

MyProgress_Clinical Assessor Guide

Verify account or reset password (MyProgress)

If the assessor cannot log in

1. Check the email address is correct
2. Check spam or junk folder

If still not resolved

Go to: <https://jcu.epads.mkmapps.com>

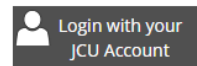
Then:

1. Click **Forgot your password**

2. Enter email address used for initial allocation of Clinical Assessor role



Sign in
Click here for single sign on with your university



OR

Sign in with your username and password

Sign in name

Sign in name

Password [Forgot your password?](#)

Password

Sign in



Please provide the following details.

Email Address

Email Address

Send verification code

Cancel

3. Click **Send verification code**



Please provide the following details.

Email Address

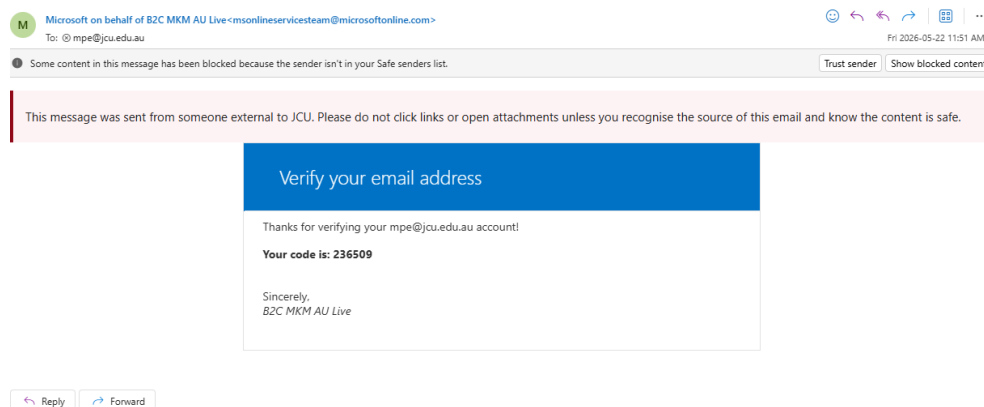
Send verification code

Cancel

4. You will receive an email from **Microsoft on behalf of B2C MKM AU UAT**
msonlineservicesteam@microsoftonline.com

Note that the email may take a few minutes to generate (check spam/junk folder as well)

Open the email and copy the code



5. Enter the verification code and click **Verify Code**



Please provide the following details.
Verification code has been sent. Please copy it to the input box below.

Email Address

Verification Code

6. Click **Continue**



Please provide the following details.
The code has been verified. You can now continue.

Email Address

7. Set a new password



User Details
Please provide the following details.

New Password

Confirm New Password

Important:

- If it says the account does not exist, the user likely **has not been allocated or created in the system**



Please provide the following details.

An account could not be found for the provided user ID.

The code has been verified. You can now continue.

Email Address

Continue

Cancel

Please wait while we process your information.

Key points & Managing Issues with Clinical Assessor Login:

How accounts are created

- Accounts are usually created when a **student submits a Clinical Assessor Allocation form**

First-time login

- User receives an **email verification link**
- They must:
 - Click the link
 - Create a password (8 to 16 characters, mixed types)
 - This link is **only valid for 2 hours**

Common issues and what they mean

“User does not exist”

- The assessor has **not been set up or allocated**
- Action: have student verify that the correct email was inputted.

No verification email

- Check spam
- Email comes from jcu@mkmapps.com

Can log in but cannot see student

Usually caused by:

- Student has not completed allocation form
- Dashboard filters applied
- Placement dates expired

Cannot access forms

- Wrong placement selected
- Placement period ended
- Role not correct

When to escalate

Contact mpe@jcu.edu.au if:

- Account does not exist
- Allocation issues
- Access problems
- Email not received