Chronus user guide for personal advisors
Contents

1. Background ....................................................................................................................................... 3
2. Getting started ................................................................................................................................... 4
3. Chronus on your desktop .............................................................................................................. 10
4. Overview .......................................................................................................................................... 11
5. Personal advisor profile ................................................................................................................. 12
  5.1 Settings ............................................................................................................................................. 13
  5.2 Notifications ....................................................................................................................................... 14
6. Student profile ................................................................................................................................. 15
7. Plan and task buttons ..................................................................................................................... 17
8. Messages ......................................................................................................................................... 19
9. Meetings ........................................................................................................................................... 22
10. Events ............................................................................................................................................... 25
11. Resources ........................................................................................................................................ 26
12. Chronus support ............................................................................................................................. 27
13. Chronus on your mobile device ..................................................................................................... 28
14. Frequently asked questions ............................................................................................................ 31
1. Background

Chronus is a cloud-based Software as a Service (SaaS) solution that allows us to manage and track Personal Advisor Network (PAN) and Personal Advisor Rural Network (PARN) connections. The key benefits of using Chronus software to manage PAN and PARN include:

- Provides a communication platform for students and personal advisors to stay connected;
- Allows us to match students with personal advisors to create more meaningful connections;
- Provides a more streamlined sign-up process and guided experience for students and personal advisors;
- Provides a single repository for documentation and resources for students and personal advisors;
- Assists with gathering feedback, program evaluation and reporting;
- Offers students and personal advisors the convenience of anytime, anywhere access with a consistent user experience across all devices.

The purpose of this document 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), add new 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 now have 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 med.personaladvisors@uq.edu.au).

**QHealth (health.qld.gov.au) or Gmail/Outlook/Yahoo 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.

1. Enter your email

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.

1. Click ‘Complete Sign Up’
4. Please complete the registration form provided, 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 Surname, 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**. This section is required because Chronus securely stores information on servers in the EU, rather than in Australia. Chronus is used across the University for many other mentoring programs, and 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 administrators on med.personaladvisors@uq.edu.au.

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 UQ MD Personal Advisor Network. 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 or two 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.

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 in due course to connect you with your allocated student(s). 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

1. Click this link https://mentoring.app.uq.edu.au/p/p12/session/new
2. Login using your institutional or private email address aligned to your registered Personal Advisor Network profile
3. Once you have logged in, your desktop will look like this:

Your student connections are listed here

Click here to view administration notifications and announcements
4. Overview

View information about the Personal Advisor Network on the Overview page.

The UQ MD Personal Advisor Network (PAN) was established as part of the Medical Student Support Strategy (2018-2020). This initiative provides targeted and individualized support for medical students and fosters a spirit of community and connectedness. Each student entering the Medical Program is assigned a personal advisor, who play a significant and valuable role in guiding and shaping the experience of medical students, one to one.

The personal advisor is a key point of contact and contributes to medical student support by:

- Encouraging an appropriate work-life balance, healthy behaviours and extra-curricular activities
- Meeting at regular intervals to "check in" regarding academic progress and wellbeing
- Offering positive support and encouragement
- Providing guidance on adjusting to life as a medical student
- Recommending other external support or programs if necessary to help resolve service needs
5. Personal advisor profile

On the Home page click Edit Profile to edit your profile

Click View Profile to view your profile
5.1 Settings

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

In Edit Profile click Notifications to change your Chronus notification preferences. It is recommended that you do not change these settings as you may miss important notifications in relation to your connections.
6. Student profile

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

You can view your student’s program pathway and year of program commencement here.
7. Plan and task buttons

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

Please tick your tasks when completed. The small image next to each tick box indicates which tasks are yours and which tasks are your students. Students have to tick their own tasks.

This action is required at each stage of your plan. This allows us to monitor your plan, run effective reports, and evaluate the Personal Advisor Network and the Chronus software itself.
8. Messages

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

Click New Message to send a new message to your student

View messages between you and your student here

Enter subject, type message, upload file if you wish and click Send Message

New message
Existing message

Click on message to view

Reply to message here
9. Meetings

On the Home page click on the relevant student connection
Schedule new meetings

Click on Meetings – Upcoming Meetings

Click Add New Meeting to schedule a new meeting
View and record past meetings

Click on Meetings – Past Meetings

View past meetings here

Click Record Past Meeting to record a previous meeting
10. **Events**

Click **Events**

**View upcoming events here**

There are no upcoming events.
11. Resources

You can view the Chronus user guide, personal advisor frequently asked questions and other resources to support your role as a personal advisor in the Resources section on Chronus.

Click Help Resources – you can click View All or click on a specific resource to access it directly.
12. Chronus support

If you have any questions or concerns regarding Chronus or the Personal Advisor Network, please feel welcome to reach out to the Personal Advisor Network support team using the ‘Contact Administrator’ link in Chronus or by emailing med.personaladvisors@uq.edu.au.

Click Contact Administrator

Enter subject and message and click Send Message

Send Message to Administrator
13. Chronus 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 Personal Advisor Network 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.** (Please note: do not try and 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.
14. Frequently asked questions

Can I change my registered email?
Yes. On the ‘Home’ page, select ‘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 med.personaladvisors@uq.edu.au.

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

How do I change my password?
Click on your name in the top right corner of the ‘Home’ page next to ‘Requests’ and click ‘Account Settings’ to change password.

- Password – Enter the new password (minimum 6 characters)
- Confirm 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. 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’.
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’. 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. Chronus supports the following browsers:

- Internet Explorer (IE); Version 8 and above – To download the latest version visit http://windows.microsoft.com/en-IN/internet-explorer/products/ie/home
- Mozilla Firefox; Version 10 and above – To download the latest version visit http://www.mozilla.com/en-US/firefox/fx/
- Google Chrome; Version 10 and above – To download the latest version visit http://www.google.com/chrome/
Contact details

Emma Ryan, Coordinator Medical Student Support Administration
T  +61 7 3365 5329
E  med.personaladvisors@uq.edu.au
W  uq.edu.au

CRICOS Provider Number 00025B