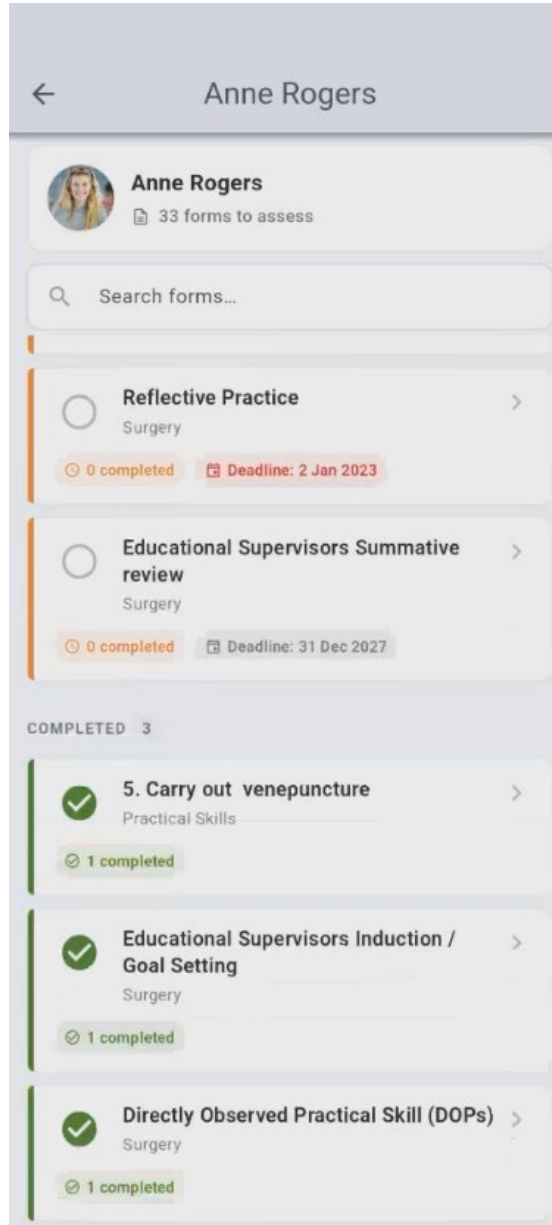
Focus Forms

Forms that still need indicated by amber card shows:

- Form name — assessment
- Section - the located within portfolio
- Completion times it has
- Deadlines -

Completed Forms

Completed forms located at the bottom



student from the their allocated forms sections:

completion, colour. Each form

the title of the form

section the form is the students

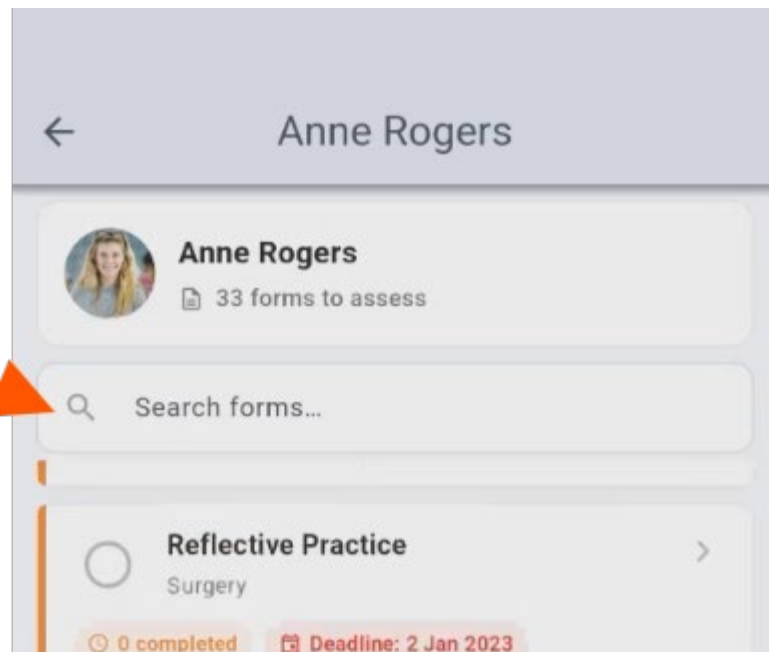
count - Number of been completed

Shown if set

show in green; of the page.

