

UQ MD Personal Advisor Network – Chronus user guide for students



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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.

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 student perspective, including how to login, create a Chronus profile, send messages to your personal advisor, 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

2.1 Create a password and log in

You will have now received an email inviting you to sign-up to the PAN. Please click the link in this email and follow the prompts to join the PAN as a medical student. If you have not received this email, please contact the [PAN Support Team](#). Once you have created a password and signed in, you will be directed to your Chronus profile.

2.2 Create a Chronus profile

1. Complete your profile form

- Please ensure you sign-up to the PAN using your UQ student email address.
- Those questions marked with an asterisks are mandatory. This information allows us to create more effective mentor matches that better meet your needs.
- The only information on your Chronus profile that will be visible to your personal advisor will be your first name, last name, preferred name, email, entry pathway and year of program commencement. Your answers to all other questions will not be visible to your personal advisor and are only used by the PAN Support Team for matching purposes.

2. Upload a photo of yourself if you wish

- Having a photo on your profile will help when you first meet your personal advisor.

3. Click on 'Save & Proceed >>' to move to the next page

4. Agree to the Chronus terms and conditions

- 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](#).

After clicking on 'I agree' please click on 'Save & Proceed >>'

5. You are now signed up to the PAN on Chronus. Thank you!

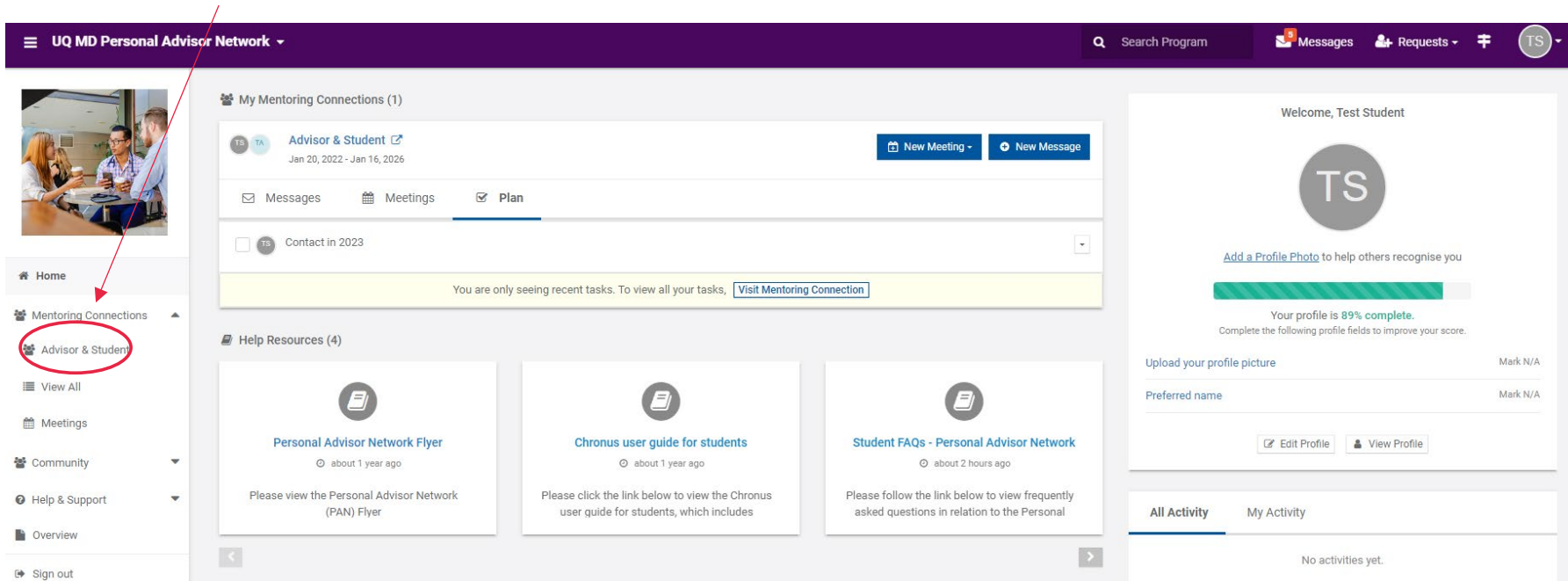
- Once you have completed the sign-up process, the PAN Support Team will be in contact with you to connect you with your personal advisor in due course.
- You will receive email correspondence confirming your personal advisor and the new connection will be visible on your Chronus 'Home' page.

3. Chronus on your desktop

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

1. Follow this link: <https://mentoring.app.uq.edu.au/p/p12/session/new>
2. Click STUDENT & STAFF Login and login using your UQ student email address and password
3. Once you have logged in, your desktop will look like this:

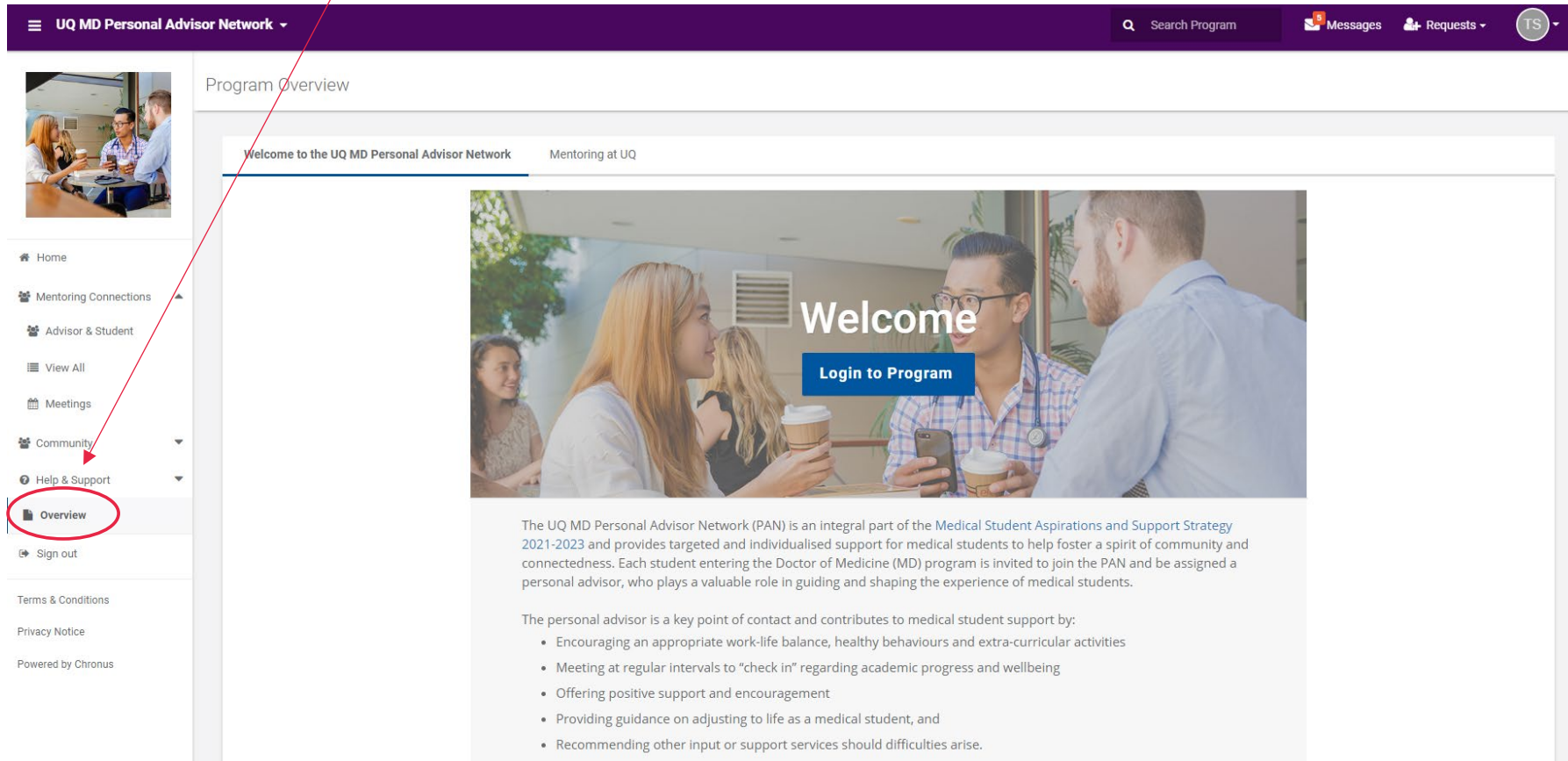
Your PAN connection is listed here under Mentoring Connections



4. Overview

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

Click Overview



The screenshot displays the UQ MD Personal Advisor Network (PAN) interface. The top navigation bar includes a hamburger menu, the title 'UQ MD Personal Advisor Network', a search bar, and links for Messages, Requests, and a user profile. The left sidebar contains a menu with options: Home, Mentoring Connections, Advisor & Student, View All, Meetings, Community, Help & Support, Overview (highlighted with a red circle and a red arrow pointing to it), and Sign out. The main content area is titled 'Program Overview' and features a large 'Welcome' banner with a 'Login to Program' button. Below the banner, text describes the PAN as an integral part of the Medical Student Aspirations and Support Strategy 2021-2023, providing targeted support for medical students. A list of roles for the personal advisor is also provided.

Welcome to the UQ MD Personal Advisor Network

Mentoring at UQ

Welcome

Login to Program

The UQ MD Personal Advisor Network (PAN) is an integral part of the Medical Student Aspirations and Support Strategy 2021-2023 and 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 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, and
- Recommending other input or support services should difficulties arise.

