UQ MD Personal Advisor Network – Chronus user guide for personal advisors
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1. Background

The Personal Advisor Network (PAN) provides targeted and individualised support for medical students to help foster a spirit of community and connectedness. Each student entering the Doctor of Medicine (MD) program is invited to join the PAN and be assigned a personal advisor, who plays a valuable role in guiding and shaping the experience of medical students.

The Personal Advisor Rural Network (PARN) is a subset of the PAN. The PARN has been established with the specific purpose of encouraging students with a rural perspective and supporting rural origin students or those interested in pursuing a medical career in rural and remote communities. It has the additional aim of increasing the number of students who elect to pursue a medical career in rural and remote communities.

Chronus is a cloud-based software program that allows us to manage and track PAN connections. The key benefits of using Chronus software to manage the PAN include:

- Allows us to match students with personal advisors to create more meaningful mentoring experiences;
- Delivers a more streamlined sign-up process and guided experience for students and personal advisors;
- Offers students and personal advisors the convenience of anytime, anywhere access to the network with a consistent user experience across all devices;
- Provides a communication platform for students and personal advisors to stay connected, as well as a single storage area for PAN documentation and resources.

The purpose of this guide is to provide clear, concise instructions on how to use Chronus from a personal advisor perspective, including how to login, create a Chronus profile, send a message to your student(s), schedule meetings and download the Chronus app on your mobile device.

Please add no-reply@chronus.com to your safe senders/approved sender list so that you do not miss any important notifications from Chronus.
2. Getting started

1. You will have now received an email inviting you to register as a personal advisor on Chronus. Please click the link in this email and complete the online application form. If you have not received this email, please contact the PAN Support Team.

Queensland Health (health.qld.gov.au) or Gmail/Outlook/Yahoo/other email users click on 'Email'

uq.edu.au email users click on 'STUDENT & STAFF Login'
2. Please enter your email address and the captcha. Instructions to join the network will be sent to this email address.

Sign up with Email

Please enter your **email address** and the **captcha** in the fields below. We will send instructions to join the program to the email address you provide.

1. Enter your email

   Email

   This email will be used for all correspondence in the program.
   *Note: If you are a UQ student or staff member please ensure you use your current UQ email address linked to SSO.*

   ![captcha image]

   Code Verification

   Type the characters you see in the picture

2. Verify code

3. Click ‘Continue’
3. Once you have received this email, click ‘Complete Sign Up’ or copy and paste the link provided in your browser.

Complete signing-up for the UQ MD Personal Advisor Network

UQ MD Personal Advisor Network <no-reply@chronus.com>

To: You

UQ MD Personal Advisor Network

Thank you for your interest in joining the UQ MD Personal Advisor Network (PAN) as a personal advisor. To finish signing-up, click on the button below.

1. Click ‘Complete Sign Up’

Complete Sign Up

If the link above does not work, copy and paste the following link in your browser:

roles%5B%5D=mentor&signup_code=e7a1f8f7b0a2d9f59d85a4e47e809de01bf77

Please note: In order to complete the sign-up process, you will be required to agree to the Chorus terms and conditions. Chorus securely stores information on servers in Australia and is used across UQ for many other mentoring programs. The University is satisfied that the software provider is compliant with the Australian Acceptable Use Policy and privacy standards. If you do not wish to accept these terms or if you have any questions, please contact the PAN Support Team.
4. Please complete the registration form, create a password and submit your application. You can edit your profile any time after signing up.
Please note:

- Those questions marked with an asterisk (**) are mandatory. This information allows us to create more effective mentor matches that better satisfy the needs of our students.

- The only information on your Chronus profile that will be visible to your student(s) will be your title, first name, last name, preferred name and email. Your answers to all other questions will not be visible to your student(s) and are only used by administrators for matching purposes.

- Please use the preferred name section to indicate how you wish to be addressed by students, e.g. by first name, Dr, Professor, etc.

- Your email will be used for all correspondence in the program. Please ensure that you provide an email that is consistently monitored and advise us if your contact details change.

- Your contact number is collected for administration purposes only and will not be provided/visible to your student(s).
5. In order to complete the Chronus sign-up process, you will be required to **agree to the Chronus terms and conditions.**

Chronus securely stores information on servers in Australia and is used across the University for many other mentoring programs. The University is satisfied that the software provider is compliant with the Australian Acceptable Use Policy and privacy standards.

If you do not wish to accept these terms, or if you have questions about this page, please urgently contact the [PAN Support Team](mailto:pan@uq.edu.au).

