



Health Education East of England

Course Manager Version 2 User Guide

(Delegates)
Version 1.0
October 2015

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Version Control

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Abbreviations

Abbreviation	Explanation
GDC	General Dental Council
CPD	Continuing Professional Development
PEC	Postgraduate Education Centre

1 OVERVIEW

As part of their registration requirements with the General Dental Council (GDC), Dentists and Dental Care Professionals are required continually to develop themselves within their professional sphere and provide evidence of such development to their relevant professional bodies on annual basis to the GDC.

Health Education East of England (HEEoE) provides funding for courses which contribute towards Continuing Professional Development (CPD) for the Dental Team and oversees the quality and standards of dental education throughout the east of England.

To promote and achieve these requirements, HEEoE liaises with 12 Education Centres throughout the east of England. These Centres are hosted by the relevant NHS Trust in the area they are located.

The Dental Tutor together with the dental administrative staff based in the Postgraduate Education Centres (PEC) plan and deliver a programme of CPD courses for Dentists and their Team. The Centres also determine expenses and costs for delivery of courses as part of the planning process.

These course plans are submitted to HEEoE for approval. HEEoE evaluates each course plan and, if the course plan is approved, assigns funding for the delivery of the programme calendar over the year.

Events are published online at the following link:

<https://secure.intrepidonline.co.uk/coursemanager/eeo>. Delegates who wish to undertake CPD courses should refer to the relevant PEC to attend the published events.

Delegates will book onto a course via the Course Management System. They should send payment to the Centre Administrators at the earliest time possible. Upon receipt of payment, the Centre Administrator updates the delegate's booking to *confirmed*. An automatic email is sent to the delegate as a receipt of payment.

2 GETTING STARTED

2.1 Accessing the System

When first accessing the System you will be presented with the **CBMS login** page, where you can search for specific Course prior to logging on. The **CBMS login** screen is displayed.

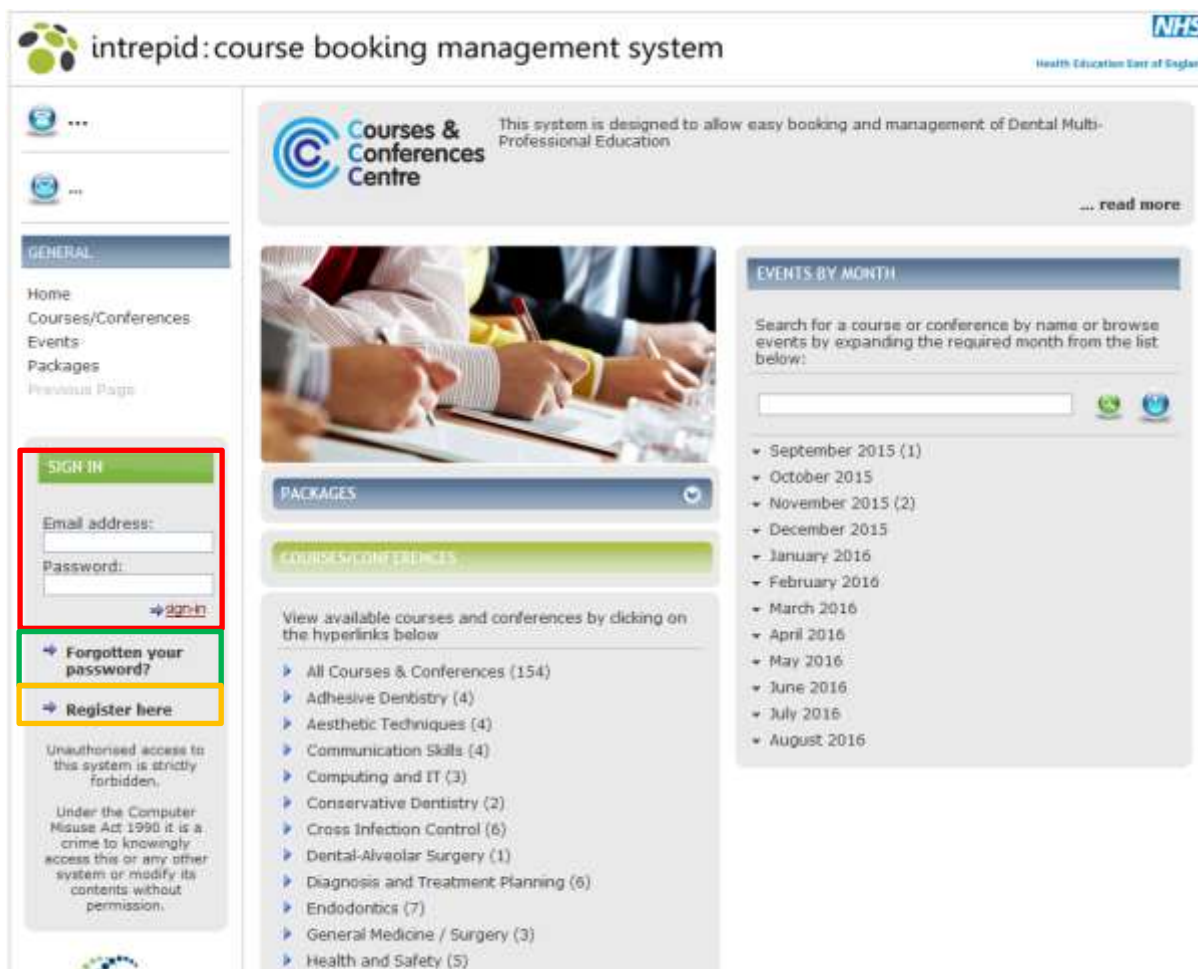


Fig 2.1 CBMS login screen

From this screen you can do the following:

- Login to CBMS by entering your email and password into the fields located within the **Sign In** panel on the left-hand side, in the area outlined in red in Fig 2.1 above.
- Register for an account, in the area outlined in orange in Fig 2.1 above. For further details see section 3.
- View available Courses by clicking on the hyperlinks and searching for a Course/Conference by name or browse Events by expanding the required month, for further details see section 4.
- Reset your password, in the area outlined in green in Fig 2.1 above

When you click on **forgotten your password** you are taken to the reset password screen, as shown in Fig 2.2 below. Enter your email address and click on **Reset password**. You will be emailed a new password.

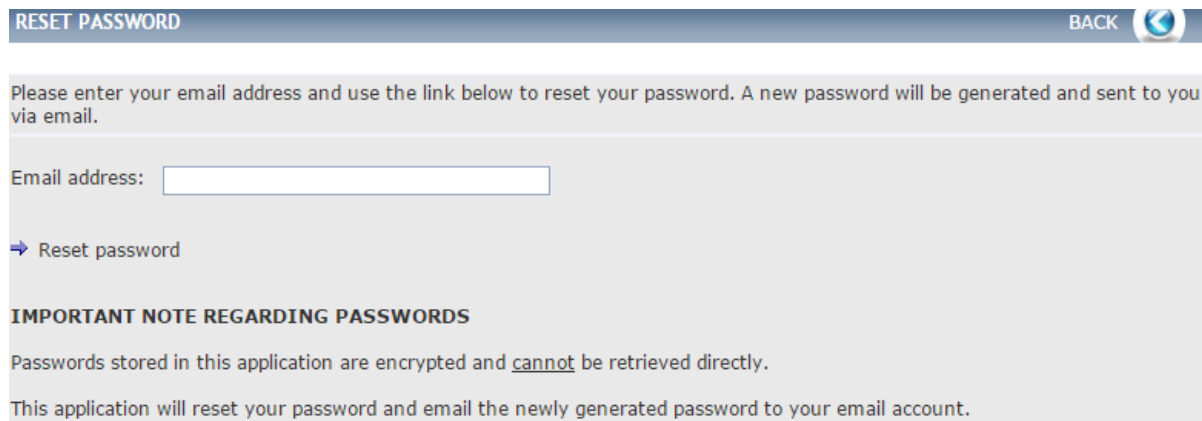


Fig 2.2 Reset password screen

2.2 CBMS Home Screen

When you have logged onto the system there are numerous functions that will be available to you, which will be covered in this section.

Once you have an account and logged into CBMS you will be taken to the CBMS home screen.

The **CBMS Home Screen** is displayed.