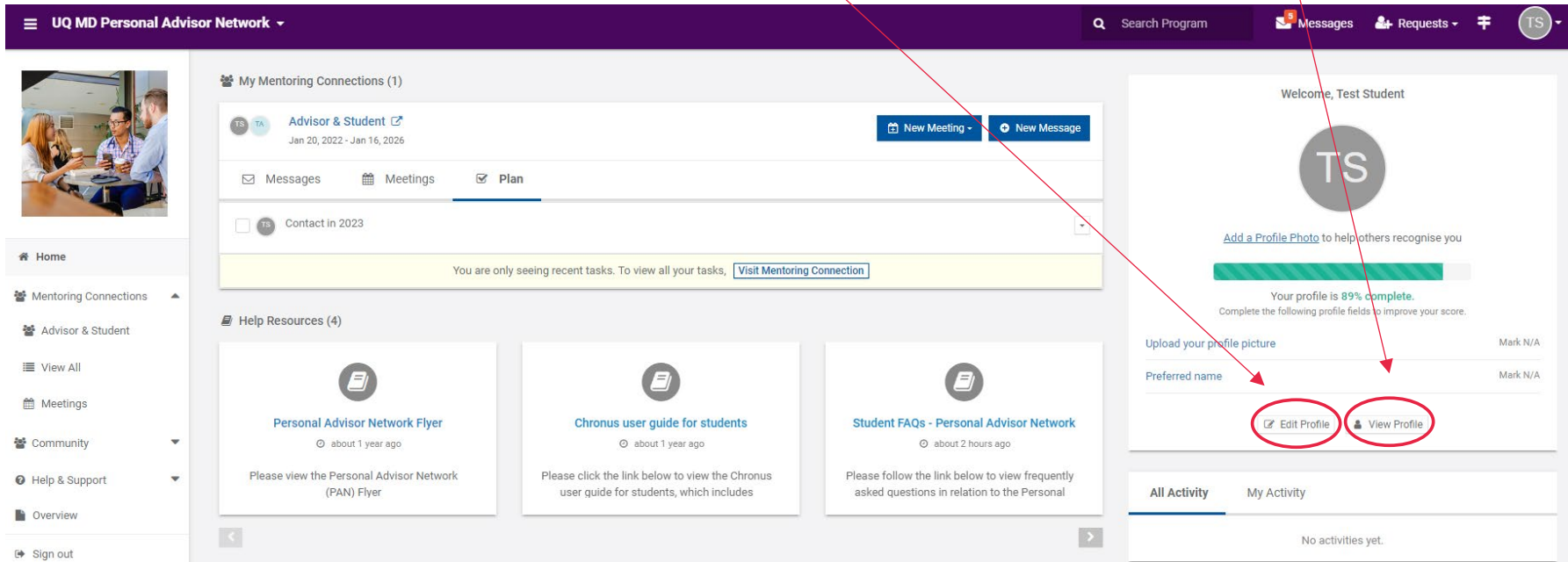
Note: If you are on your mobile device, select More to access the Overview page.

5. Your 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

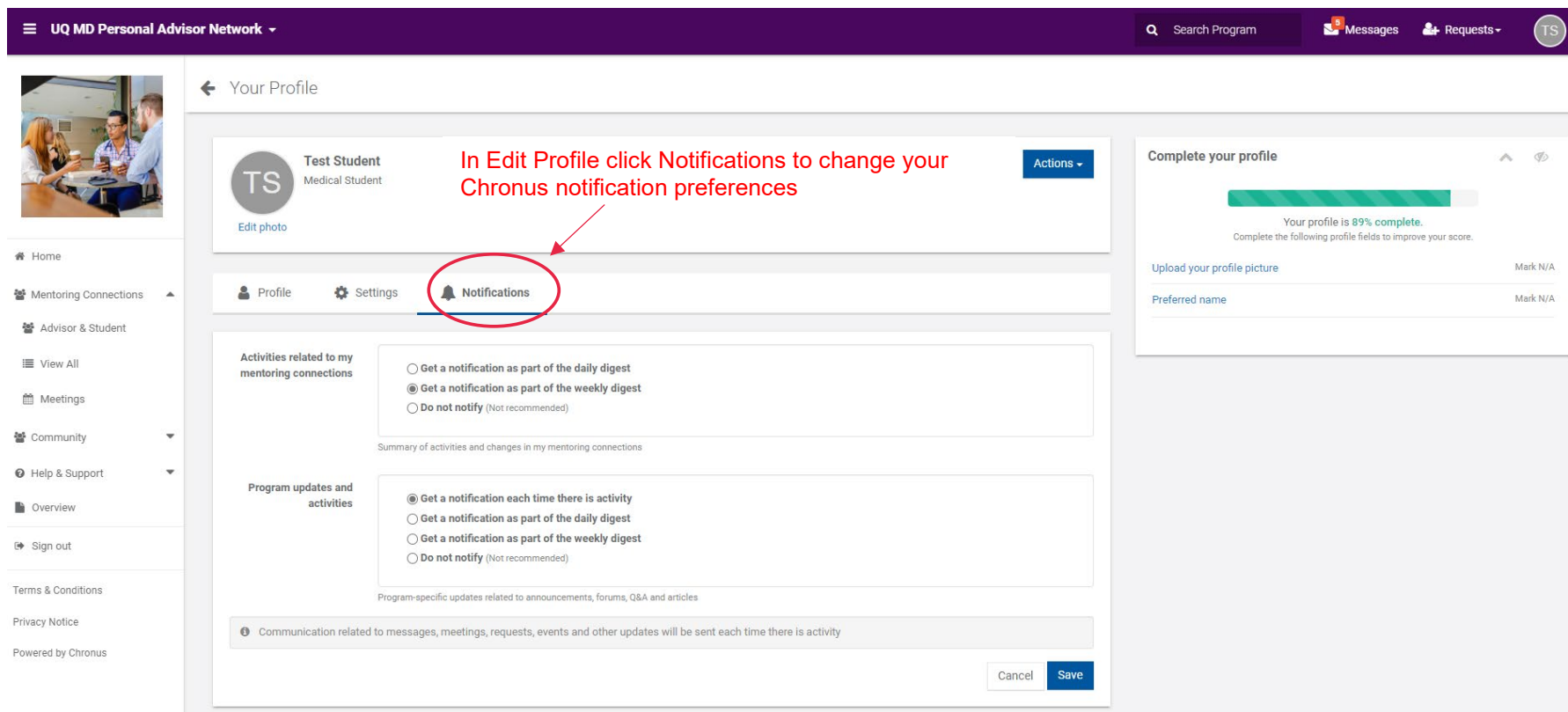


The screenshot displays the UQ MD Personal Advisor Network interface. The top navigation bar includes a menu icon, the title "UQ MD Personal Advisor Network", a search bar, and icons for Messages, Requests, and a user profile (TS). The left sidebar contains navigation links: Home, Mentoring Connections, Advisor & Student, View All, Meetings, Community, Help & Support, Overview, and Sign out. The main content area is divided into sections: "My Mentoring Connections (1)" showing an "Advisor & Student" connection with buttons for "New Meeting" and "New Message"; "Help Resources (4)" with links to the "Personal Advisor Network Flyer", "Chronus user guide for students", and "Student FAQs - Personal Advisor Network"; and a "Profile Overview" section on the right. The profile overview shows a welcome message, a profile picture placeholder, a progress bar indicating "Your profile is 89% complete", and fields for "Upload your profile picture" and "Preferred name". At the bottom of the profile overview, there are two buttons: "Edit Profile" and "View Profile", both of which are circled in red. Red arrows point from the text annotations to these buttons.

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

5.1 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.



The screenshot shows the 'Your Profile' page in the UQ MD Personal Advisor Network. The top navigation bar includes 'UQ MD Personal Advisor Network', a search bar, and links for 'Messages', 'Requests', and a user profile icon labeled 'TS'. The left sidebar contains navigation options: Home, Mentoring Connections, Advisor & Student, View All, Meetings, Community, Help & Support, Overview, Sign out, Terms & Conditions, Privacy Notice, and Powered by Chronus.

The main content area is titled 'Your Profile' and features a profile card for 'Test Student' (Medical Student) with a photo and an 'Edit photo' link. Below the profile card are three tabs: 'Profile', 'Settings', and 'Notifications'. The 'Notifications' tab is highlighted with a red circle, and a red arrow points to it from a text box that reads: 'In Edit Profile click Notifications to change your Chronus notification preferences'.

The 'Notifications' settings are divided into two sections:

- Activities related to my mentoring connections:**
 - ☐ Get a notification as part of the daily digest
 - ☒ Get a notification as part of the weekly digest
 - ☐ Do not notify (Not recommended)
- Program updates and activities:**
 - ☒ Get a notification each time there is activity
 - ☐ Get a notification as part of the daily digest
 - ☐ Get a notification as part of the weekly digest
 - ☐ Do not notify (Not recommended)

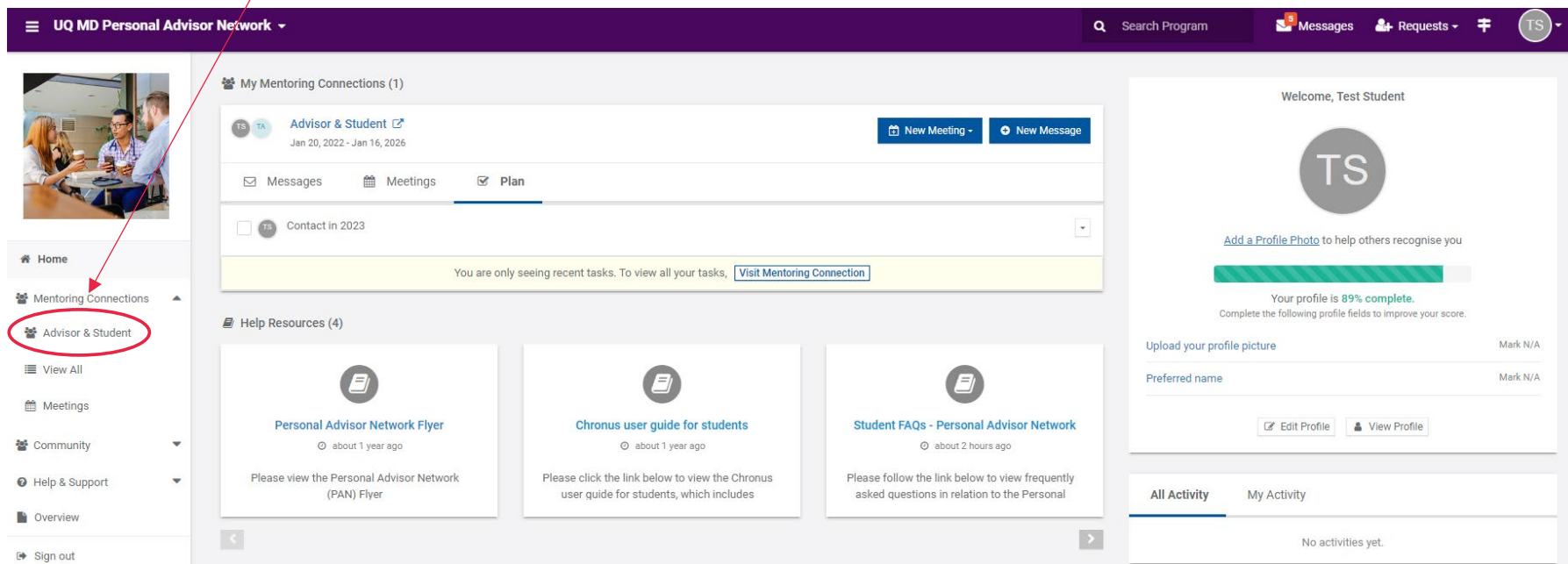
Below these sections, a summary states: 'Communication related to messages, meetings, requests, events and other updates will be sent each time there is activity'. At the bottom right of the settings area are 'Cancel' and 'Save' buttons.