Searching Forms

Use the search bar on the student forms screen to filter by form name. This is useful when a student has many forms across multiple sections.



What the App Tracks

⚠ Important

The app tracks what **you** have completed — not what other assessors have done. If three supervisors all have access to the same form for a student, each sees only their own completions.

Forms Tab (Form View)

The Forms tab provides an alternative way to navigate: form-first, then student. This is useful when you need to complete the same form for multiple students in a row.

Forms List

The Forms tab shows a list of all forms across your students. Each card shows:

- Cohort / Group Name
- Section Name
- Form Names
- Student count — how many students have forms available within that section
- Completed count — how many students have responses pending completion

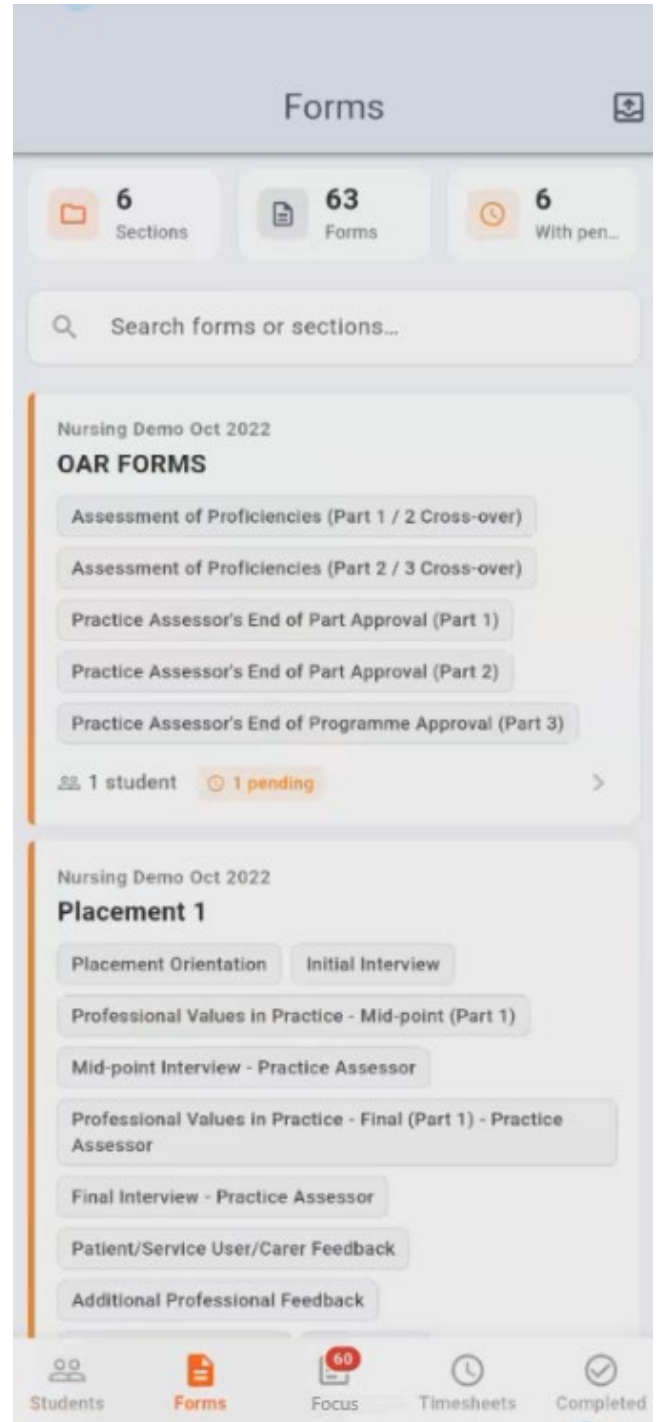
Use the search bar to find a form by name, or section.