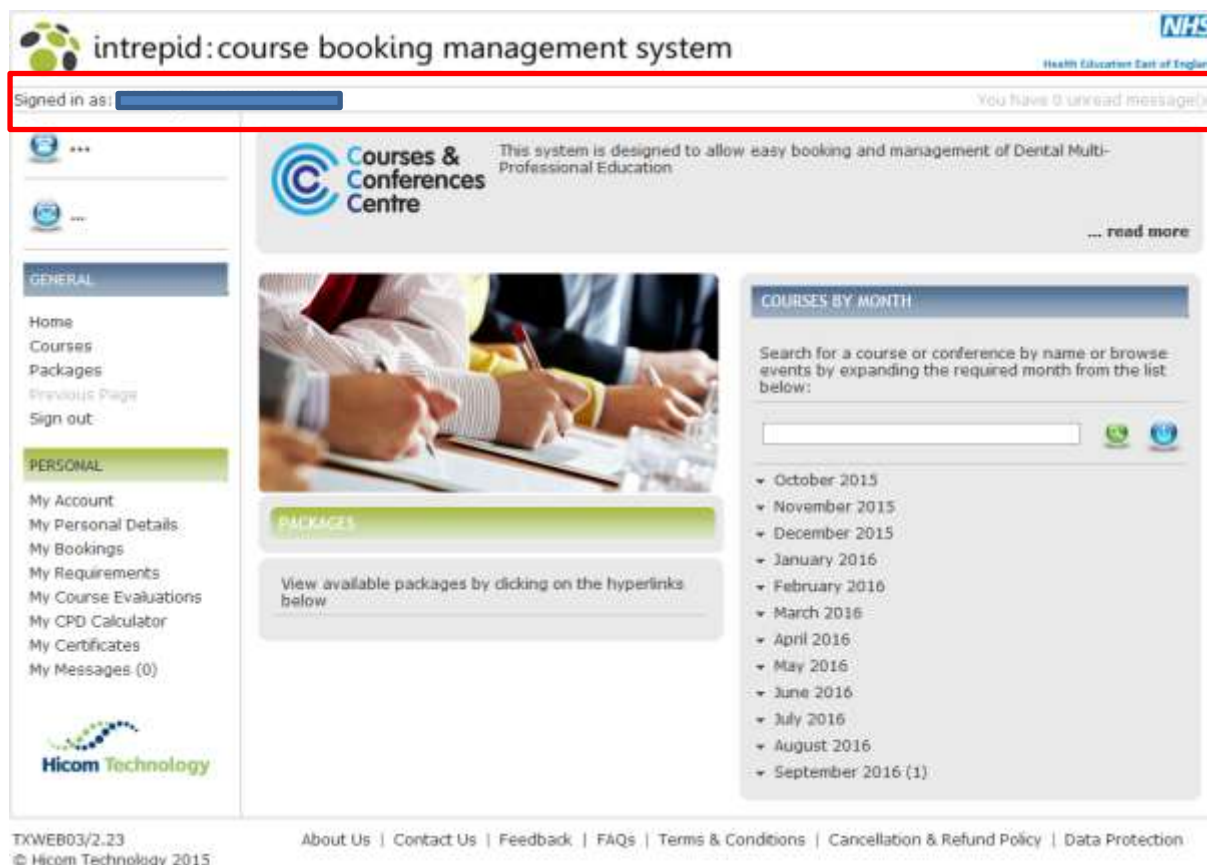


Fig 2.3 CBMS home screen

At the top of the Home screen is the **Notification Bar**, in the area outlined in red in Fig 2.3 above. This displays the currently logged in user on the left and number of unread messages on the right.

On the left hand side are the menu items. These direct you to the various pages within the system. As you click on an option from the left hand menu, the menu on the left may change to reflect additional sub-menu items within. To direct back to the original menu, click either 'cancel', 'back' or 'Home'.

From the Home Screen you can perform the following actions:

- View available Courses by clicking on the hyperlinks and searching for a Course by name or browse Courses by expanding the required month.
- Access your **Personal** account information by selecting the relevant sub-category from the left-hand menu.

3 REGISTER FOR A DELEGATE ACCOUNT

If you need to create an account, from the CBMS login page select **register here** as shown in Fig 2.1, in the area outlined in orange.

The **Register** screen is displayed.

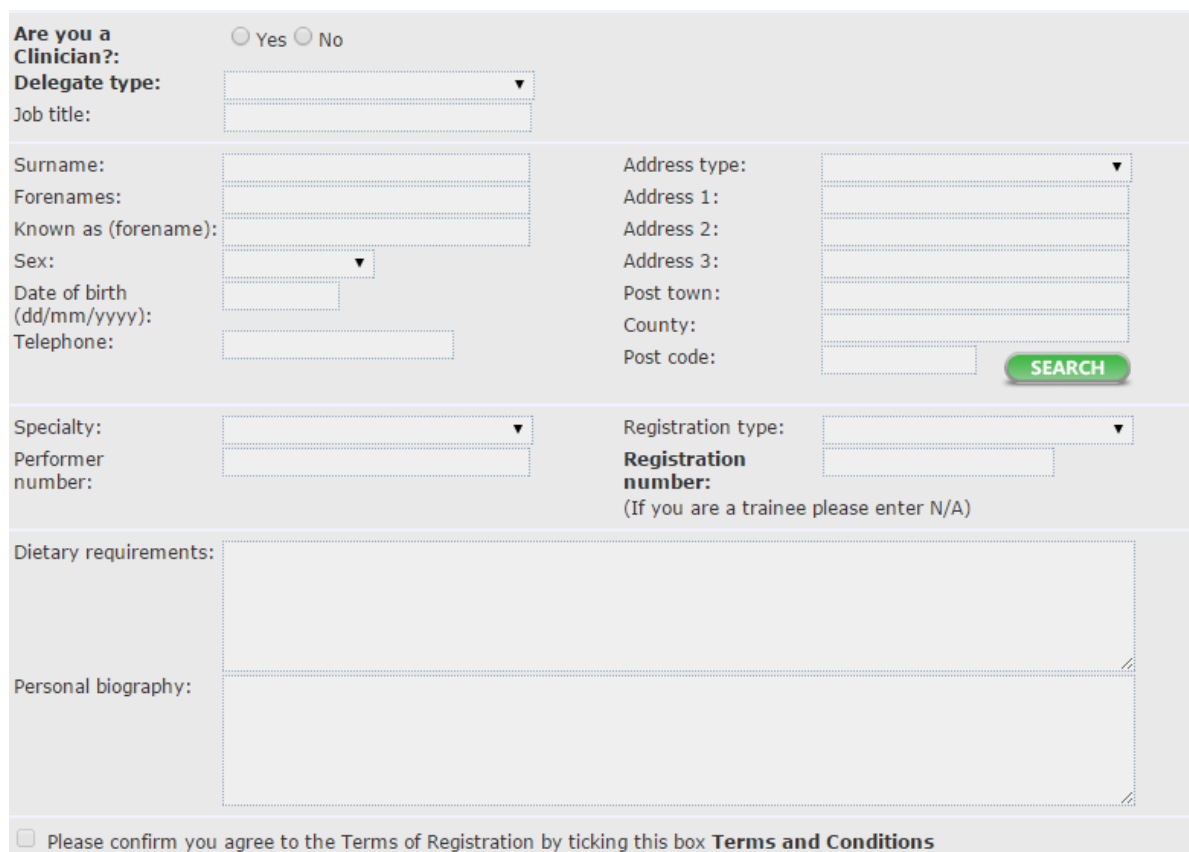
The screenshot shows the 'REGISTER' page of the Intrepid system. At the top right, a red box highlights a 'SUBMIT' button. The page includes a 'SIGN IN' section on the left with fields for email and password, and a 'REGISTER HERE' link. The main form area contains the following fields and instructions:

- Thank you for choosing to register. Please enter your personal details below and click SUBMIT above.
- Please note that we may communicate with you via email. You should provide a secure and individual email address which you check regularly.
- If you have an Intrepid account, you should use the email address which you use to login to Intrepid. This will allow future linking of the two accounts.
- * Mandatory fields are shown in bold
- Email address: [text input]
- Confirm email address: [text input]
- Password: [text input]
- Confirm password: [text input]
- Are you a Clinician?: Yes No
- Delegate type: [dropdown menu]
- Job title: [text input]
- Title: [dropdown menu]
- Surname: [text input]
- Forenames: [text input]
- Known as (forename): [text input]
- Sex: [dropdown menu]
- Date of birth (dd/mm/yyyy): [text input]
- Telephone: [text input]
- Address type: [dropdown menu]
- Address 1: [text input]
- Address 2: [text input]
- Address 3: [text input]
- Post town: [text input]
- County: [text input]
- Post code: [text input]
- SEARCH button

Fig 3.1 Register screen

The first section of the screen is where you can set up your account credentials. Enter and confirm your **Email** address and **Password**.

The rest of the register screen is for you to enter personal details and any specific requirements that you may have, as shown in Fig 3.2 below.



The image shows a registration form continuation screen. It is divided into several sections:

- Are you a Clinician?:** Radio buttons for Yes and No.
- Delegate type:** A dropdown menu.
- Job title:** A text input field.
- Personal details:** Surname, Forenames, Known as (forename), Sex (dropdown), Date of birth (dd/mm/yyyy), and Telephone (text input).
- Address details:** Address type (dropdown), Address 1, Address 2, Address 3, Post town, County, and Post code (text input).
- Registration details:** Specialty (dropdown), Registration type (dropdown), and Registration number (text input). A note below says "(If you are a trainee please enter N/A)".
- Dietary requirements:** A large text area.
- Personal biography:** A large text area.
- Terms and Conditions:** A checkbox with the text "Please confirm you agree to the Terms of Registration by ticking this box **Terms and Conditions**".

A green **SEARCH** button is located at the bottom right of the address section.

Fig 3.2 Continuation - register screen

Complete the details as follows:

New delegate accounts

Select **Yes only** to **Are you a Clinician**, whether you are a clinician or not because due to the settings on the system if you select no you will not be able to select the correct delegate type and consequently not be able to view any courses on the system.

Delegate type

There is only one delegate type to be selected which is 'Dental'. Please ensure you select the 'Dental' delegate type which will enable you to view all available courses in the east of England.

Existing delegate accounts

Please note that **Are you a Clinician** and **Delegate type** have been pre-set on all existing delegate accounts and cannot be and must not be changed.

Enter your personal details and any relevant details with regards to **Dietary requirements** and **Personal biography**.

Select and read the **Terms and Conditions** and if in agreement click in the tick-box alongside.

Once all details have been completed scroll to the top of the screen and click on **Submit**, in the area outlined in red in Fig 3.1 above. This will then create your delegate account.

Please keep a note of your password which is case sensitive but this can be reset using the **Forgotten your password** link, see Fig 2.2 in section 6 for more details

The **Registration Successful** screen is displayed.



REGISTRATION SUCCESSFUL

Welcome [redacted]

Thank you for registering with the Course Booking Management System (CBMS).

You are now signed in.

Your account credentials will be forwarded to you via email.

Please be aware that receipt times are beyond this system's control and receipt of the registration email may take longer than anticipated.

Fig 3.3 Registration successful

Your account has now been set up and you will receive an email confirmation.

4 SEARCHING FOR COURSES

Courses are grouped by category for ease of searching or alternatively an instance of a Course, can be viewed by month. All Courses can be viewed in a list format by clicking on 'Courses'. These pages contain options at the top of the page allowing filtering of the lists to show specific Courses based on their location or content.

Note, you can search for a course when you are **not** Signed In.

4.1 Courses

There are two ways in which you can search for a Course, from the left-hand menu and from the home screen.

From the **General** menu on the left-hand side select **Courses**.

The **Course** search screen is displayed.

The screenshot shows a search interface with a header bar containing 'SEARCH' and a 'BACK' button. Below the header, a message states: 'All available courses and conferences are displayed in the list below. Browse the full list, search for a course or conference by name or use the filters to tailor the list to show the courses or conferences which are of interest to you.' The search filters include: Course/Conference (text input), Category (dropdown), Delegate type (dropdown), Grade (dropdown), Band (dropdown), and Location (dropdown). There are 'Search' and 'Clear' buttons. Below the filters is a 'SEARCH RESULTS' section with a table of results.

Course/Conference	Course/Conference type
Acute Simulation Day	GOR: F1 Mandatory
Advanced Life Support	
AHP TEST	
ALEX TEST	
Anaesthesia Test Conference	
Anatomy 1 (Upper Limb)	Computing and IT
Annual SAS Conference 2014	Conferences
ARCP Chairs Training	Educator and Trainer Development

Fig 4.1 Course search screen

From this screen you can do the following:

- Use the search criteria to narrow the results
- Within the search results view a list of the Courses available to you
- View a specific Course by clicking on the name - on doing so the **Course** screen will be displayed as shown in Fig 4.2 below.

