



New Users – First Time Login MyCE Mobile App

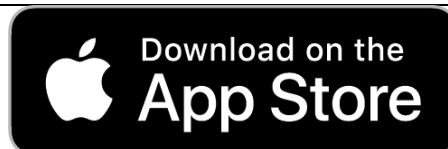
For users who have not previously logged in to either the Parent Portal or the MyCE Mobile App.

Please note: You will automatically have access to MyCE Mobile App if you if you are a legal guardian or caregiver and have must have selected “Yes” for School Portal Access.

1. 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 a Google Chrome Browser. This is essential for successful login.

Search for the App

Search for “MyCE Mobile App”.

Select and press download and install.

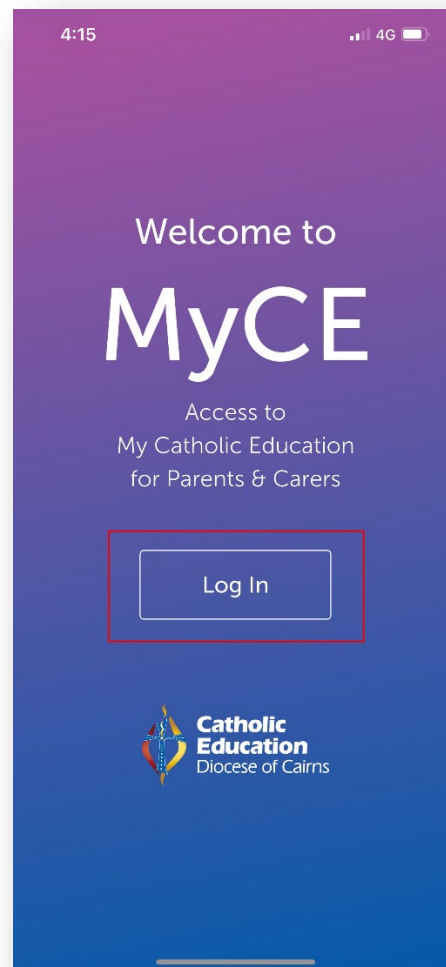


Tip

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

2. Open the App

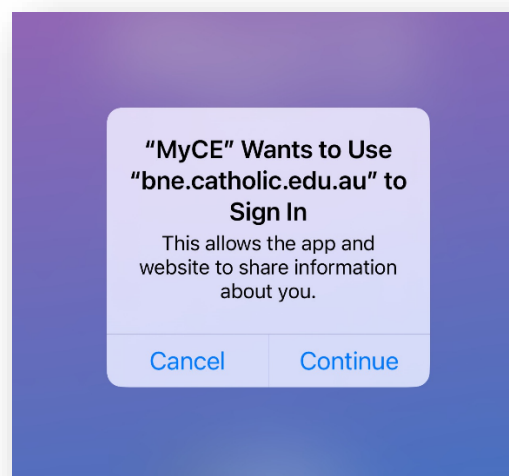
Once downloaded and installed, please tap the App to open. You will be presented with a login screen. Tap the **login** button.



When completing your login, you will be presented with a pop-up window to use "bne.catholic.edu.au" to sign in.

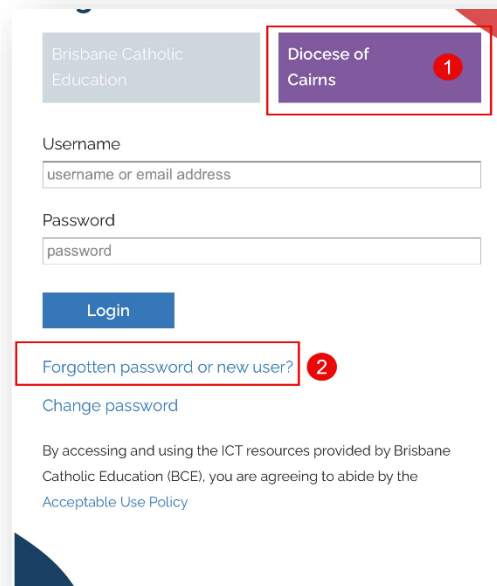
This allows the app and website to share information about you.

Please select **continue**.