Students for a Form

Tap a form card to see which students need that form completed. Students are grouped into:

- Needs Completion — students where this form is still pending
- Completed — students where this form has been completed

Tap a student to open the form and begin completion.



Tip

The Form View is ideal for batch assessments — for example, completing all 'Clinical Assessment' forms for your students in a single session, such as a Monday morning group assessment.

Focus Tab

The Focus tab shows all forms awaiting completion across all of your accessible students in a single list. This is the simplest view — ideal for users who just need to know 'what do I need to do today?'

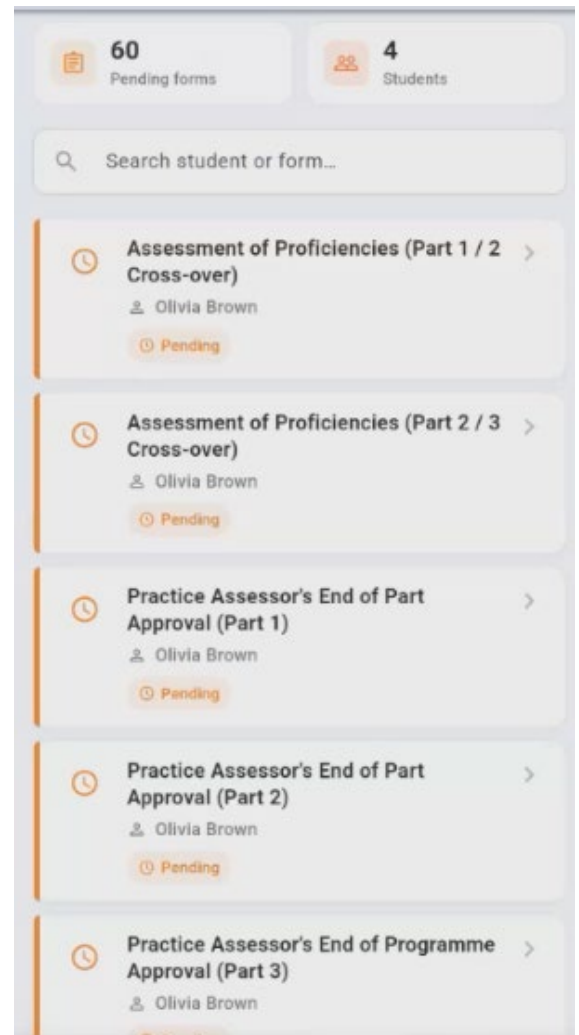
Each card in the pending list shows:

- Form name
- Student name
- Completion progress (e.g., Pending)

Once completed by you, the form disappears from the list. Tap a pending form card to open it and begin completion.

Searching and Filtering

The search bar filters by student name or form name.



Tip

The Focus tab is the fastest route if you just want to work through what needs doing without navigating through students or forms first.

Completing a Form

Starting a Form

You can reach a form to complete from three places:

- Students tab → tap student → tap pending form
- Forms tab → tap form → tap student
- Focus tab → tap any pending form card

Steps

1. The form opens with all its sections and fields displayed.
2. Complete each field as required. Fields marked with an asterisk (*) are mandatory.

Field Types

Field Type	How to Complete
Text Entry	Tap the field and type your response
Multiple Choice	Select one or more options from the list
Likert Scale	Tap the appropriate rating for each statement
Date / Time	Tap to open the date picker and select a date
File Upload	Tap to select a file from your device or take a photo
Signature	Use your finger or stylus to sign in the signature area
Dropdown	Tap to open the list and select an option

Saving a Draft

If you need to stop partway through a form:

- Tap the back arrow to leave the form.
- Your progress is automatically saved as a draft.
- Return to the same form later to continue where you left off.

Note

Drafts are saved to your device. You can view and resume drafts even when offline. Drafts are not available via the web if started on the app and vice versa.