The **Course** details screen is displayed.

The screenshot shows the 'EVENT DETAILS' section for the course 'Hot Topics in General Dental Practice' on 07 Sep 16. It includes buttons for 'INFORMATION' and 'ASK A QUESTION'. Below this is the 'COURSE DETAILS' section, which contains information about the course modules, aims, and learning outcomes. The 'EVENT DETAILS' section is also visible, showing 'CPD: 6 hour(s)' and navigation tabs for 'DATE(S)', 'TARGET AUDIENCE', 'REQUIREMENTS', 'DOCUMENTS', and 'BOOK NOW'. The 'VENUE DETAIL' section lists the date, start and end times, venue, and address. A map is partially visible on the right side of the venue details, but it is obscured by a browser warning message.

EVENT DETAILS BACK

Hot Topics in General Dental Practice INFORMATION

07 Sep 16 ASK A QUESTION

COURSE DETAILS

Information: Module 1 – NHS Update - A look at performance management in GDS and how NHS England is monitoring activity. There will also be an update on NHS contract reform to advise dentists on the current position and implications for the future. Module 2 – Practice Management Update - A look at the 'business' of dentistry from the perspective of patient care, practice structures, practice values and long term strategy and planning. Module 3 – Medico-legal update - A review of the medico-legal challenges and threats facing general dental practitioners

Course aims: To assess the impact of the dental assurance framework. To update the dental team on contract reform. To increase awareness of management trends in general dental practice.

Learning outcomes: Delegates will be able to recognise the performance monitoring used within NHS dentistry. Delegates will be able to implement effective risk management strategies to limit the impact of complaints and litigation.

EVENT DETAILS

CPD: 6 hour(s)

DATE(S) TARGET AUDIENCE REQUIREMENTS DOCUMENTS BOOK NOW

VENUE DETAIL

Date: 07 Sep 16

Start Time: 09:00 AM

End Time: 04:30 PM

Venue/Room: Norfolk & Norwich University Hospital/Lecture Room & Technical Skills Laboratory

Address: Norfolk & Norwich University Hospital
Education Centre
Colneve Lane

Map: You are using a browser that is not supported by the Google Maps JavaScript API. Consider changing your browser. [Learn more](#)
[Dismiss](#)

Fig 4.2 Course details screen

This screen has all the information that you will need to know about the Course including the Course **Programme, Information, Aims** and **Learning outcomes**. Once clicked on these will download in a PDF format.

The following information is visible in the Course details section:

- The **Aims** for the course
- The **Learning outcomes** for the course
- Course Speaker
- CPD hours

For other information for a Course click on each tab in-turn to see the following:

- Requirements
- **Target Audience** as to who this course is designed for
- Any **Documents** associated to the course

5 BOOKING ON A COURSE

Follow the steps in section 4 and locate the specific course that you want to book onto.

From the **Course Details** screen click on the **Book Now** Tab.

Book Now tab screen is displayed.

The screenshot shows the 'Book Now' screen for a course. At the top, there is a green header bar labeled 'EVENT DETAILS' with a small icon on the right. Below this, the text 'CPD: 6 hour(s)' is displayed. A navigation bar contains five tabs: 'DATE(S)', 'TARGET AUDIENCE', 'REQUIREMENTS', 'DOCUMENTS', and 'BOOK NOW'. The 'BOOK NOW' tab is highlighted in green. Below the navigation bar is a blue header bar labeled 'EVENT COSTS'. Underneath, there is a table for 'Standard Event Fee(s)'. The table has two rows: 'Dental Nurse' with a fee of £20.00 and a checkbox, and 'Hygienists' with a fee of £40.00 and a checkbox. Below the table, there is a 'Total' label, a green 'CALCULATE' button, and the total amount '£0.00'. Below the total, there is a text field for 'How did you hear about this Course/Conference?' with a dropdown arrow. At the bottom, there is a checkbox for 'By ticking this box, I agree to provide all Requirements and accept the Terms & Conditions and the Cancellation & Refund Policy.' and a green 'Book' button.

Standard Event Fee(s)	
Dental Nurse	£20.00 <input type="checkbox"/>
Hygienists	£40.00 <input type="checkbox"/>

Total **CALCULATE** **£0.00**

How did you hear about this Course/Conference?

By ticking this box, I agree to provide all Requirements and accept the **Terms & Conditions** and the **Cancellation & Refund Policy**.

Book

Fig 5.1 Book now screen

Complete the details as follows:

- Click in the tick-box for the appropriate course fees.
- Select **Accommodation** and **Subsistence** if available along with any **Other** items such as, literature for event or permit parking.
- You can **Calculate** the Total cost of the course.
- Select from the drop-down as to **how did you hear about this course**.
- Confirm that you agree to the **terms & conditions** along with **cancellation & refund policy** by **select the tick-box** alongside.

- Click 'Book'

A booking confirmation message will then appear as per Fig 5.2 below:

BOOKING ACKNOWLEDGEMENT
BACK

Thank you for booking via the Course Booking Management System (CBMS). Please see below for your booking details. A Booking Acknowledgement will also be sent to you via email.

The Event Co-ordinator will contact you shortly regarding your booking. If you wish to speak to someone prior to this please contact us on the phone number shown at the top of this screen.