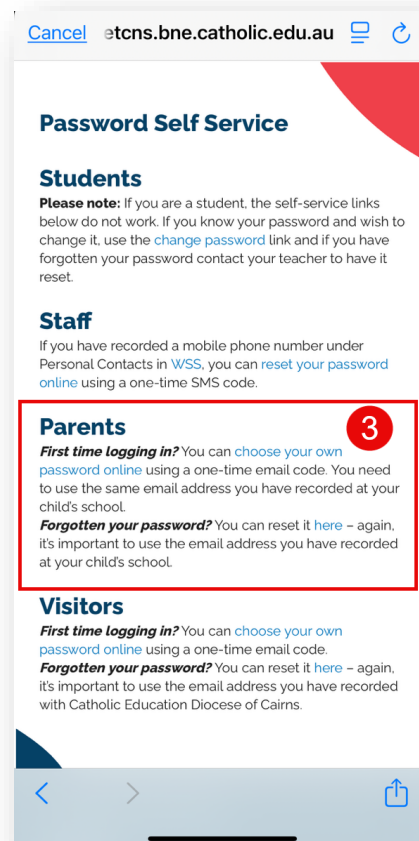


3. Setting up your password

1. A secure sign-in window will appear. Diocese of Cairns should display as purple. If not, please select 'Diocese of Cairns'.
2. Beneath the Login button, please select the '**forgotten password or new user?**' link.

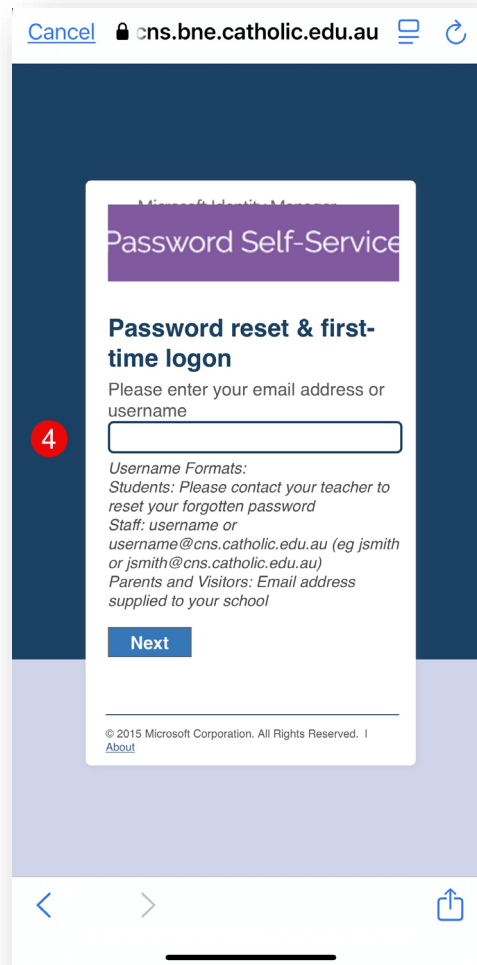


- The Password Self Service Screen will display. Please refer to the Parents section and select 'choose your own password online'.



- The first time login screen will display. Enter your email address and click next.

Note: Please ensure that you are entering the email address that you have provided to the school.

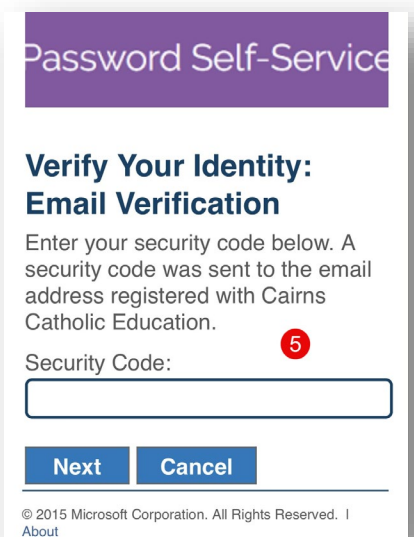
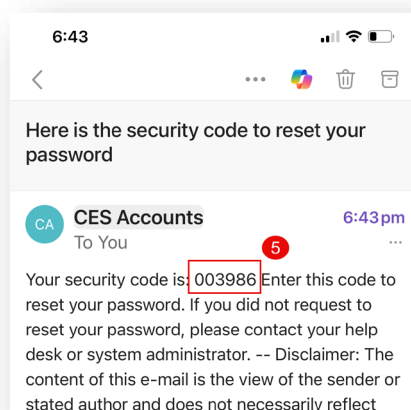


- You will be sent an email with a security code to verify your identity.

Please check your email inbox to receive the security code.