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Once you have submitted your application, you will receive an email confirming that it has been received.
6. Once your application has been accepted, you will receive another email welcoming you to the PAN. If you have not already been prompted to do so during the sign-up process, **on the ‘Home’ page click ‘Edit Profile’ and go into ‘Settings’ to set the maximum number of students you would like to connect with at any time.** See 5. **Personal advisor profile** for further instructions. Personal advisors will typically have responsibility for one to three students from each year group, although some personal advisors may choose to have up to four students from a year group, with a maximum of 12 students across all four years.

![Image showing settings section in the UQ MD Personal Advisor Network interface]

In **Edit Profile** click **Settings** to change the maximum number of students you can connect with at any time.
7. You can **upload a photo** of yourself if you wish. Having a photo on your profile will help when you first meet your student(s).

8. Once you have completed the sign-up process, the PAN Support Team will be in contact with you to provide you with training and resources, and connect you with your allocated student(s) in due course. You will receive email correspondence confirming your connection(s) and the new connection(s) will be visible on your Chronus ‘Home’ page.

You are now signed up as a personal advisor on Chronus. Thank you!
3. **Chronus on your desktop**

To access Chronus on your desktop, follow the instructions below:


2. Login using your institutional or private email address aligned to your registered PAN profile
   - uq.edu.au email users click on ‘STUDENT & STAFF Login’
   - Queensland Health (health.qld.gov.au) or Gmail/Outlook/Yahoo/other email users click ‘Email’

3. Once you have logged in, your desktop will look like this:

   ![Image of Chronus on desktop](image)

   **Your student connections are listed here under Mentoring Connections**
4. Overview

You can view information about the PAN on the Overview page.

Note: If you are on your mobile device, select More to access the Overview page.
5. Personal advisor profile

You can view and edit your Chronus profile information at any time.

On the Home page click Edit Profile to edit your profile information
Click View Profile to view your profile information

Note: If you are on your mobile device, select More and Account to view and edit your profile information.
5.1 Settings

You can set the maximum number of students you would like to connect with at any one time in Settings.

In Edit Profile click Settings to change the maximum number of students you can connect with at any time.
5.2 Notifications

You may choose to change your Chronus notification preferences; however, we would recommend that you do not change these settings as you may miss important notifications in relation to your PAN connection.

In Edit Profile click Notifications to change your Chronus notification preferences.
6. Student profile

You can find out your student’s first name, last name, preferred name, email address, entry pathway and year of program commencement by viewing their profile.

To view your student’s profile, on the Home page click on the relevant student connection. Note: If you are advising more than one student, click View All to view all of your connections at once.
Click on the student’s name and their profile will appear.

Note: If you are on your mobile device, select the student’s profile photo to view their profile information.
7. Plan

In response to feedback, contact points are no longer scheduled. Students and personal advisors are encouraged to keep in contact via Chronus or another communication channel such as email and meet at times that are suitable for them. We recommend that students and personal advisors meet around three times each year. You can create and schedule your own contact points using the Add New Task button in Chronus by following the instructions below.

On the Home page click on the relevant student connection
Click on Plan

Click Add New Task to create and schedule your own contact points or tasks

Enter the task details, assign the task to yourself or your student and click Save Task
Click Contact in 2023 for further information about contact points in 2023
8. Messages

We would encourage you to contact your allocated student(s) via Chronus message.

On the Home page click on the relevant student connection
Click on Messages

View previous messages between you and your student here

Write a new message to your student and click Send
9. Meetings

You can schedule meetings with your allocated student(s) via Chronus. You can also view upcoming meetings and view and log past meetings with your student(s) for your records.

On the Home page click on the relevant student connection
To schedule new meetings:

View upcoming meetings here

Click Add New Meeting to schedule a new meeting
To view and record past meetings:

1. Click on Meetings – Past Meetings
2. Click Log Past Meeting to record a previous meeting
3. View past meetings here
10. **Journal**

The Journal is a space where you can record personal notes, which no one will have access to.

**On the Home page click on the relevant student connection**
Click on Journal

Type your note, attach a file if you wish and click Add Note. You can edit and delete notes as needed.

Then click Add New Note
11. Events

You can view upcoming and past PAN events on Chronus.

Click Events under Community

View upcoming events here

View past events here

Note: If you are on your mobile device, select More and Community to access the Events page.
12. Help Resources

You can view the Chronus user guide, PAN Information Pack and other resources to support your role as a personal advisor on the Help Resources page on Chronus.