[Download PDF](#)

HOT TOPICS IN GENERAL DENTAL PRACTICE (07 SEP 16)

Booking reference: 37011

Booking date: 07 Oct 15

Event fee (£): 20.00

Total cost (£): 20.00

5.1 Multi-Person Bookings

There is also the ability to book multiple other delegates on to an event. There is some setup needed by Hicom initially and then your PEC administrator. To enable this function, your administrator will need to set you up as a 'representative' of the other delegates within their 'person' record.

Once this is done, on the booking screen you will now see a drop down to allow you to book those other delegates on to an event. You can then select multiple delegates to book on to the event the same as in the above section.

DATE(S)
TARGET AUDIENCE
REQUIREMENTS
DOCUMENTS
BOOK NOW

EVENT COSTS

Delegates: Me (Alex Drage), Chloe Isherwood

Me (Alex Drage)		
Standard Event Fee(s)		
All delegates	£123.00	<input checked="" type="checkbox"/>
Chloe Isherwood		
Standard Event Fee(s)		
All delegates	£123.00	<input checked="" type="checkbox"/>
<div style="display: flex; justify-content: space-between; align-items: center;"> Total CALCULATE </div>		

How did you hear about this Course/Conference?

By ticking this box, I agree to provide all Requirements and accept the **Terms & Conditions** and the **Cancellation & Refund Policy**.

Book

Fig 5.2 Multi-book now screen

Note, if the other delegates do not have a fee and delegate type associated with the event then they will have a message saying that they cannot be booked on.

6 ADMINISTRATION OF DELEGATE ACCOUNT

From the CBMS Home screen under the **Personal** left-hand menu you will see a list of options available to you, which will enable you to manage your account and bookings.

6.1 My Account

This is where you can change your email address and password.

Changing your Email Address

From the **Personal** menu on the left-hand side select **My Account**.

The **Account Credentials** screen is displayed.

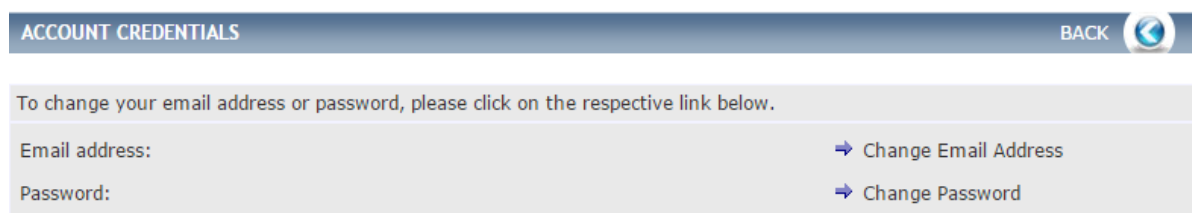


Fig 6.1 Account credentials

To change or amend your Email address, click on the link **Change Email Address**.

The **Change Email Address** screen is displayed.

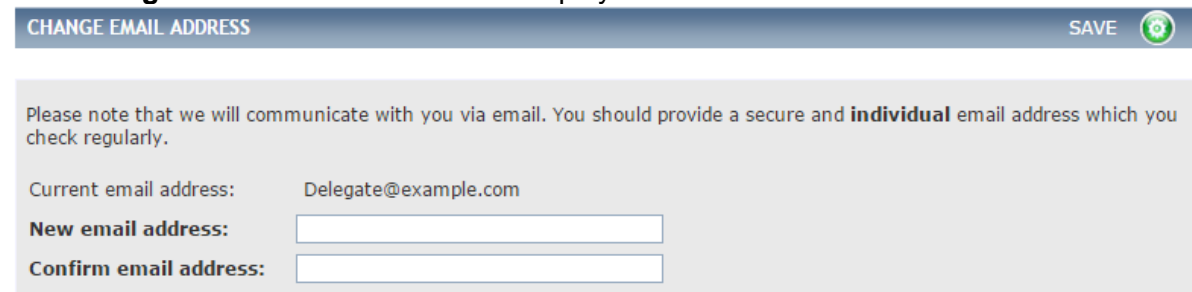


Fig 6.2 Change email address screen

Complete the details as follows:

- Enter and **Confirm** your email address
- Click on **Save**.
- A pop-up will display advising that your email address has been changed successfully, click on ok.
- You are returned to the **Account Credentials** screen.

Changing your Password

From the **Personal** menu on the left-hand side select **My Account**.

The **Account Credentials** screen is displayed.

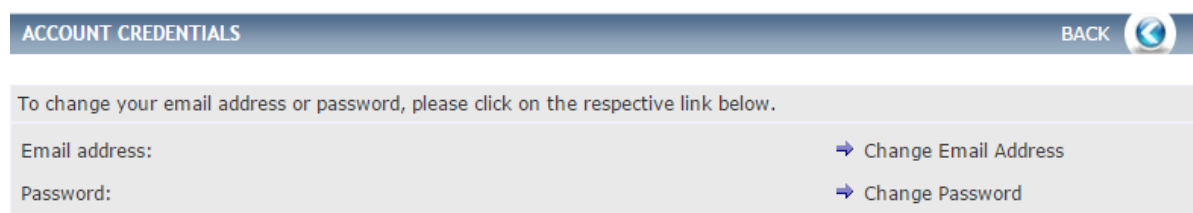


Fig 6.3 Account credentials

To change or amend your Password, click on the link **Change Password**.

The Change **Password** screen is displayed.

