

My eQuals Troubleshooting

The aim of this document is to provide assistance to students whose documents are not visible or not uploaded to the My eQuals platform.

Table of Contents

My eQuals General Information.....	2
How do I know when my documentation is ready to be viewed in My eQuals?.....	2
How do I access my CQUni email account?.....	2
What does the invitation email look like?.....	3
How do I register for a My eQuals account?.....	4
How do I sign in to my My eQuals account?.....	5
I registered with my personal email address and cannot see my documents.....	5
How do I change the email address linked to my My eQuals account?.....	6
How can I obtain further support to access my documents in My eQuals?.....	7

My eEquals General Information

[My eEquals](#) is an online platform where students can access their authentic, tamper-evident and legally valid digital academic transcript free-of-charge. Students can share their transcript and testamur/s with third parties (i.e. employers or other higher education institutions) through My eEquals.

Once you have been conferred in your course, your digital transcript and testamur will be uploaded to My eEquals within five (5) business days of your conferral being processed. Transcripts and testamurs for students who completed their qualification with CQUniversity after 01/01/2017 are available via My eEquals.

If you completed your studies with CQUniversity prior to 01/01/2017, you can submit a request for your documents to be uploaded to My eEquals by completing the online order form found at <https://www.cqu.edu.au/study/experience/academic-awards>. Orders are processed within seven to ten business days.

If you completed units prior to 01/01/2017 without completing the full course, you can request access to your [digital transcript](#).

Statements of Attainment for short courses are not currently available via My eEquals. Statements of Attainment are only issued in hard copy and posted to the student's mailing address within 30 days of completing the short course.

If you studied with Central Queensland Institute of TAFE and completed your qualification prior to 1 July 2014, please connect with [North QLD TAFE](#) to request your documentation as CQUni did not provide TAFE services at that time.

How do I know when my documentation is ready to be viewed in My eEquals?

When a digital document is uploaded to My eEquals, an email is automatically sent to your [CQUni student email](#) address.

How do I access my CQUni email account?

You can access your CQUni student email account via the [MyCQU Student Portal](#).

If you would like assistance regarding the login or password for your student email account, please contact the Technology and Services Assistance Centre (TaSAC) via one of the following methods:

Phone: 07 4930 9090
Toll free: 1300 666 620
International: +61 7 4930 9090
Email: tasac@cqu.edu.au

What does the invitation email look like?

The email inviting you to view your document/s will look like this:



Dear [REDACTED]

A digital Document Type from CQUniversity Australia has been issued to you and is ready for viewing and secure online sharing through the My eEquals digital student data portal.

This document is digitally signed to ensure authenticity and security.

To gain access to your Document Type, and to share it with third parties online, please register for your My eEquals account using the button below. **Please ensure that you register with your CQUniversity student email address.**

[Register](#)

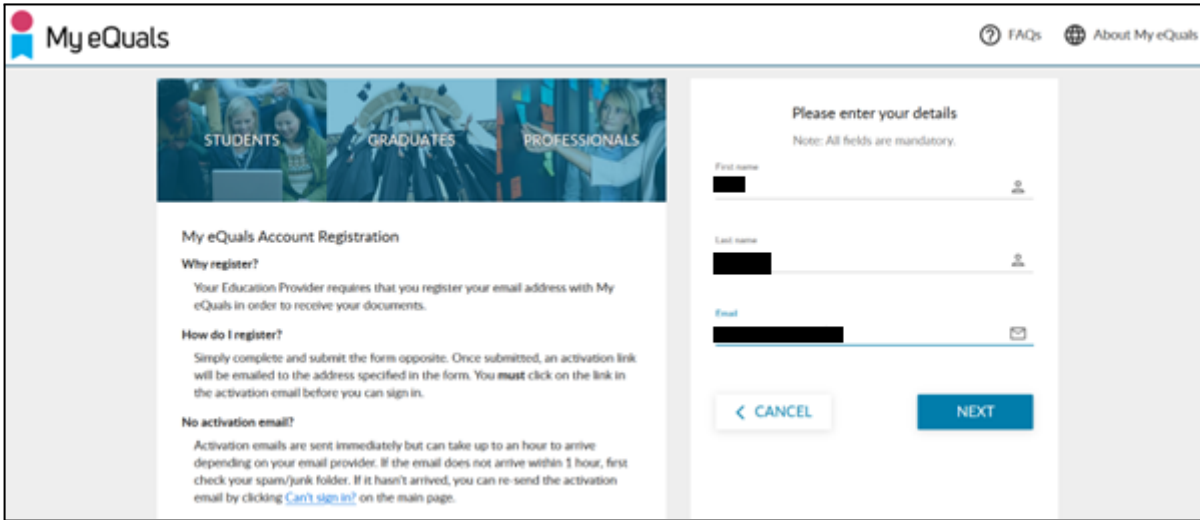
If you encounter difficulties registering or logging in, please view the My eEquals [FAQ page](#).

