**Upload issue for students with staff and student credentials**

It is important for students who have dual active credentials to use their student credentials when logging into myProgress. It is the student role that enables the Upload feature of the application.

An error message of "You are not authorized to view this page" when uploading documents in myProgress, will appear, if the staff credentials are entered and not the student credentials.

Steps to resolve the issue:

Usually, the user is to sign out of myProgress and sign back in with their **student credentials/email address** (e.g., firstname.lastname@mail.mcgill.ca). User will be able to upload their documents with their student profile.

Important to note that for browsers like Chrome, that auto populate fields (by default) when moving from different screens, may not resolve the issue. The user may not notice that the email address reverted to the staff credentials when moving screens. The user is to open an Incognito window to avoid this happening, **manually typing their student email address and password** and re-try to upload.

Steps to open an Incognito Chrome window:

Open Chrome and click the 3 dots at the top right corner of the browser.

Choose "New incognito window" from the drop-down menu.

This black New Tab should appear.
Copy and paste this link [www.mcgill.ca/gps/myprogress](http://www.mcgill.ca/gps/myprogress) and once redirected, scroll down to myProgress link, and click button as indicated below.

The screen should appear like this with nothing pre-populated.

Enter your student email address (firstname.lastname@mail.mcgill.ca) and password and upload the document.