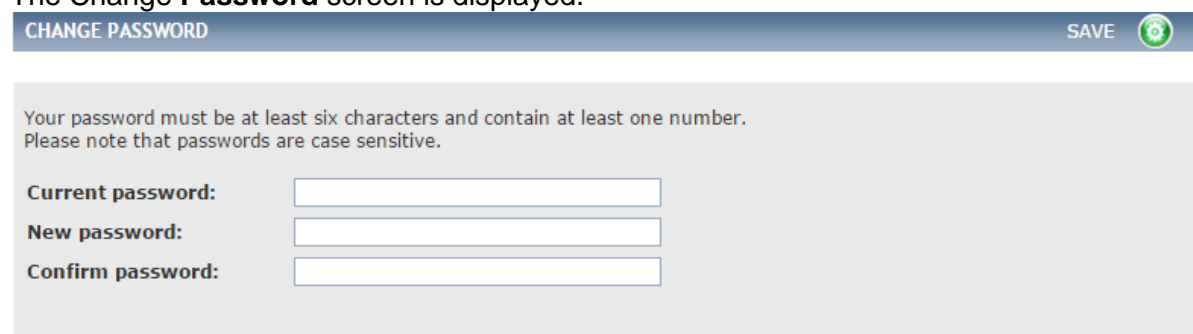


Fig 6.4 Change password screen

Complete the details as follows:

- Enter your **Current password**, **New password** and then **Confirm**
- Click on **Save**
- A pop-up will display advising that your password has been changed successfully, click on **OK**.
- You are return to the **Account Credentials** screen.

6.2 My Personal Details

This is where you can make amendments to your personal details.

From the **Personal** menu on the left-hand side select **My Personal Details**.

The **Personal Details** screen is displayed.

PERSONAL DETAILS



Please update your personal details using the form below.

*** Mandatory fields are shown in bold**


Are you a Clinician?: ✓

Delegate type: Dental

Job title: DENTIST

 Save & Back
 Cancel

Title:	Miss	Address type:	Work
Surname:	XXXXXX	Address 1:	Health Education East of Englan
Forenames:	XXXXXXXX	Address 2:	2-4 Victoria House
Known as (forename):	XXXXXX	Address 3:	Capital Park
Sex:	Female	Post town:	Fulbourn
Date of birth (dd/mm/yyyy):		County:	Cambridgeshire
Telephone:	01223 123123	Post code:	CB21 5XB



Specialty:		Registration type:	GDC
Performer number:		Registration number:	367903

(If you are a trainee please enter N/A)

Dietary requirements:

Personal biography:

Fig 6.5 Personal details screen

From this screen you can make changes to your **name**, **job title**, **address**, **specialty**, **dietary requirements** and **personal biography**.

To return to the Home screen without making any changes click on **Cancel** and if changes have been made then click on **Save & Back**.

You are returned to the **CBMS Home** screen.

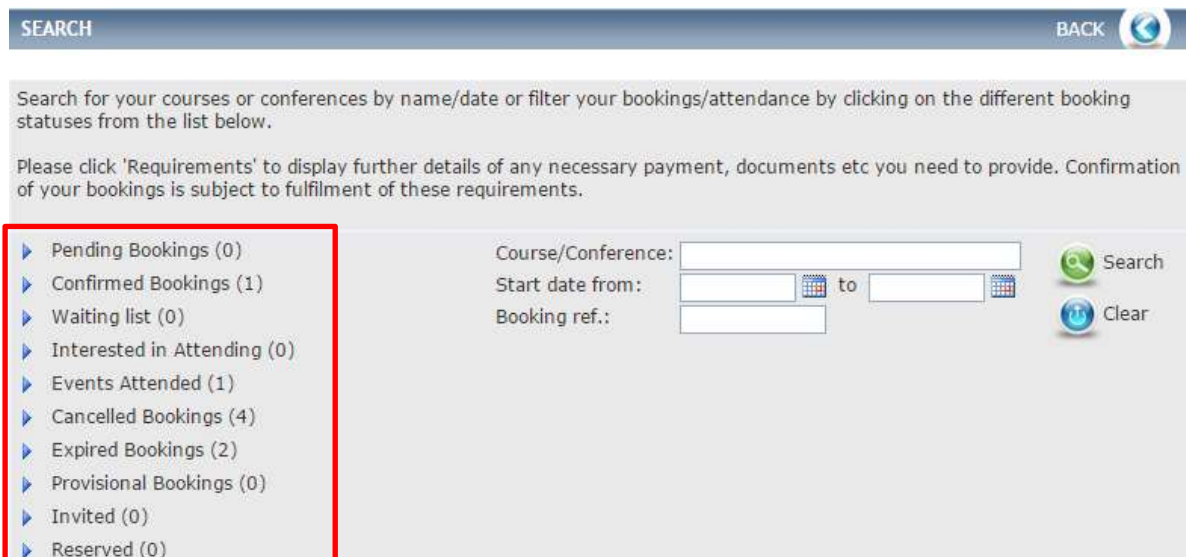
Note, you cannot change your delegate type.

6.3 My Courses

This section contains a list of your courses or events that you have ever booked on.

From the **Personal** menu on the left-hand side select **My Courses**.

The **Courses/Conferences** screen is displayed.