If there is an issue with the content of your document, please contact CQUniversity's Frontline Student Services team on 13 27 86 / 61 7 4930 9000 (International) available 7:30am – 6:00pm AEST Monday – Friday or by emailing coursemanagement@cqu.edu.au.

General information about the University's use of this technology can be found [here](#).

How do I register for a My eEquals account?

Click the link in your invitation email to register your account. This will take you to the following page:



The screenshot shows the 'My eEquals' account registration page. At the top, there's a header with the 'My eEquals' logo and links for 'FAQs' and 'About My eEquals'. Below the header, there's a banner with three categories: 'STUDENTS', 'GRADUATES', and 'PROFESSIONALS'. The main content area is titled 'My eEquals Account Registration'. It includes sections for 'Why register?' (explaining that the Education Provider requires registration), 'How do I register?' (instructions to complete the form and submit it), and 'No activation email?' (instructions to check spam/junk folder or re-send the activation email). On the right side, there's a form titled 'Please enter your details' with a note 'Note: All fields are mandatory.' The form has three input fields: 'First name', 'Last name', and 'Email'. Below the form are two buttons: 'CANCEL' and 'NEXT'.

Note: If you already have a My eEquals account, click on the My eEquals logo at the top left. This will take you to the login page.

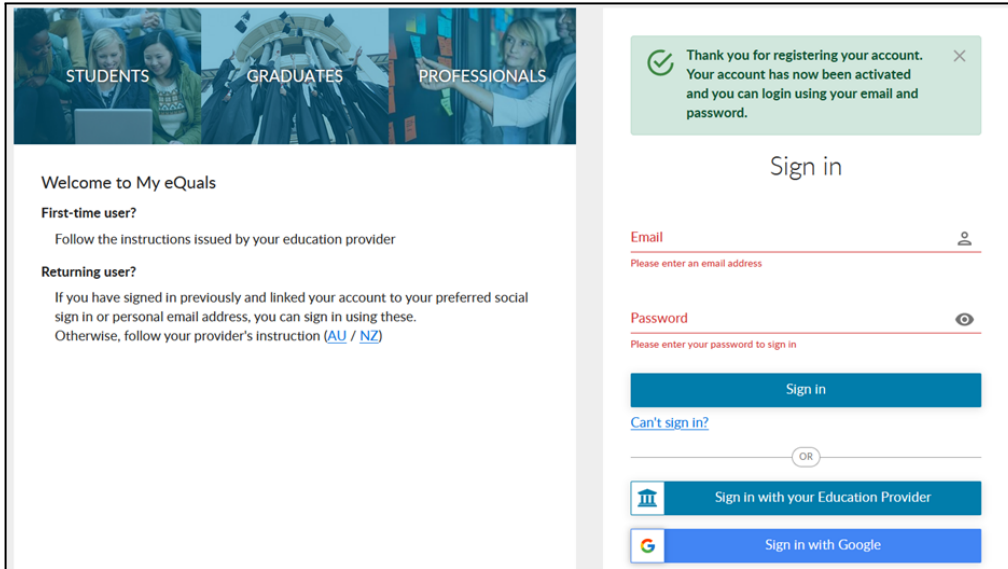
When registering your account, you can choose to register with your student email or a personal email address.

CQUniversity strongly recommends that you register using your CQUni student email address as the primary email address in the first instance, then link a personal email address as your secondary email address.

If you register with your student email, your uploaded documents will be available for you to see when you log in.

How do I sign in to my My eEquals account?