Click Help Resources under Help & Support – you can click View All or click on a specific resource to access it directly.

Note: If you are on your mobile device, select More and Help & Support to access the Help Resources page.
13. **Chronus support**

If you have any questions or concerns regarding Chronus or the PAN, please feel welcome to reach out to the PAN Support Team using the Contact Administrator link in Chronus or via the contact details listed on the [PAN webpage](#).

Enter subject and message, attach a file if you wish and click Send Message.

Note: If you are on your mobile device, select More to access the Contact Administrator link.
14. **Chronus on your mobile device**

Follow the instructions below to download the Chronus app on your mobile device.

1. On your mobile device, open up your AppStore (Apple) or Google Play (Android).

2. In the search bar, enter ‘Chronus mobile’ and select the ‘Chronus Mobile’ (Apple) or ‘Chronus – Mobile Mentoring’ (Android) app.
3. Click on the green ‘Install’ button. On Apple products, tap on the blue ‘Get’ button, and then the green ‘Install’ button.

4. Once the app has installed, click on the ‘Open’ button (blue for Apple; green for Android). After you have clicked ‘Open,’ the loading screen appears.
5. When the app opens, enter your institutional or private email address aligned to your registered PAN profile and press the green ‘Confirm email address’ button. When you have done this, a green message will pop up, asking you to confirm your email address.

6. **Open the email on your mobile device.** Do not try to verify your email using your desktop.

7. From your mobile device, click on the link contained in the email (green button called ‘Confirm to login to your program’) OR enter the code provided in the email. This is a security process to ensure that the right person is downloading the app. It allows your mobile app to be linked to your Chronus account legitimately and helps to protect your identity. Once you have done this, the Chronus app will automatically open, and you are now registered.
15. Frequently asked questions

Can I change my registered email?
Yes. On the ‘Home’ page, select ‘Edit Profile.’ If you are on your mobile device, select ‘More,’ ‘Account’ and ‘Edit Profile.’ Replace the existing email with your new email and click ‘Save.’

Note: You will need to use your new email to login to the program with your existing password. This email will be used for all correspondence in the program. Please ensure that you provide an email that is consistently monitored and advise us if your contact details change by emailing the PAN Support Team.

I forgot my password; how can I retrieve it?
On the ‘Login’ page, click the ‘Forgot Password?’ link. Enter your registered email and code verification and click the ‘Send Instructions’ button. Instructions to reset your password will be emailed to you.

How do I change my password?
Click on your initials in the top right corner of the ‘Home’ page next to ‘Requests’ and click ‘Account Settings’ to change your password. If you are on your mobile device, select ‘More,’ ‘Account’ and ‘Account Settings.’

- Current password – Enter your current password
- New password – Enter the new password (minimum 8 characters)
- Retype new password – Re-type the password again to confirm
- Click the ‘Change’ button to reset your password.

How do I contact the administrator?
Click the ‘Contact Administrator’ link on the left-hand side of the page. If you are on your mobile device, select ‘More,’ ‘Help & Support’ and ‘Contact Administrator.’ Enter the ‘Subject’ and ‘Message’ and click ‘Send Message.’

Note: You will also need to provide your ‘Name’ and ‘Email’ if you are not logged into the program.
Can I control the emails I receive from Chronus?
Yes. On the ‘Home’ page select ‘Edit Profile’ and click ‘Notifications.’ If you are on your mobile device, select ‘More,’ ‘Account,’ ‘Edit Profile’ and ‘Notifications.’
You can change your email notification settings from here. Choose the relevant option and click ‘Save.’

How can I update my profile information?
On the ‘Home’ page, select ‘Edit Profile.’ If you are on your mobile device, select ‘More,’ ‘Account’ and ‘Edit Profile.’ Click on each section of the profile to open up and edit the fields. Click the ‘Save’ button on individual sections to update the section.

Can I reply to a message from my student connection by email?
Yes, you can reply to all messages by email. For messages sent from within the connection activity section, your reply will be posted to your connection activity feed and the recipient will also be notified by email.

Why am I not able to view certain pages on the program?
This may be due to your browser version not being supported. You will need to download the latest version of one of the following browsers to access Chronus:

- Google Chrome
- Mozilla Firefox
- Apple Safari
- Microsoft Edge.
Contact details

PAN Support Team

W  medicine.uq.edu.au/personal-advisor-network#6

CRICOS Provider Number 00025B