



Trouble-shooting Campion (MyConnect)

1. Student's should have received an from Campion to download the MyConnect App. Students can download the App at home, or at school. At school the App can be found on the student intranet, under BYOD info at the bottom of the page.

- Click [here](#) to select the appropriate MyConnect app for your device (e.g. iPad, Android, Windows, Mac).
- **Open the app and log in** with your details below:

Username: "EQ Email address"

Password: Springfield4300

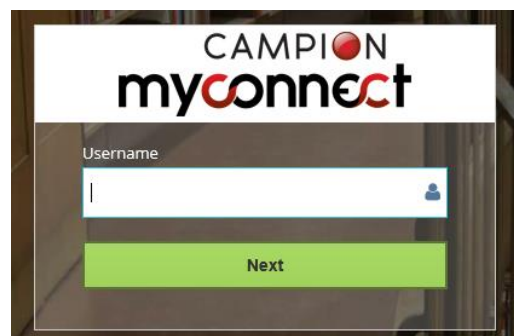
Once you have logged in to your MyConnect app, your purchased eTexts will be displayed in your MyConnect bookshelf.

- **Tap each eText to download the content**, so you are all ready for the start of school.

2. If you are having issues with the app, try the web login, same username and password as above

<https://myconnectshop.campion.com.au/login.htm>

3. If you try this and it still doesn't work, try using a different web browser (Internet Explorer, Chrome or Firefox).



4. Find below links Campion's support page:

- Click [here](#) to view a video guide or step-by-step instructions on how to log in and start using your eText in MyConnect.
- Additional information and support can be found on our website [here](#).

5. For JacPlus, Your interactive tiles should appear in your Campion App. If this does not occur, please let your teacher know, who will log a job with the library. Alternatively, students can login to JacPlus at <https://www.jacplus.com.au/> On first login use school email and the Campion password. If this does not work, hit the password reset link, this will send an email to your school address, allowing you to set a new password.

6. If issues persist, please email myconnect@springfieldcentralshs.eq.edu.au, or see tech support in the school library