On the right side of the profile page, there is a 'Complete your profile' section showing a progress bar at 89% completion. It includes fields for 'Upload your profile picture' and 'Preferred name', both marked as 'N/A'.

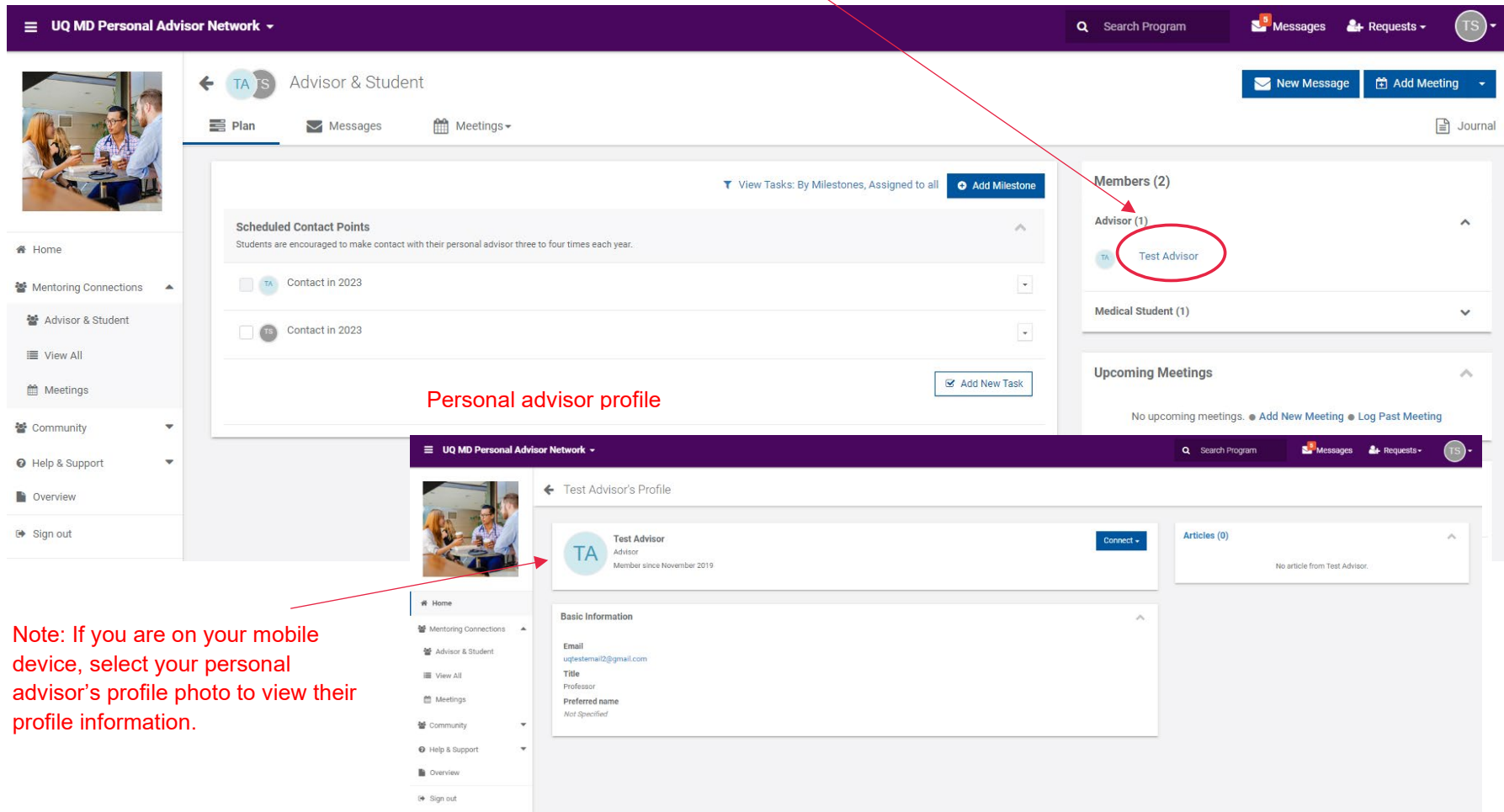
6. Personal advisor profile

You can find out your personal advisor's title, first name, last name, preferred name and email address by viewing their profile.

To view your personal advisor's profile, on the Home page click on your PAN connection



Then click on your personal advisor's name and their profile will appear

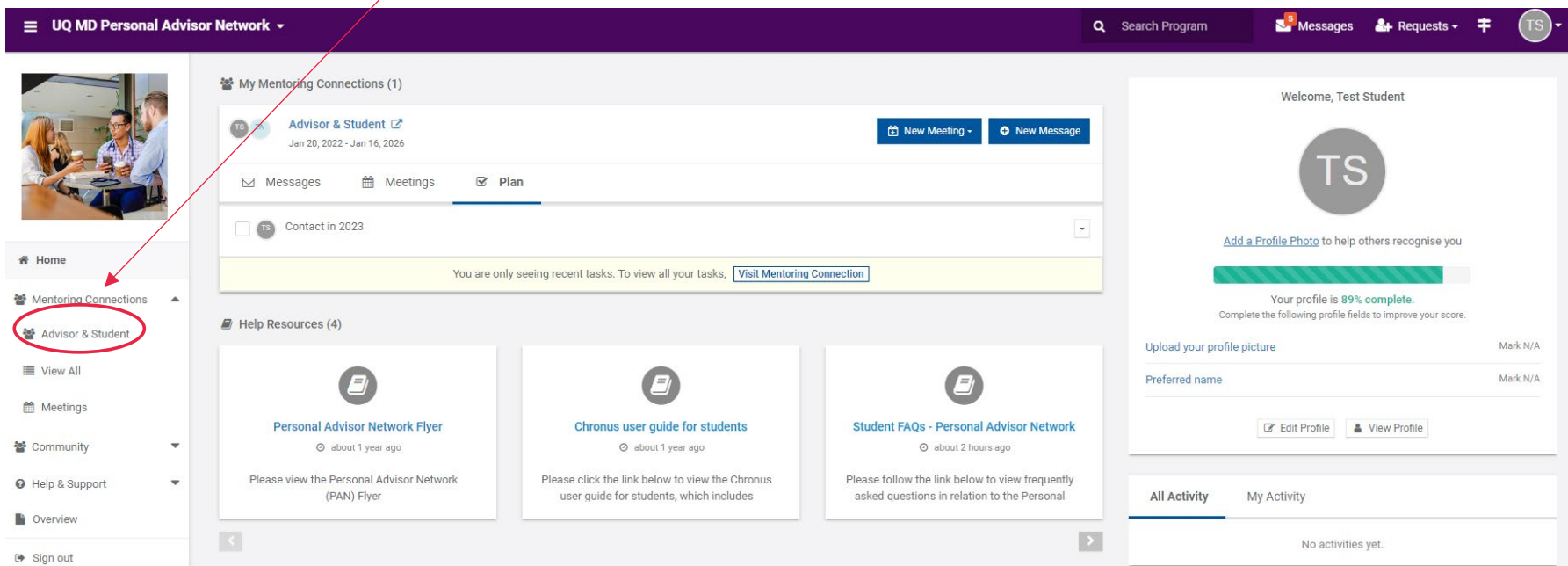


The screenshot displays the UQ MD Personal Advisor Network interface. The top navigation bar includes a search bar, messages, requests, and a user profile icon. The main content area is divided into sections: 'Scheduled Contact Points', 'Members (2)', and 'Upcoming Meetings'. The 'Members (2)' section lists 'Advisor (1)' and 'Medical Student (1)'. The 'Advisor (1)' section is highlighted with a red circle, and a red arrow points to it from the text 'Then click on your personal advisor's name and their profile will appear'. Below this, the 'Test Advisor's Profile' page is shown, featuring a profile card with a photo, name, title, and contact information. A red arrow points to the profile photo with the text 'Personal advisor profile'. A note at the bottom left states: 'Note: If you are on your mobile device, select your personal advisor's profile photo to view their profile information.'