Submitting a Form

1. Once all required fields are completed, tap the Submit button at the bottom of the form.
2. A confirmation message appears.
3. The form's completion count increments up

Note

If you are working offline, forms are submitted to the Outbox. Once within a strong signal or Wifi, review your Items to Sync and Sync to update the students Portfolio.

Timesheet Verification

Note

Availability: The Timesheets tab only appears if your role has timesheet verification permissions. If you do not see this tab, your institution has not enabled this feature for your role.

What is Timesheet Verification?

Students log their placement hours in timesheets. When a timesheet activity is configured to require verification, the student's entries appear in your Timesheets tab for you to review and confirm.

Important

As an assessor, you verify student timesheets — you do not submit your own. Timesheet submission is only available in the student view.

Viewing Unverified Entries

The Timesheets tab shows unverified timesheet entries grouped by student, then by week. Each entry shows:

- Date — the day the hours were recorded
- Activity — the type of activity (e.g., Clinical Practice, Supervision)
- Hours — total hours logged
- Start/End times — if the activity tracks clock-in/out times
- Break minutes — if applicable
- Comment — any notes the student added

Verifying a Single Entry

1. Tap the Verify button next to a timesheet entry.
2. A confirmation dialog appears.
3. Tap Confirm.
4. The entry is removed from the unverified list and recorded in the official ledger.

Note

Once verified, hours are permanently recorded in the timesheet ledger. The student cannot modify verified entries. If corrections are needed, an administrator must create a ledger adjustment.

Verifying Multiple Entries

1. Long-press any entry to enter multi-select mode.
2. Tap additional entries to select them.
3. Tap Verify Selected in the action bar at the top.
4. All selected entries are verified. A progress indicator shows the batch operation.

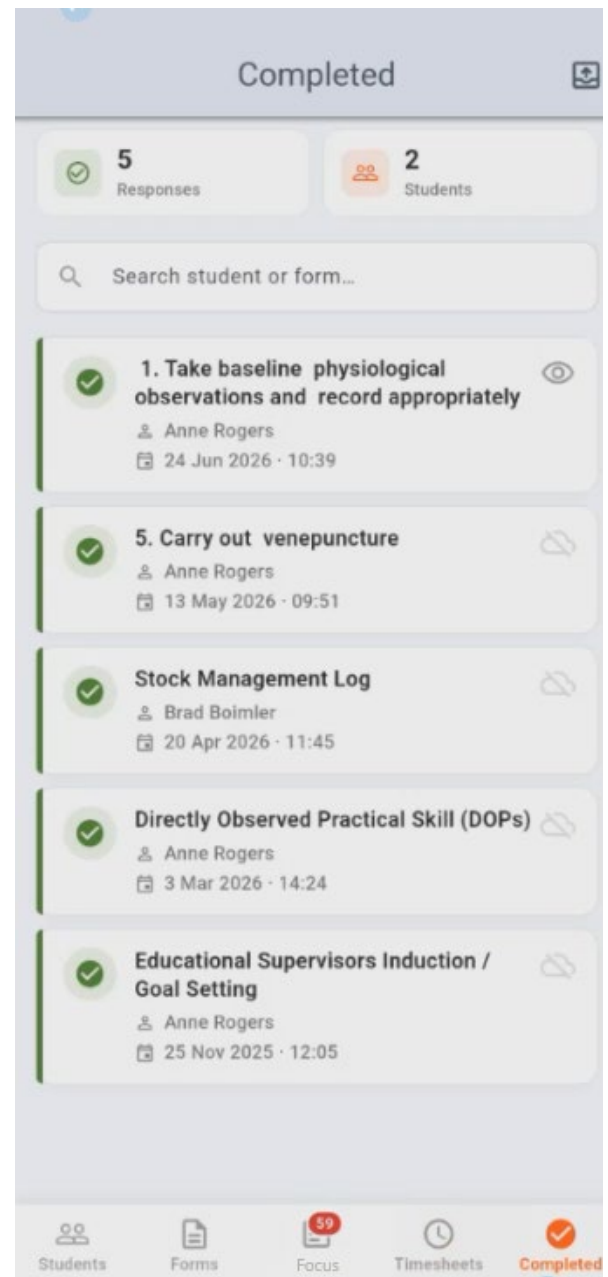
Completed Tab

Viewing Completed Forms

The Completed tab shows a record of all forms you have completed. It includes both forms you submitted via the app and forms you submitted via the web — giving you a full picture of your completed assessments.