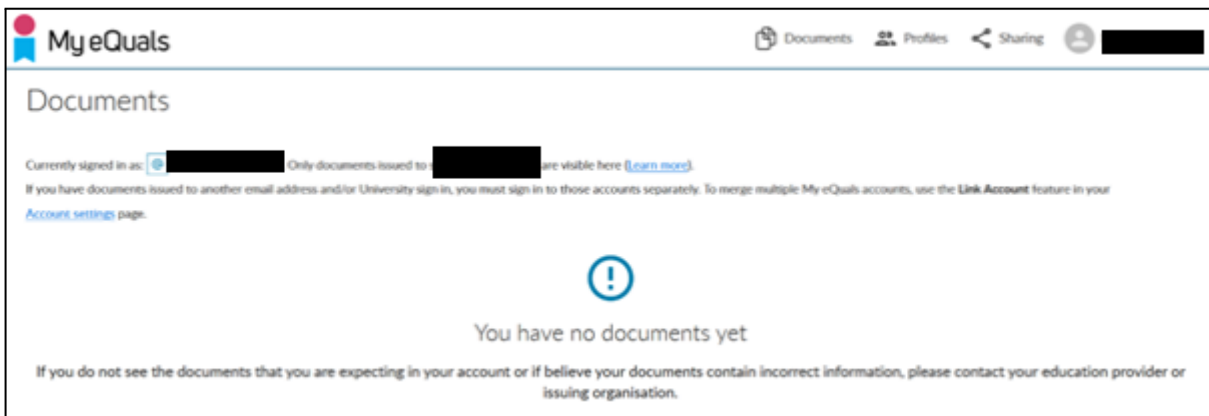
After registering, you will then be prompted to sign in to your account using the details that you used when registering. If you need to revisit this page again in future, please visit <https://www.myequals.net/r/user/login>.



The screenshot shows the My eEquals sign-in interface. At the top, there are three tabs: STUDENTS, GRADUATES, and PROFESSIONALS. Below the tabs, a welcome message reads 'Welcome to My eEquals'. Under 'First-time user?', it says 'Follow the instructions issued by your education provider'. Under 'Returning user?', it says 'If you have signed in previously and linked your account to your preferred social sign in or personal email address, you can sign in using these. Otherwise, follow your provider's instruction ([AU](#) / [NZ](#))'. On the right, there is a 'Sign in' section with a green success message: 'Thank you for registering your account. Your account has now been activated and you can login using your email and password.' Below this, there are input fields for 'Email' (with a placeholder 'Please enter an email address') and 'Password' (with a placeholder 'Please enter your password to sign in'). A 'Sign in' button is below the password field. A link 'Can't sign in?' is below the button. Below the 'Sign in' button, there is an 'OR' separator. Below the separator, there are two buttons: 'Sign in with your Education Provider' (with a university icon) and 'Sign in with Google' (with the Google logo).

I registered with my personal email address and cannot see my documents.

As you have registered with a personal email, you will see this screen when you sign in:

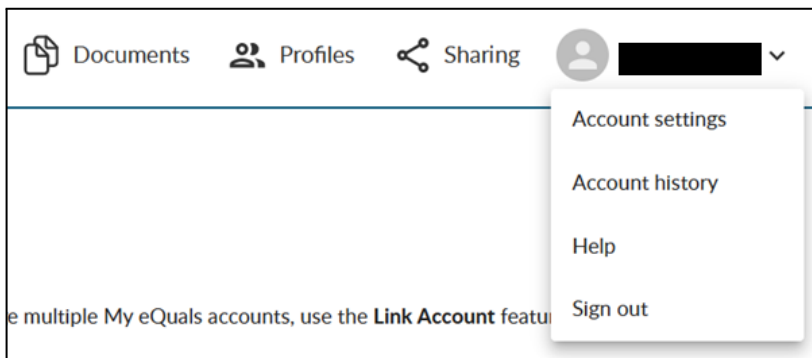


The screenshot shows the My eEquals 'Documents' page. At the top, there is a navigation bar with 'My eEquals' logo and links for 'Documents', 'Profiles', 'Sharing', and a user profile icon. Below the navigation bar, the page title is 'Documents'. A message states: 'Currently signed in as: [redacted] Only documents issued to [redacted] are visible here ([learn more](#)). If you have documents issued to another email address and/or University sign in, you must sign in to those accounts separately. To merge multiple My eEquals accounts, use the [Link Account](#) feature in your [Account settings](#) page.' Below this message, there is a large blue exclamation mark icon. Below the icon, the text reads 'You have no documents yet'. At the bottom, a message states: 'If you do not see the documents that you are expecting in your account or if believe your documents contain incorrect information, please contact your education provider or issuing organisation.'