7. Plan

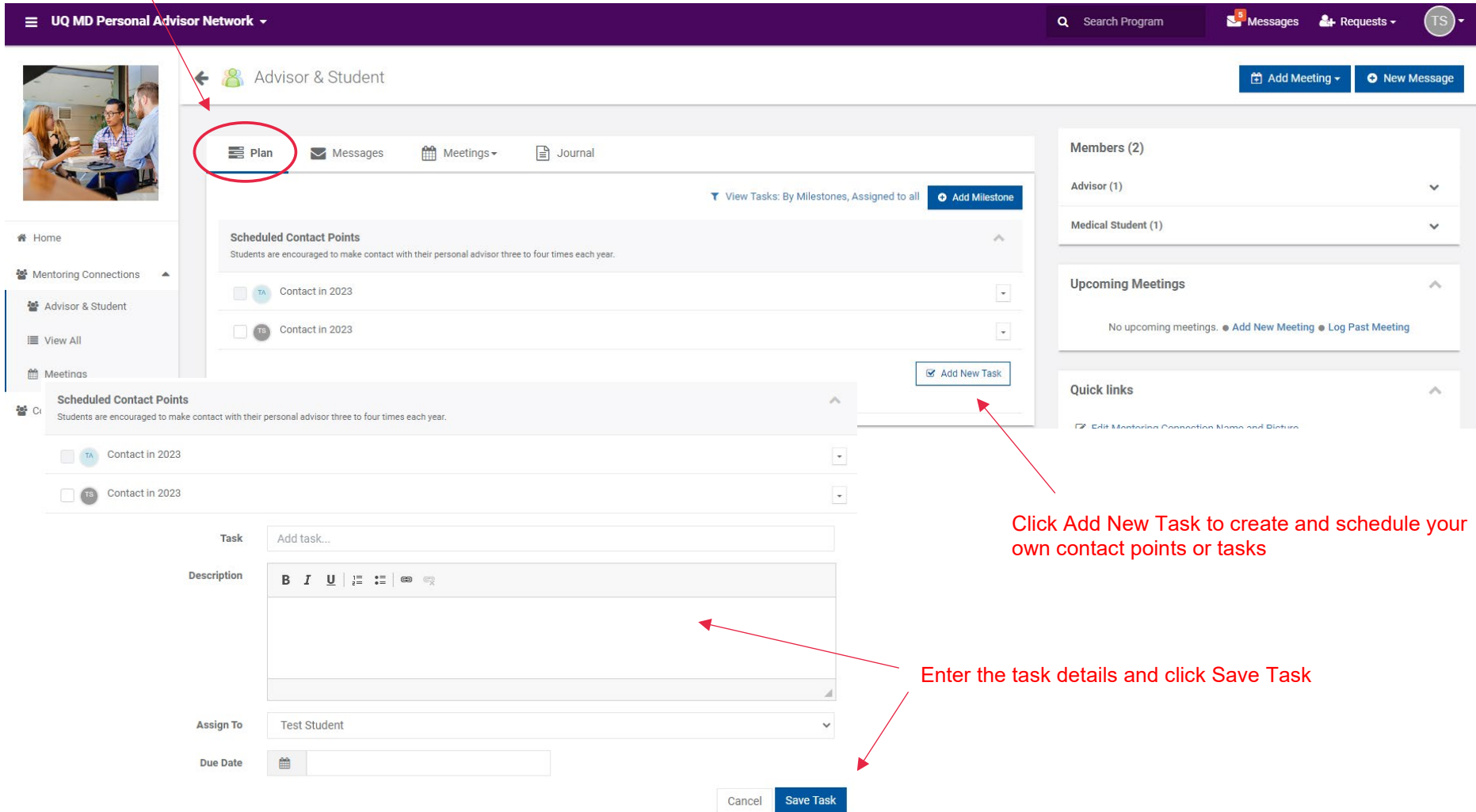
In response to feedback, contact points are no longer scheduled. Students and personal advisors are encouraged to keep in contact via Chronus or another communication channel such as email and meet at times that are suitable for them. We recommend that students and personal advisors meet around three 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 your PAN connection



The screenshot displays the UQ MD Personal Advisor Network interface. The left-hand navigation menu includes links for Home, Mentoring Connections, Advisor & Student (highlighted with a red circle and a red arrow), View All, Meetings, Community, Help & Support, Overview, and Sign out. The main content area is titled 'My Mentoring Connections (1)' and features a card for 'Advisor & Student' with a date range of 'Jan 20, 2022 - Jan 16, 2026'. This card includes buttons for 'New Meeting' and 'New Message', and tabs for 'Messages', 'Meetings', and 'Plan'. Below the card, there is a section for 'Contact in 2023' with a message: 'You are only seeing recent tasks. To view all your tasks, [Visit Mentoring Connection](#)'. The right sidebar shows a user profile for 'Test Student' (TS) with a progress bar indicating 89% profile completion. The bottom section shows 'All Activity' and 'My Activity' tabs, with 'My Activity' currently selected and displaying 'No activities yet.'

Click on Plan



The screenshot shows the 'UQ MD Personal Advisor Network' interface. At the top, there's a purple header with a search bar and navigation links for Messages, Requests, and a user profile (TS). Below the header, the 'Advisor & Student' section is active. A red circle highlights the 'Plan' tab in the navigation bar. To the right, there are buttons for 'Add Meeting' and 'New Message'. The main content area shows 'Scheduled Contact Points' with a list of tasks. A red arrow points to the 'Add New Task' button. Below this, a form is shown for adding a new task, with fields for 'Task', 'Description', 'Assign To', and 'Due Date'. A red arrow points to the 'Save Task' button at the bottom of the form.

UQ MD Personal Advisor Network

Search Program

Messages Requests TS

Advisor & Student

Plan Messages Meetings Journal

View Tasks: By Milestones, Assigned to all Add Milestone

Scheduled Contact Points

Students are encouraged to make contact with their personal advisor three to four times each year.

TA Contact in 2023

TS Contact in 2023

Add New Task

Members (2)

Advisor (1)

Medical Student (1)

Upcoming Meetings

No upcoming meetings. Add New Meeting Log Past Meeting

Quick links

Edit Mentoring Connection Name and Picture

Task

Add task...

Description

B I U | | | | |

Assign To










Test Student



Due Date

Cancel Save Task

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

Enter the task details and click Save Task

 Home
  Mentoring Connections
  Advisor & Student
  View All
  Meetings
  Community
  Help & Support
  Overview
  Sign out

Plan

Messages


Meetings

View Tasks: By Milestones, Assigned to all


Add Milestone

Scheduled Contact Points

Students are encouraged to make contact with their personal advisor three to four times each year.





Contact in 2023



Contact in 2023

Add New Task

 New Message
  Add Meeting

Journal

Contact in 2023

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.

It is the student's responsibility to initiate and maintain contact with their personal advisor throughout the year. If we receive a message from your personal advisor letting us know that you have not been in contact, you will be removed from the Personal Advisor Network (PAN). Should you wish to rejoin the PAN at any time, please contact the PAN Support Team and request to be reconnected with a personal advisor.

Please note, it is not mandatory for students to participate in the PAN. If you no longer wish to be involved, please formally opt out by emailing the PAN Support Team.

show less

Test Student

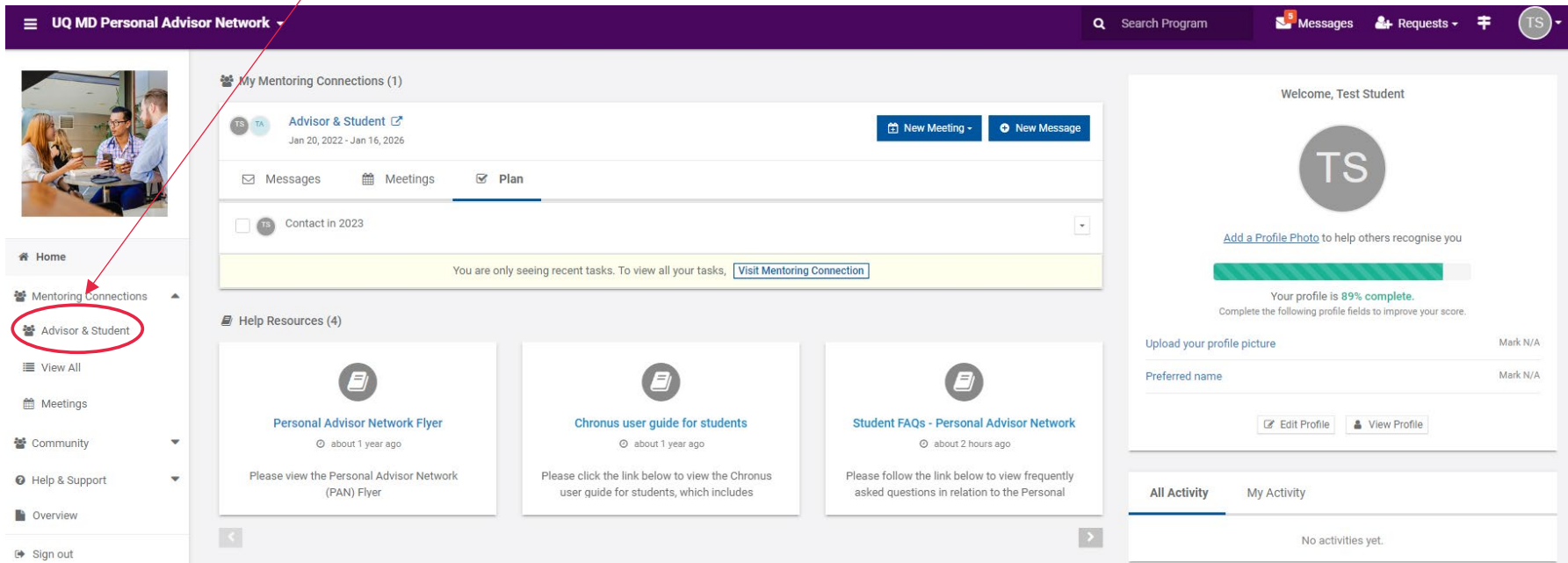
Scheduled Contact Points

Click Contact in 2023 for further information about contact points in 2023

8. Messages

We encourage you to contact your personal advisor via Chronus message.

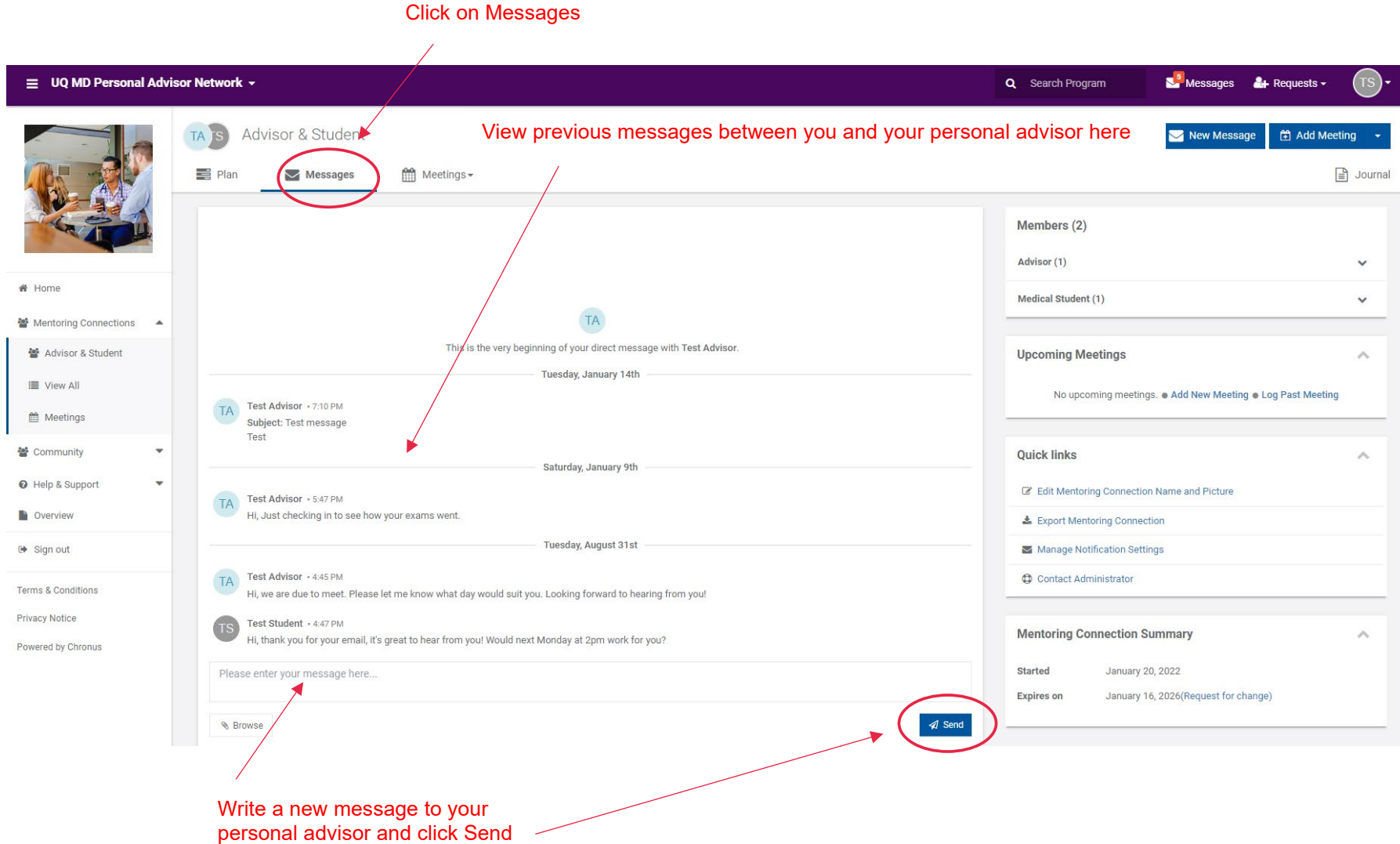
On the Home page click on your PAN connection