Each completed form card shows:

- Form name
- Student name
- Date of Submission
- A visual icon indicating whether you can view the response in the app - app displays as an "eye" far right, web appears as a cloud with a line through it.



New in 8.8.1

The Completed tab shows all your completed forms — not just those submitted on this device. Forms completed via the web appear alongside app submissions, each with a visual indicator showing where the response is stored. The responses will show for the duration of your visibility of the student, so end date plus any grace period.

Viewing a Completed Response

Tap a completed form to view the submitted response. Whether you can view the full response depends on where it was completed:

Where completed	What you see
In the app	Tap to view the full response in read-only mode.
On the web	Shown as completed but cannot be opened in the app. A note indicates the response is stored elsewhere. Go to MyProgress on the web to review it.

Note

Completed responses fetched from the server are displayed temporarily and not stored on your device to conserve storage space. You will need an internet connection to view them.

If you are offline, the completed forms list (names, students, status) remains visible from cached data, but tapping a form to view the response will show a message that a connection is required.

Searching and Filtering

The same search and filter options (group, provider, relationship type) are available on the Completed tab to help locate specific completed assessments.

Offline Support

Working Without an Internet Connection

The assessor app supports offline use:

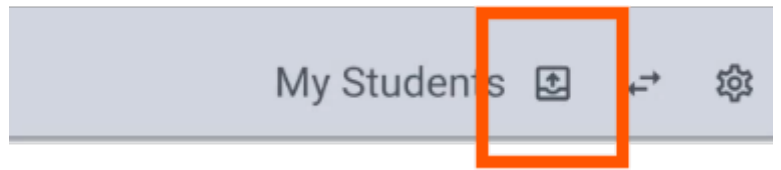
Feature	Offline Behaviour
Student list	Displays cached data from the last refresh
Student forms (pending)	Displays cached form data from the last view
Completed form viewing	Requires internet connection. A message is shown if you try to view a response while offline.
Form completion	You can fill in and submit forms offline. They are saved to an outbox and sync when you reconnect.
Draft saving	Drafts are always saved locally on your device
Auto-sync	When connectivity is restored, outbox items are automatically submitted
Timesheet verification	Displays cached unverified entries. Verification requires connectivity.

Important

While offline, you will see the data as it was at the time of your last refresh. New student allocations, form changes, or timesheet entries will only appear after you reconnect and refresh.

Outbox

If a form submission fails (due to no connectivity or a temporary server error), the response is placed in the outbox.



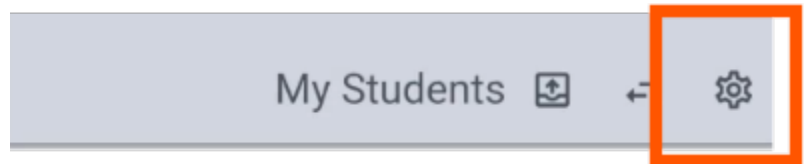
The app will automatically retry when a connection is available.

You can also manually trigger a sync from the Settings screen.

The ready-to-sync icon on the My Students screen shows how many items are in your outbox waiting to be sent.

Settings

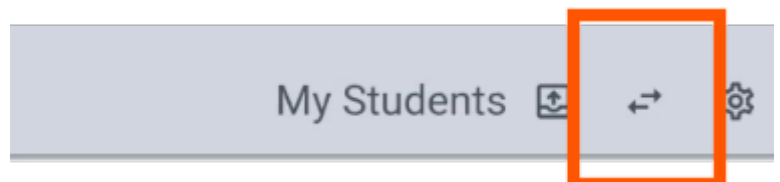
Access Settings by tapping the gear icon on the My Students screen (top right).



