My eQuals FAQs | Hints and Tips

Why do I need to use a personal email address to create a My eQuals account?

For privacy and security purposes, it is important that you use a personal email address that only you have access to. Work email addresses become invalid if you change jobs and shared email addresses can be accessed by others. If you go on to study at university, you will need your own My eQuals account to be able to have all your documents available in the one account.

My email from My eQuals went to an email account I do not own and I cannot register for an account?

Your My eQuals documents are issued to the email you have nominated as your preferred email in Banner. If you do not own the email account, you will need to ask to have your documents reissued to your personal email address.

- Access **CIT Self Service** and update your contact details with your personal email address
- Contact **awards@cit.edu.au** and ask for your documents to be re-issued to the new email address

Why do I need to activate my account after I have registered?

Activating your account after you have registered allows you to login to My eQuals using the email and password you nominated.

If you do not activate your account, you will not be able access your documents.

Should I take the tour?

My eQuals has many great features; you can share your documents with others, personalise the names of your documents and link your social media accounts. Take the tour to find out what it has to offer to make managing your documents easy.

Support – My eQuals is not working?

If the My eQuals website is not working with your browser, first ensure that you are using the latest browser version of Chrome, Firefox, Safari or Edge.

If the problem persists, email **support@digitary.net** as CIT does not provide technical support for the My eQuals tool.

If you have a problem with your account, such as when initially registering, or with the email used or documents not appearing, please contact **awards@cit.edu.au** first so we can check the information we used to upload your My eQuals documents.