Click on Messages

View previous messages between you and your personal advisor here

Write a new message to your personal advisor and click Send

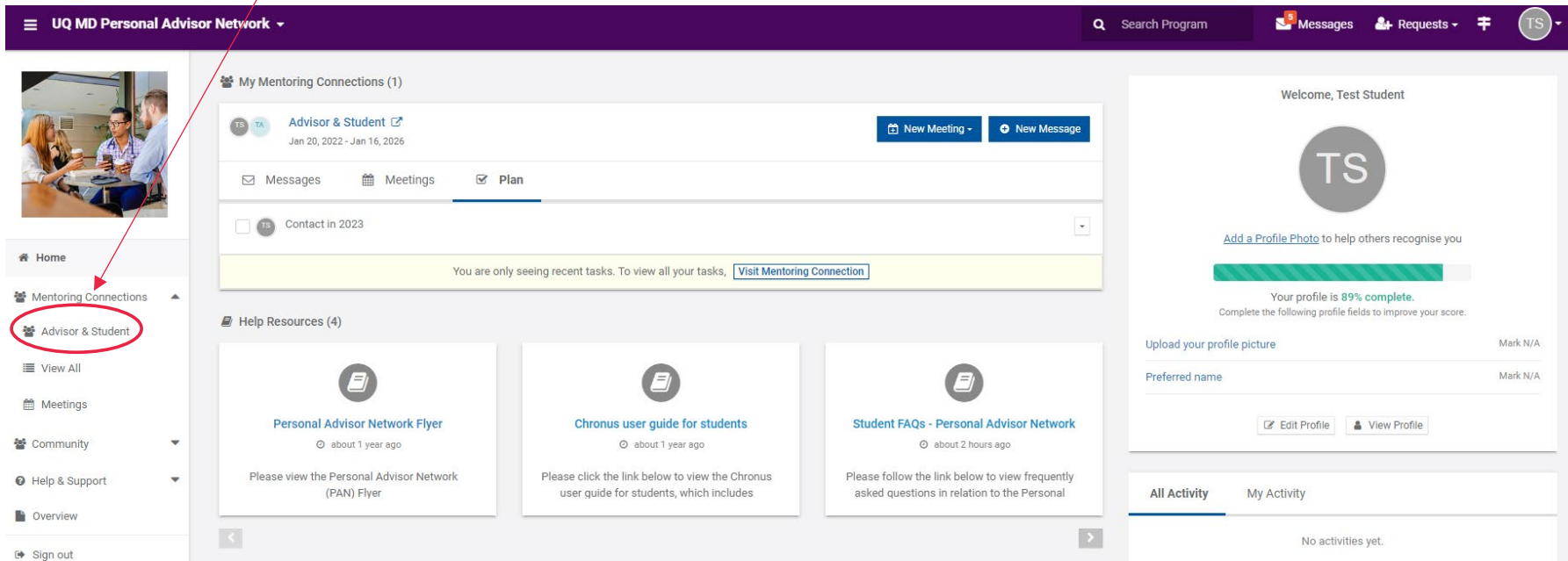


The screenshot displays the UQ MD Personal Advisor Network interface. At the top, a purple navigation bar contains the 'UQ MD Personal Advisor Network' title, a search bar, and links for 'Messages', 'Requests', and a user profile icon. Below this, a sidebar on the left lists navigation options: Home, Mentoring Connections, Advisor & Student (selected), View All, Meetings, Community, Help & Support, Overview, Sign out, Terms & Conditions, Privacy Notice, and Powered by Chronus. The main content area shows the 'Advisor & Student' connection. A red circle highlights the 'Messages' tab, and a red arrow points to it with the text 'Click on Messages'. Another red arrow points to the message history with the text 'View previous messages between you and your personal advisor here'. The message history shows a series of messages from 'Test Advisor' and 'Test Student'. At the bottom, a red circle highlights the 'Send' button, and a red arrow points to it with the text 'Write a new message to your personal advisor and click Send'. The 'Send' button is located next to a text input field labeled 'Please enter your message here...'. On the right side of the interface, there are sections for 'Members (2)' (Advisor (1), Medical Student (1)), 'Upcoming Meetings' (No upcoming meetings, Add New Meeting, Log Past Meeting), 'Quick links' (Edit Mentoring Connection Name and Picture, Export Mentoring Connection, Manage Notification Settings, Contact Administrator), and 'Mentoring Connection Summary' (Started: January 20, 2022, Expires on: January 16, 2026(Request for change)).

9. Meetings

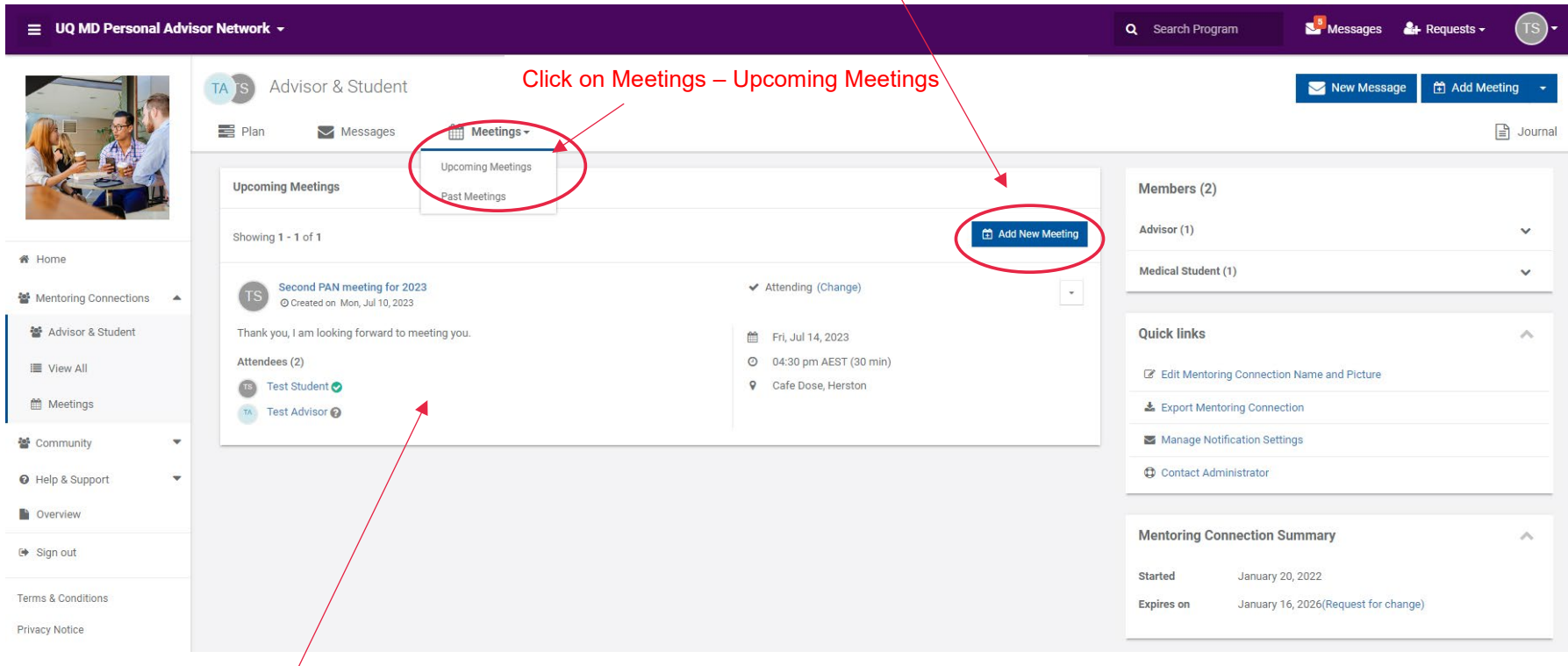
You can schedule meetings with your personal advisor via Chronus. You can also view upcoming meetings and view and log past meetings with your personal advisor for your records.