Setting	Description
Language	Change the display language of the app
Sync over Wi-Fi only	When enabled, the app will only sync data when connected to Wi-Fi
Sign Out	Log out of the app and return to the login screen

Role Switcher

If you have more than one role with students, use the switcher to toggle between available roles.



Frequently Asked Questions

Q: I can't see any students after logging in.

Ensure your account has a non-student role configured with at least one of these: (a) students have been allocated to you as relationship users by your administrator, (b) you share a group with students and your role has group visibility. Contact the University Support if you believe your access is missing.

Q: A student I had access to has disappeared from my list.

If the student was accessible via a relationship, their allocation dates may have expired. Access ends after the allocation end date plus any grace period configured on the programme instance. Contact the University Support if you believe your access is missing.

Q: What's the difference between the Students tab, Forms tab, and Focus tab?

They show the same forms organised differently. The Students tab is student-first: pick a student, then see their forms — best for working with individual students. The Forms tab is form-first: pick a form, then see which students need it — best for batch assessments. The Focus tab is a flattened list of everything outstanding — best for a quick to-do view.

Q: A form I completed is still showing as pending.

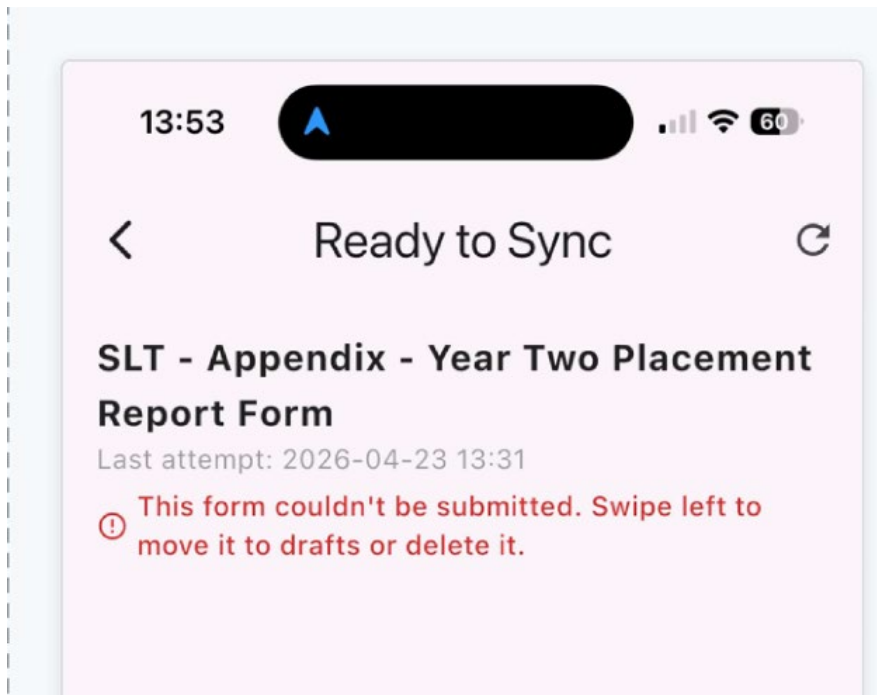
The form only moves to Completed when synced to the web; go to the Sync menu item to sync any drafts.

Q: I submitted a form offline but it hasn't synced or there is an error.

Check your internet connection and ensure 'Sync over Wi-Fi only' is not preventing the sync. You can also go to Settings and manually trigger a sync. If the issue persists, contact the University Support.

If a form in your Outbox has **failed** to submit (rather than simply waiting for a connection), you will see a red message beneath the form name:

"This form couldn't be submitted. Swipe left to move it to drafts or delete it."