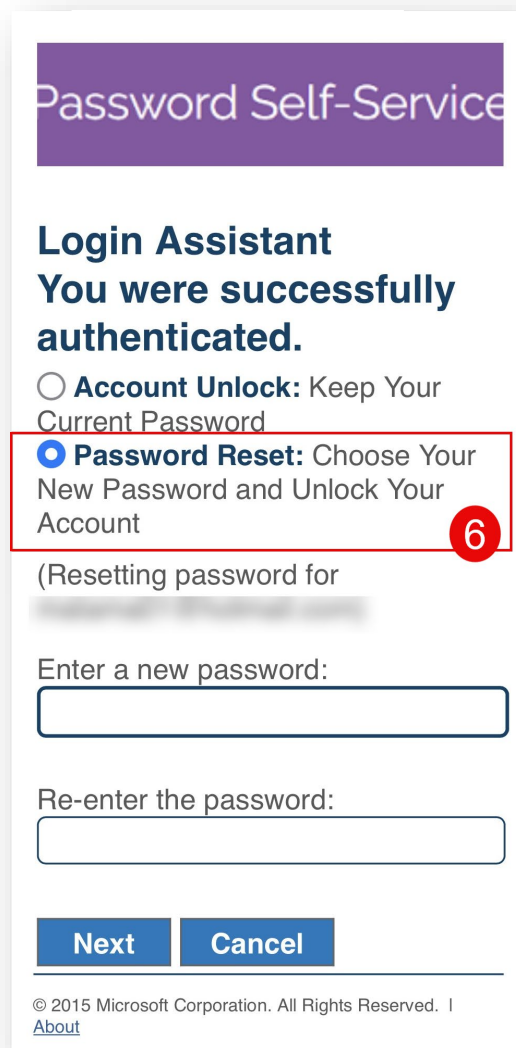
Please take note of the security code and return to the Password self service and enter in the security code.

Note: This email may go to your junk email.

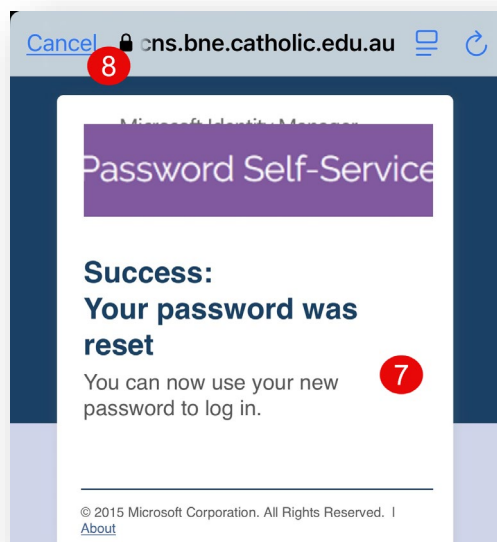


- Select Password Reset to set your password.

You will be required to enter your password in twice and then select next.



- You should then see a pop up message confirming that your password has been reset.
- Once you see the successful message, please press **cancel** in the top left corner and you will be returned to the login screen and will now be able to login to the App!



4. Login and start using the App

Once you have completed setting up your password, Congratulations and welcome to MyCE Mobile App. You are now ready to login and access the App.

Tip:

It can take a minute or two for your password to be provisioned in our system. We recommend waiting a minute or two before logging in. On your first login, it may take a minute or two for your student's information to appear (it may be up to a minute the very first time while we get things ready for you). If your student and school information does not display within 60 seconds, please navigate to the MyAccount Menu (at the Bottom of the screen on the left – and go to 'App Technical feedback and press refresh my data'.

Note: when logging in for the first time login, there may be a short delay (up to 1 minute) whilst your student information is loaded to the App.

5. Setting up your notifications.

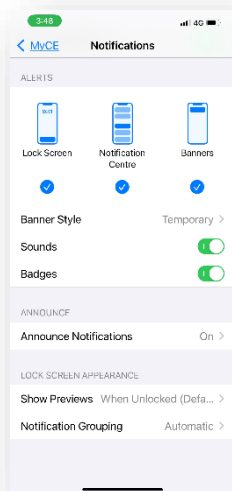
Turning on Notifications is important to ensure you don't miss a news item notification from your school.

We recommend turning on notifications and this can be done as follows:

Apple

- Select Settings
- Notifications
- Scroll down to Notification Style and find MyCE
- Tap MyCE
- Set your preferred notifications

Example of Notifications Settings - Apple



Android

- Press and hold the App until the pop-up App information screen appears.
- Press the 'i' that is visible in the top right.
- This will navigate you directly to the App Info screen where you can then select Notifications
- Then set your preferred notifications for the App.

Example of Notification Settings - Android