On the Home page click on your PAN connection



To schedule new meetings:

Click Add New Meeting to schedule a new meeting

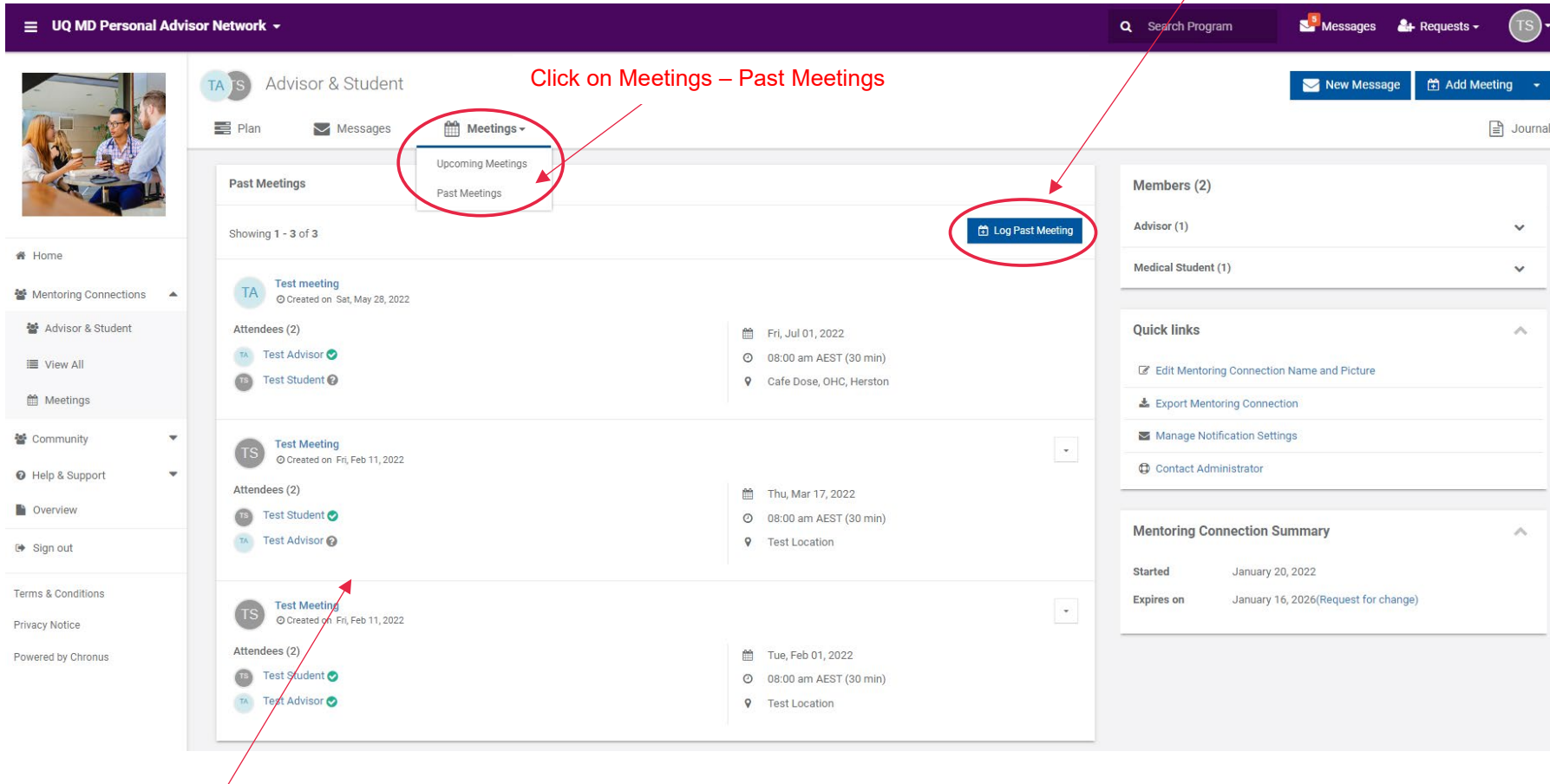


The screenshot shows the 'UQ MD Personal Advisor Network' interface. The top navigation bar is purple with a search bar and links for 'Messages', 'Requests', and a user profile 'TS'. The main content area is titled 'Advisor & Student' and includes tabs for 'Plan', 'Messages', and 'Meetings'. The 'Meetings' tab is selected, showing a dropdown menu with 'Upcoming Meetings' and 'Past Meetings'. The 'Upcoming Meetings' section displays a single meeting: 'Second PAN meeting for 2023', created on Mon, Jul 10, 2023. The meeting details include the date 'Fri, Jul 14, 2023', time '04:30 pm AEST (30 min)', and location 'Cafe Dose, Herston'. The attendees are 'Test Student' and 'Test Advisor'. A red circle highlights the 'Add New Meeting' button in the top right corner of the meeting details. A red arrow points from the 'Meetings' dropdown menu to the 'Upcoming Meetings' section. Another red arrow points from the 'Add New Meeting' button to the text 'Click Add New Meeting to schedule a new meeting'. A third red arrow points from the meeting details to the text 'View upcoming meetings here'.

View upcoming meetings here

To view and record past meetings:

Click Log Past Meeting to record a previous meeting



The screenshot displays the 'UQ MD Personal Advisor Network' interface. The top navigation bar includes a search bar, 'Messages', 'Requests', and a user profile icon. The left sidebar contains navigation links for Home, Mentoring Connections, Advisor & Student, Community, Help & Support, Overview, Sign out, Terms & Conditions, Privacy Notice, and Powered by Chronus.

The main content area is titled 'Advisor & Student' and features a 'Meetings' dropdown menu. The 'Past Meetings' section is highlighted with a red circle and an arrow pointing to it from the text 'Click on Meetings – Past Meetings'. Below this, a list of past meetings is shown, with the first meeting selected. The 'Log Past Meeting' button is also highlighted with a red circle and an arrow pointing to it from the text 'Click Log Past Meeting to record a previous meeting'.

The 'Past Meetings' list shows three meetings:

- Test meeting** (Created on Sat, May 28, 2022)
 - Attendees (2): Test Advisor, Test Student
 - Date: Fri, Jul 01, 2022
 - Time: 08:00 am AEST (30 min)
 - Location: Cafe Dose, OHC, Herston
- Test Meeting** (Created on Fri, Feb 11, 2022)
 - Attendees (2): Test Student, Test Advisor
 - Date: Thu, Mar 17, 2022
 - Time: 08:00 am AEST (30 min)
 - Location: Test Location
- Test Meeting** (Created on Fri, Feb 11, 2022)
 - Attendees (2): Test Student, Test Advisor
 - Date: Tue, Feb 01, 2022
 - Time: 08:00 am AEST (30 min)
 - Location: Test Location

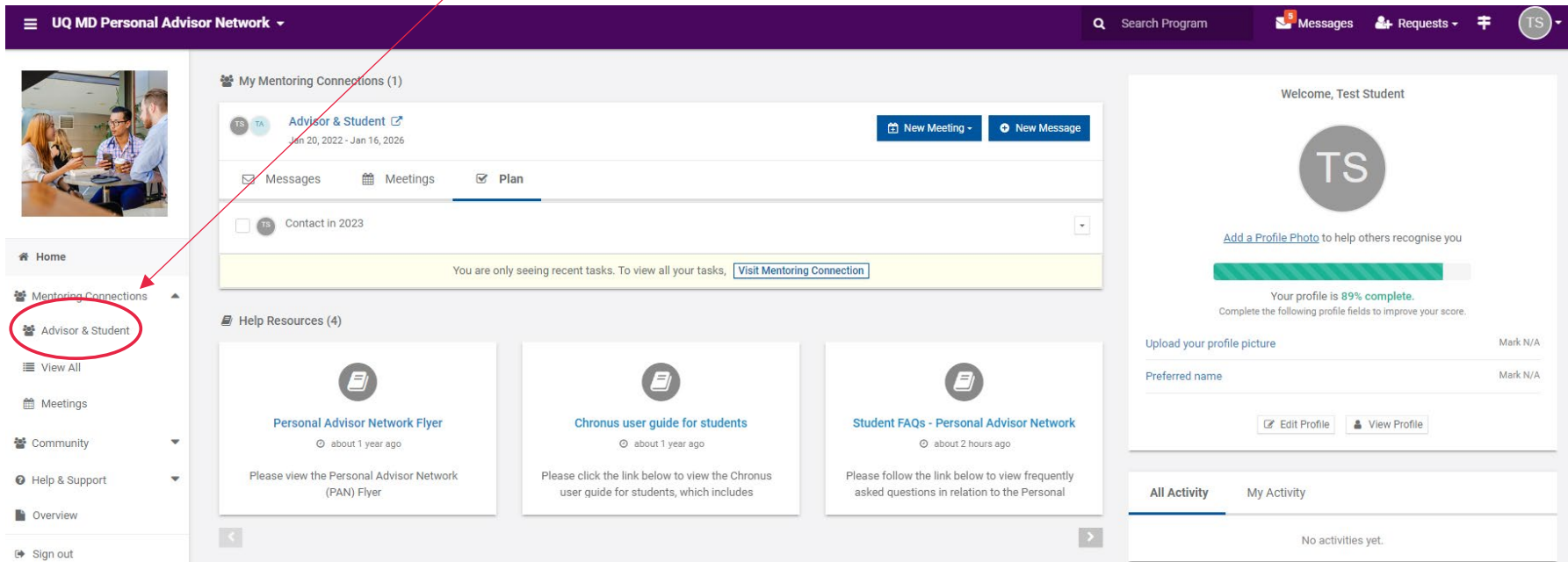
The right sidebar contains sections for 'Members (2)' (Advisor (1), Medical Student (1)), 'Quick links' (Edit Mentoring Connection Name and Picture, Export Mentoring Connection, Manage Notification Settings, Contact Administrator), and 'Mentoring Connection Summary' (Started: January 20, 2022, Expires on: January 16, 2026 (Request for change)).