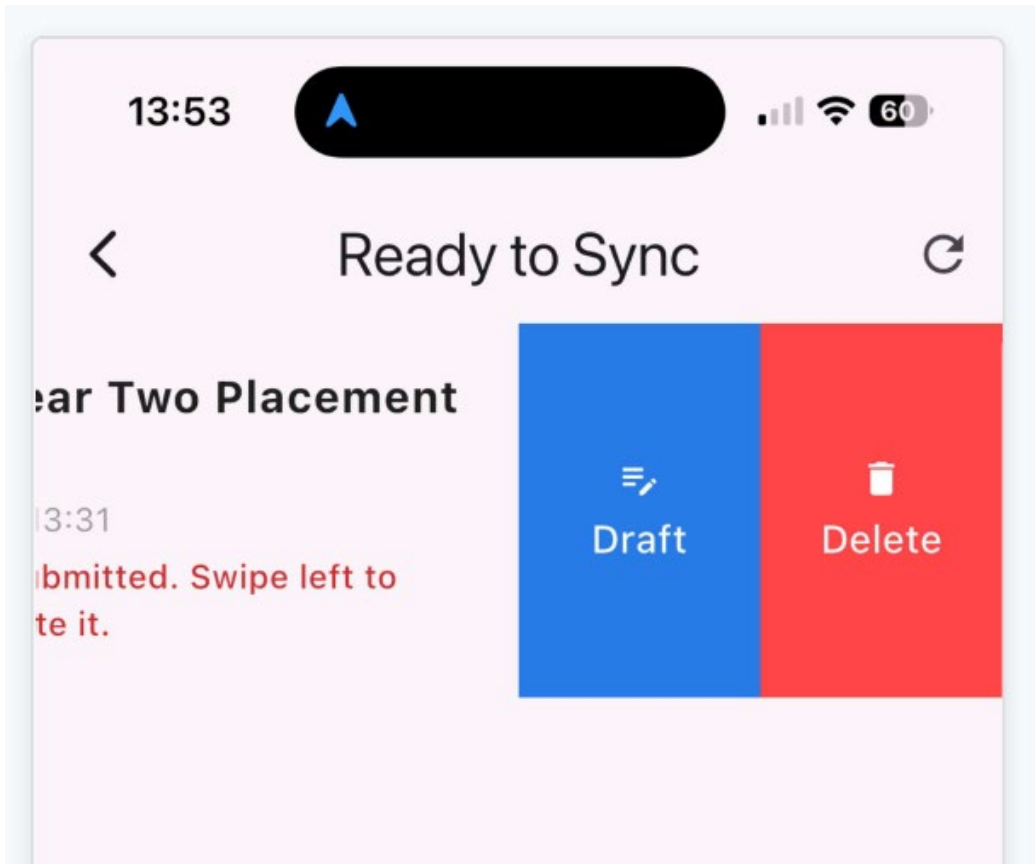
Moving a failed form to Drafts or deleting it

If you receive the above sync error, we recommend re-submitting the form at least twice. To resubmit it, or remove it from your Outbox entirely, swipe left on the failed form to reveal two options:

- **Draft** — moves the form out of the Outbox and into your Drafts tab, where you can resubmit.
- **Delete** — permanently removes the form from your device.

You will be asked to confirm your choice before any action is taken, to prevent accidental changes.

Note: Once confirmed and moved to Drafts, the form disappears from the Outbox and appears in the **Drafts** tab, ready for you to resubmit.

