



New Users – First Time Log in MyCE Mobile App

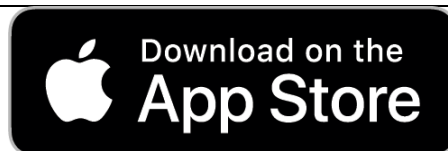
For users who have not previously logged in to the MyCE Mobile App.

Please note: You will automatically have access to MyCE if you are a Related Person (parent, guardian or caregiver) and have selected “Yes” for School Portal Access.

Downloading the App MyCE

Apple Users:

Navigate to the Apple App Store



Android Users:

Navigate to the Google Play Store



Note: Please also ensure that you have downloaded and installed an internet browser (eg. Chrome, Safari, Edge, Firefox). This is essential for successful login.

Search for the App:

Search for “MyCE Mobile App”.

Select and press download and install.



Tip

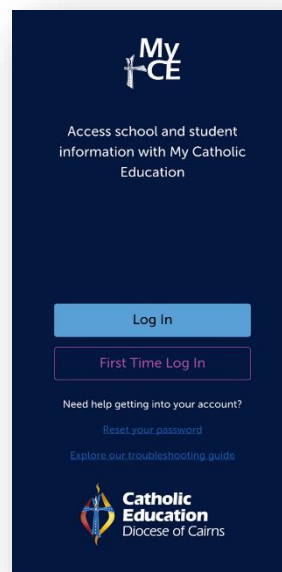
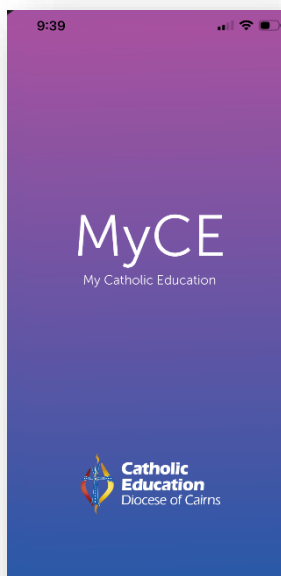
Users should also ensure that all security and software updates have been completed on their device prior to installation.

Open the App

Once downloaded and installed, please tap the App to open.

You will be presented with a login screen.

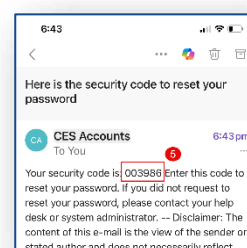
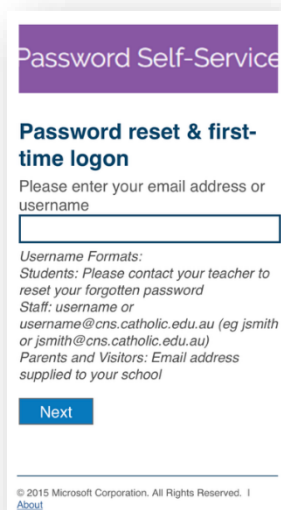
Tap the **First time Log In** button.



The 'Password reset & first-time logon' screen will appear. Please enter the email address that you have provided to your school and click 'Next'.

Tip

Your security code email may go to your junk email folder.



Enter the security code to verify your identity and click 'Next'.

The login assistant will display and confirm that you were successfully authenticated.

Please select 'Password Reset' and enter your desired password twice and select 'Next'.

This screenshot shows the 'Verify Your Identity: Email Verification' step of the Password Self-Service process. It instructs the user to enter a security code sent to their email. The interface includes a text input field for the security code and 'Next' and 'Cancel' buttons. The footer contains copyright information for Microsoft Corporation.

This screenshot shows the 'Login Assistant' screen where the user has been successfully authenticated. It offers two options: 'Account Unlock' to keep the current password or 'Password Reset' to choose a new password. The 'Password Reset' option is selected. Below, there are two text input fields for entering a new password twice, followed by 'Next' and 'Cancel' buttons. The footer contains copyright information for Microsoft Corporation.

Following successful entry of your selected password, a confirmation will display and confirm that you are now able to login.

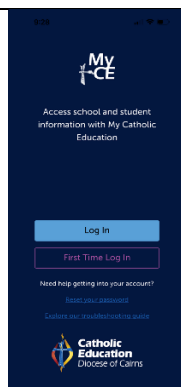
Please press the 'X' in the top corner to return to the login screen.

This screenshot shows the 'Success: Your password was reset' confirmation screen. It informs the user that they can now use their new password to log in. The interface includes a close button (X) in the top left corner and a footer with copyright information for Microsoft Corporation.

Log in and start using the App

Once you have completed setting up your password.

You are now ready to **log in** and access the App.



Tip:

It can take a minute for your password to be provisioned in our system. If you can't log in or forgot your new password, please wait five minutes before resetting your password again.

On your first login, it may also take a minute or two for your student's information to appear (it may be up to a minute the very first time you log in whilst we get things ready for you). If your student and school information does not display within 60 seconds, please navigate to the Me menu (at the bottom of the screen on the right) – and go to the Feedback menu and 'tap here to refresh data'.

Biometrics and Notifications

When you log in for the first time, users will be prompted to confirm if biometric login and notifications are enabled.

These settings can also be updated in the Me section of the app under User Settings.

Ensuring that Notifications are turned on is important to ensure you don't miss a news item notification from your school.

Onboarding and Welcome to MyCE

You are now ready to use MyCE and following log in, an onboarding experience will provide information about the functionality of MyCE. Take a moment to explore and use MyCE.