View past meetings here

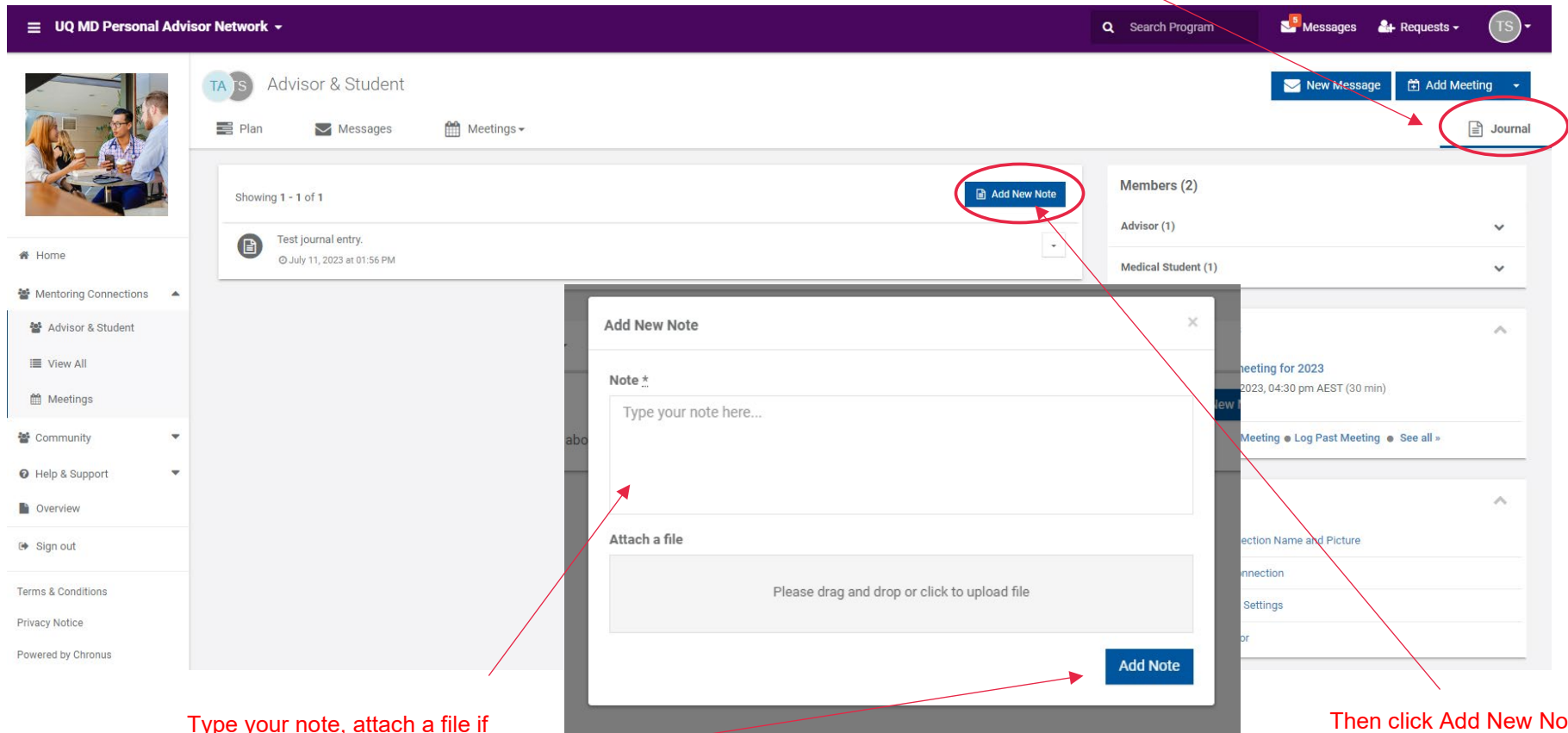
10. Journal

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

On the Home page click on your PAN connection



Click on Journal



The screenshot shows the UQ MD Personal Advisor Network interface. At the top, there is a purple navigation bar with the text 'UQ MD Personal Advisor Network' and a search bar. Below this, the main content area is titled 'Advisor & Student'. On the right side of the main content area, there are buttons for 'New Message', 'Add Meeting', and 'Journal'. The 'Journal' button is circled in red. A red arrow points from the text 'Click on Journal' to this button. In the center of the main content area, there is a list of journal entries. The first entry is titled 'Test Journal entry.' and has a date of 'July 11, 2023 at 01:56 PM'. Above this entry, there is a button labeled 'Add New Note', which is also circled in red. A red arrow points from the text 'Click on Journal' to this button. Below the list of journal entries, there is a modal window titled 'Add New Note'. This modal has a text area for 'Note *' with the placeholder text 'Type your note here...'. Below the text area, there is a section for 'Attach a file' with the text 'Please drag and drop or click to upload file'. At the bottom right of the modal, there is a button labeled 'Add Note'. A red arrow points from the text 'Then click Add New Note' to this button. Another red arrow points from the text 'Type your note, attach a file if you wish and click Add Note. You can edit and delete notes as needed.' to the text area and the 'Add Note' button.

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

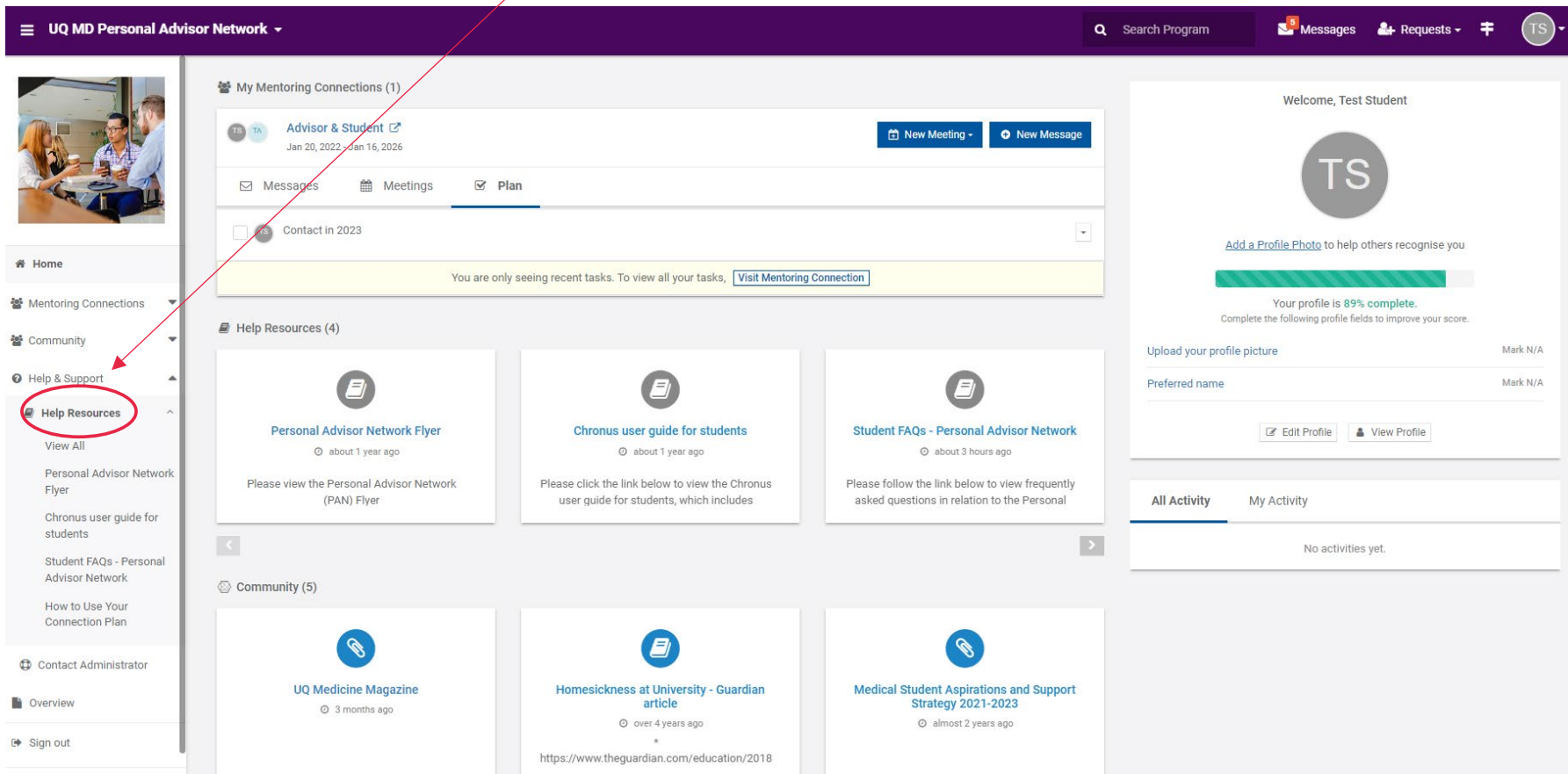
The screenshot shows the UQ MD Personal Advisor Network interface. The top navigation bar includes a menu icon, 'UQ MD Personal Advisor Network', a search bar, and links for Messages, Requests, and a user profile. The left sidebar contains a list of navigation items: Home, Mentoring Connections, Advisor & Student, View All, Meetings, Community, Articles, Events (circled), Help & Support, Overview, and Sign out. The main content area is titled 'Events' and features two tabs: 'Upcoming (0)' and 'Past (0)', both of which are circled. A red arrow points to the 'Upcoming (0)' tab with the text 'View upcoming events here'. Another red arrow points to the 'Past (0)' tab with the text 'View past events here'. The main content area displays 'There are no upcoming events.'

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 and other resources to support you with your PAN connection in 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