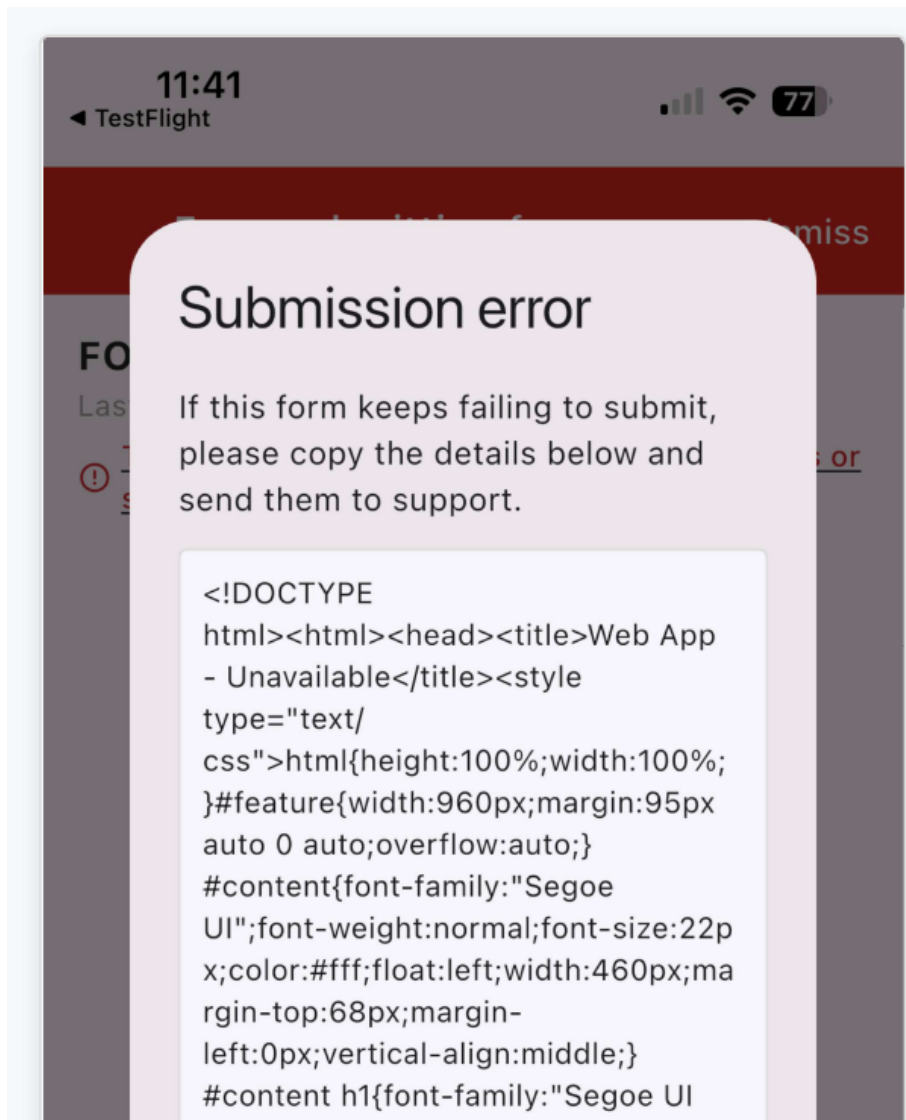


Getting the error details to send to support

If the same form keeps failing to submit, more than twice, the best thing to do is share the technical error details with support so the problem can be investigated. You can access these directly from the app:

1. Tap on the failed form in your Outbox.
2. A **Submission error** dialog will appear showing the raw error message.
3. Tap **Copy** to copy the full error to your clipboard.
4. Paste the copied text into a new support ticket or reply to an existing one.

Tip: The error text can look very technical — that's fine. The support team uses those details to work out exactly what the server was reporting. Copy the whole message, including any code numbers, and send it through unchanged.



Q: Can I view completed forms offline?

The completed forms list (names, students, status) is visible offline from cached data. However, tapping a completed form to view the full response requires an internet connection, as responses are not stored on your device.

Q: Can I edit a form after submitting it?

No. Once a form is submitted, it cannot be edited.

Q: I don't see the Timesheets tab.

The Timesheets tab only appears if your role has the timesheet verification permission. Contact the University Support if you believe your access is missing.

Q: Why can I see a form is completed on the Completed tab but I can't open it?

This means the form was completed via the MyProgress web portal rather than in the app. The app shows it as completed but the response is stored on the web. Log in to MyProgress on the web to view the full response.

Q: How do I switch between different relationships or roles?

Tap the relationship/role switcher icon on the My Students screen (the second of the three icons at the top). This shows all available relationships and roles. Select the one you want to work in.