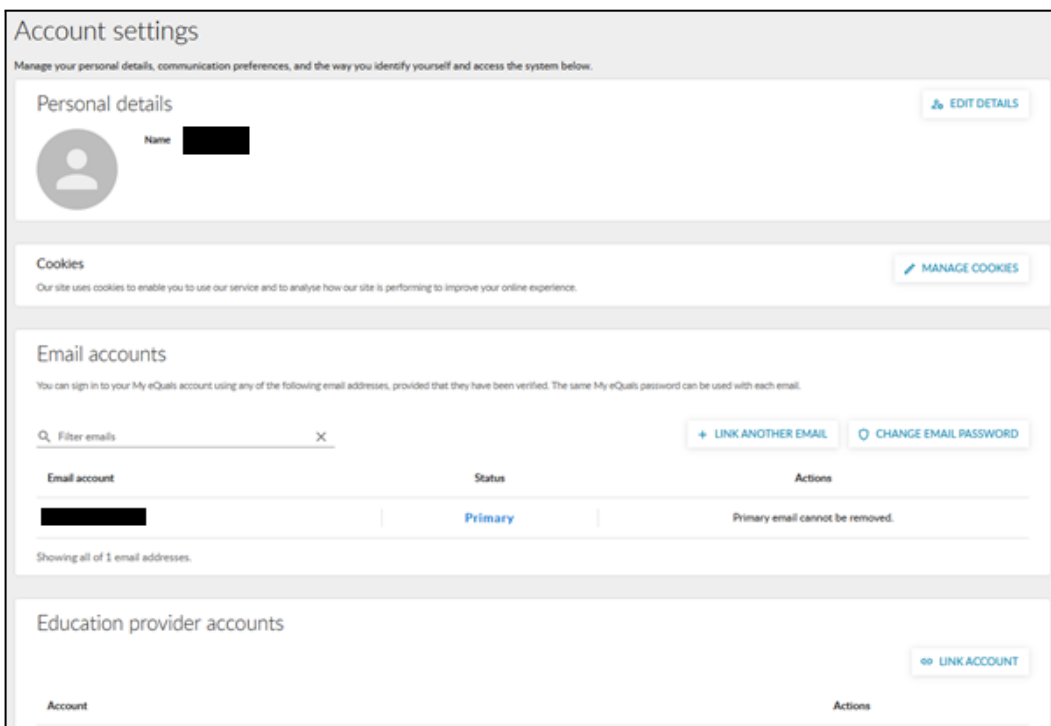
In order to view documents that have been uploaded against your student ID, you must link your CQUni student email address to your account.

How do I change the email address linked to my My eEquals account?

In the My eEquals portal, navigate to the *Account settings* page by clicking on the dropdown next to the profile icon and selecting 'Account settings' from the list:



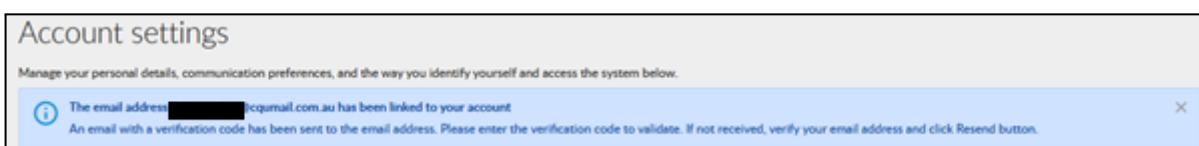
The *Account settings* page looks like this:



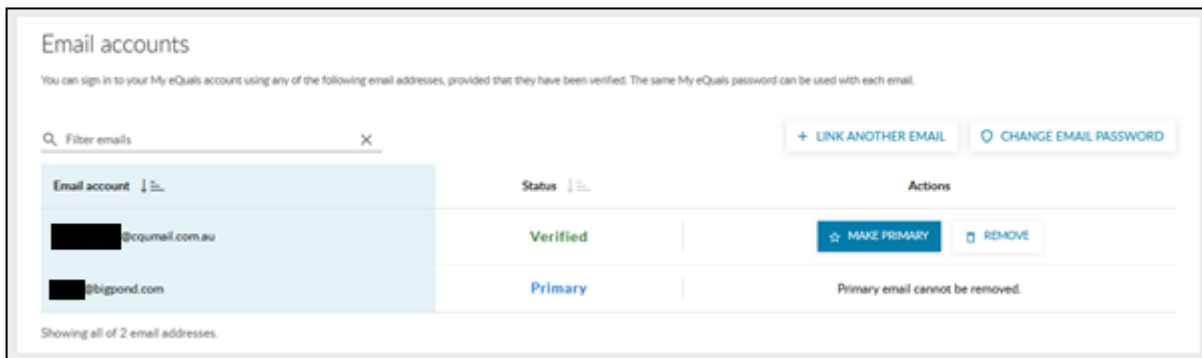
Under the *Email Accounts* section, you will find the email you registered with.

Use the *Link another email* button to add your student email address (or personal email if you registered with your student email).

When linking the email, a verification code will be sent to the email you are linking.

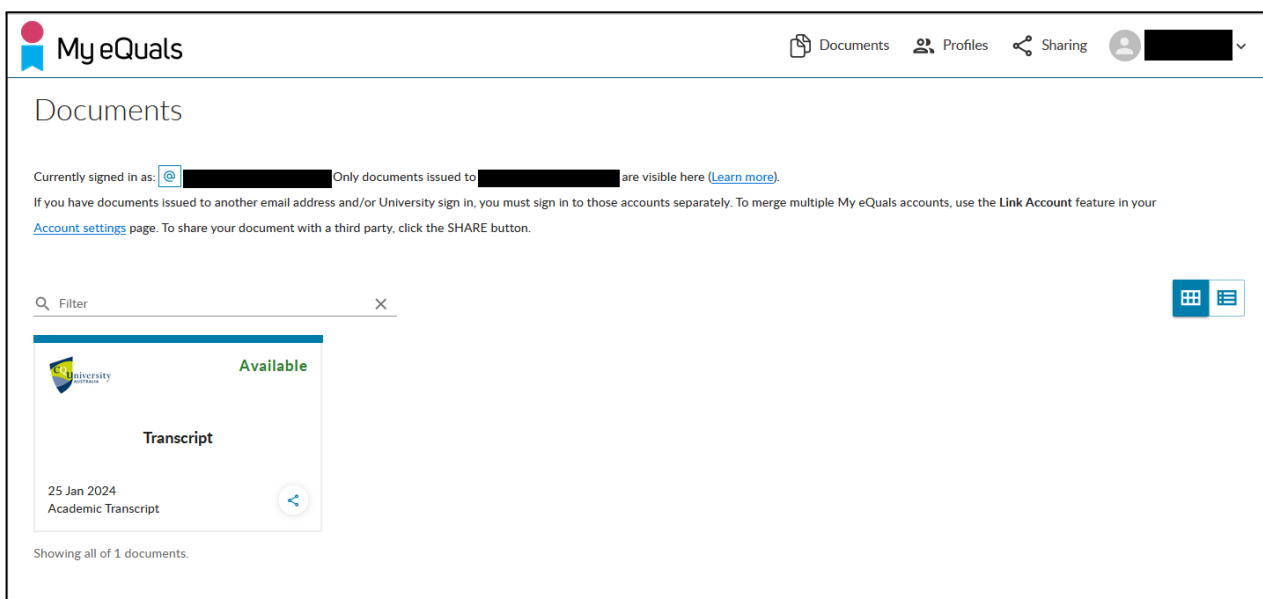


Once verified, you will see both emails in your *Email Accounts* section.



Do not add an *Education Provider Account* in the section below *Email Accounts*.

You will then need to sign out of your account and log back in to be able to view the documents associated with your student email.



How can I obtain further support to access my documents in My eEquals?

Should you continue to encounter further issues accessing your My eEquals documents, please view the [My eEquals Help page](#).

After checking the Help page, if you require further assistance, please contact coursemanagement@cqu.edu.au.