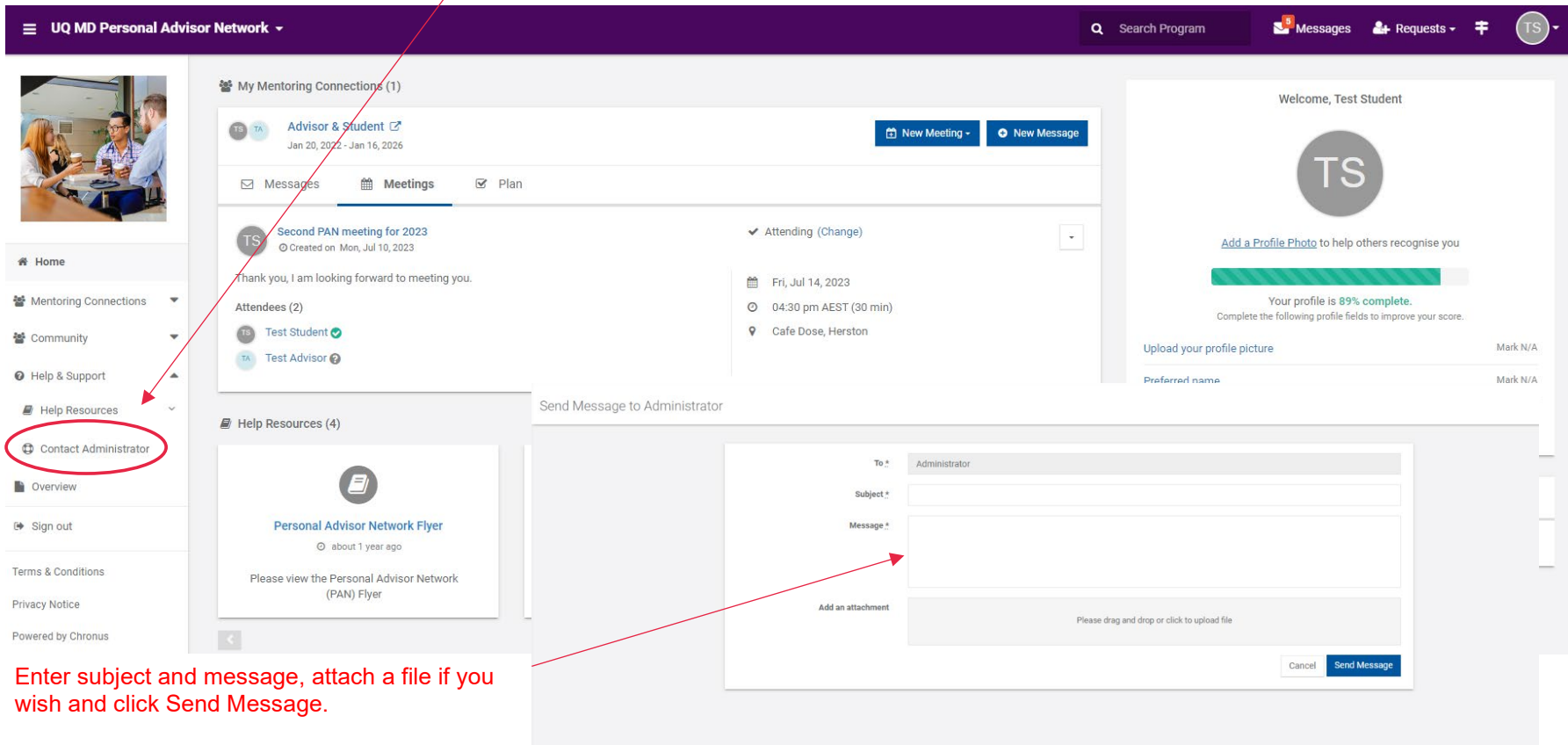
The screenshot displays the UQ MD Personal Advisor Network interface. On the left sidebar, the 'Help & Support' menu is expanded, and 'Help Resources' is highlighted with a red circle. A red arrow points from the text above to this circle. The main content area shows 'My Mentoring Connections (1)' with a card for 'Advisor & Student' (Jan 20, 2022 - Jan 16, 2026) and buttons for 'New Meeting' and 'New Message'. Below this is a 'Help Resources (4)' section with four cards: 'Personal Advisor Network Flyer' (about 1 year ago), 'Chronus user guide for students' (about 1 year ago), 'Student FAQs - Personal Advisor Network' (about 3 hours ago), and 'UQ Medicine Magazine' (3 months ago). The 'Chronus user guide for students' card includes a link to 'https://www.theguardian.com/education/2018'. On the right, a user profile for 'Test Student' (TS) is shown, indicating a profile completion of 89% and options to 'Edit Profile' or 'View Profile'. The bottom of the page shows 'Community (5)' with three more resource cards: 'Homesickness at University - Guardian article' (over 4 years ago) and 'Medical Student Aspirations and Support Strategy 2021-2023' (almost 2 years ago).

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. Alternatively, you can contact the PAN Support Team by emailing med.pansupport@uq.edu.au.

Click Contact Administrator under Help & Support



The screenshot displays the UQ MD Personal Advisor Network interface. The left sidebar contains a navigation menu with 'Home', 'Mentoring Connections', 'Community', 'Help & Support', 'Help Resources', 'Contact Administrator', 'Overview', 'Sign out', 'Terms & Conditions', 'Privacy Notice', and 'Powered by Chronus'. The 'Contact Administrator' link is circled in red. The main content area shows 'My Mentoring Connections (1)' with a card for 'Advisor & Student' and a 'Second PAN meeting for 2023'. Below this is a 'Help Resources (4)' section with a card for 'Personal Advisor Network Flyer'. A 'Send Message to Administrator' form is overlaid on the bottom right, featuring fields for 'To' (Administrator), 'Subject', and 'Message', an 'Add an attachment' section, and 'Cancel' and 'Send Message' buttons. A red arrow points from the 'Contact Administrator' link to the form, and another red arrow points to the 'Send Message' button.

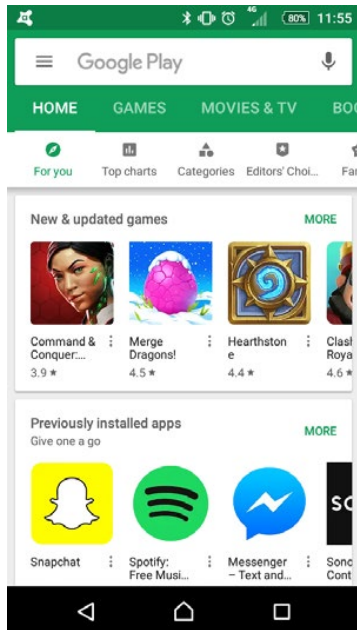
Enter subject and message, attach a file if you wish and click Send Message.

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

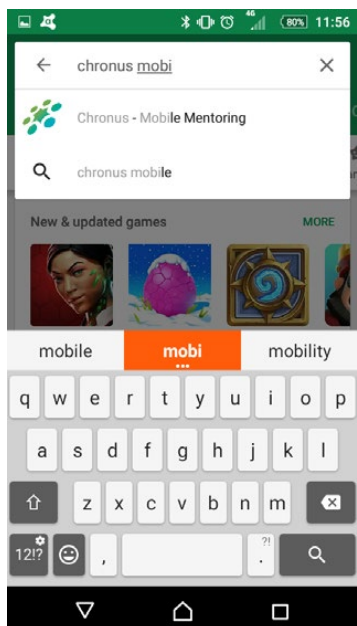
14. Chronus on your mobile device

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

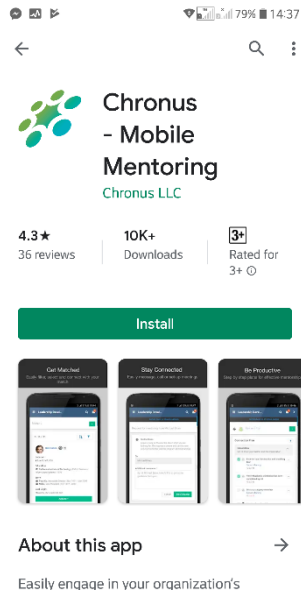
1. On your mobile device, open up your AppStore (Apple) or Google Play (Android).



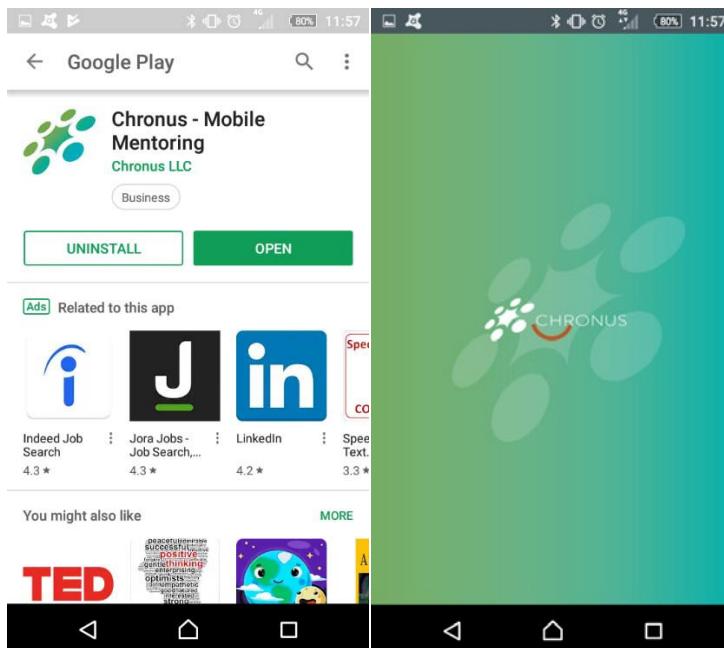
2. In the search bar, enter 'Chronus mobile' and select the 'Chronus Mobile' (Apple) or 'Chronus – Mobile Mentoring' (Android) app.



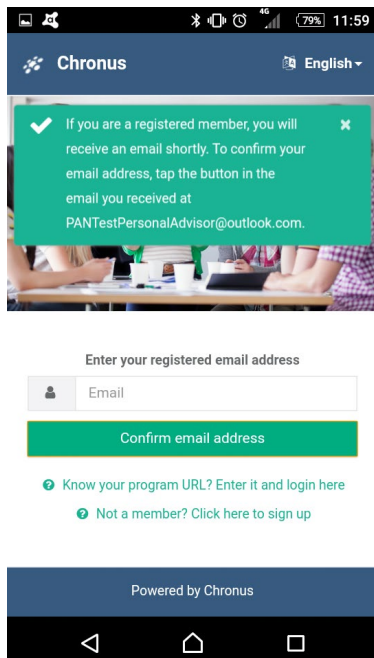
- Click on the green 'Install' button. On Apple products, tap on the blue 'Get' button, and then the green 'Install' button.



- 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 UQ student 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. 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

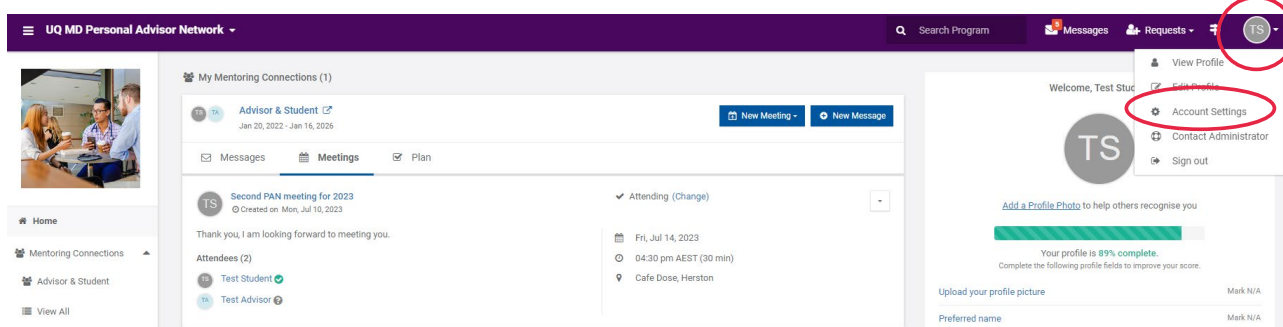
I forgot my password; how can I retrieve it?

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 the 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 in to 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 PAN 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

E med.pansupport@uq.edu.au

CRICOS Provider Number 00025B