The screenshot shows the 'My Courses' interface. At the top, there is a 'SEARCH' header on the left and a 'BACK' button with a circular arrow icon on the right. Below the header, there is a search area with the following text: 'Search for your courses or conferences by name/date or filter your bookings/attendance by clicking on the different booking statuses from the list below.' and 'Please click 'Requirements' to display further details of any necessary payment, documents etc you need to provide. Confirmation of your bookings is subject to fulfilment of these requirements.'

On the left side, there is a list of booking statuses, each with a blue arrow icon and a count in parentheses. This list is enclosed in a red rectangular box:

- ▶ Pending Bookings (0)
- ▶ Confirmed Bookings (1)
- ▶ Waiting list (0)
- ▶ Interested in Attending (0)
- ▶ Events Attended (1)
- ▶ Cancelled Bookings (4)
- ▶ Expired Bookings (2)
- ▶ Provisional Bookings (0)
- ▶ Invited (0)
- ▶ Reserved (0)

On the right side, there is a search form with three input fields: 'Course/Conference:', 'Start date from:', and 'Booking ref.'. The 'Start date from:' field has a calendar icon and is followed by 'to' and another calendar icon. To the right of the form are two buttons: a green 'Search' button with a magnifying glass icon and a blue 'Clear' button with a trash can icon.

Fig 6.6 Your courses/conferences screen

The first section of this screen allows you to see an overview of your bookings in the area outlined in red in Fig 6.6 above and search for a specific booking using the search criteria. The rest of the screen will display a list of your current bookings as shown in Fig 6.7 below.

SEARCH RESULTS

▶ **TRAUMA RESPONSE (26 MAY 15 - 28 MAY 15)** [VENUE\(S\)](#)

Booking reference: 3302
Booking status: **Expired**
Booking date: 21 May 15
Online booking: ✓

▼ [DOCUMENTS](#) [PROGRAMME](#)

▶ **TRAUMA RESPONSE (26 MAY 15 - 28 MAY 15)** [VENUE\(S\)](#)

Booking reference: 3301
Booking status: **Cancelled**
Booking date: 21 May 15
Paid: ✗
Paid date:
Online booking: ✓
Refund/Transfer: ✗
Refund/Transfer date:
Refund/Transfer amount:

Event fee (£): 100.00
Total cost (£): 194.00
Cancelled date:

▼ [ACCOMMODATION](#) [PROGRAMME](#)

▼ [ADDITIONAL OPTIONS](#)

▼ [REQUIREMENTS](#)

▼ [DOCUMENTS](#)

Fig 6.7 Your bookings

From this screen you can do the following:

- See an overview of the course along with all other available options such as, **accommodation, requirement** and **documents** associated with the course.
- Click on **Programme**, on doing so it will download a PDF document with the course itinerary.
- Click on **Venue** to see details of where the course is being held.

6.4 My Requirements

The Course Manager System allows Centre administrators to record pre-course-attendance requirements for all delegates. When completing the booking process, delegates are presented with the requirement(s) which must be provided before they are able to attend.

This section will show you what Requirements are outstanding and which items need to be provided before you are able to attend.

The **Requirements** screen is displayed.

SEARCH BACK

Please make sure you have fulfilled all the requirements to confirm your place on the events.

Course/Conference: Search

Booking status: Clear

SEARCH RESULTS

Trauma Response (26 May 15 - 28 May 15) - Expired

Confirmation of your booking is subject to fulfilment of the following event requirement(s).

Requirement	Received	Due date
Must be a trainee in East Midlands (not LAS)	x	22/05/2015
Educational Supervisor Approval form	x	
Personal supporting evidence required	x	

Trauma Response (20 May 15 - 21 May 15) - Expired

Confirmation of your booking is subject to fulfilment of the following event requirement(s).

Requirement	Received	Due date
Educational Supervisor Approval form	x	
Personal supporting evidence required	x	

Fig 6.8 Requirements screen

From this screen you can do the following:

- Use the search criteria to narrow results
- See the specific details of the Requirements, the due date and if it has been received by the administrator

Note, you cannot submit Requirements to the administrator via CBMS this will need to be done via other means.

6.5 My Course Evaluations

After you have attended and paid for a course you will receive an Evaluation for the Course for you to complete and it will be displayed within the My Course Evaluations section.

From the **Personal** menu on the left-hand side select **My Evaluations**.

The **Evaluations** screen is displayed.

Name	Date sent	Due date	Completed on
→ Test Evaluation	24/07/2015	24/07/2015	

Fig 6.9 My evaluations

From this screen you can do the following:

- Use the search criteria to narrow results
- See your Evaluations that are yet to be submitted
- View and complete outstanding Evaluations

To view and complete a specific Evaluation, click on the arrow-icon alongside.

The **Evaluation** screen is displayed.

Did the course cover the relevant topic?

Yes

No

Partialy

SUBMIT

Next

Fig 6.10 Evaluation screen

Once you have completed the Evaluation click on **Submit**. You are returned to the **Evaluations** screen.

6.6 My CPD Calculator

This section shows total of hours you have accumulated. Each course will have CPD hours and will build up as you do more.

From the **Personal** menu on the left-hand side select **My CPD Calculator**. The **CPD Calculator** screen is displayed.

SEARCH BACK

Use the calculator to check how many CPD hours and CPD points you have attained.

Date from: to

Search
 Clear

CPD HOURS

No results found

CPD POINTS

No results found

Fig 6.11 CPD calculator screen

From this screen you can do the following:

- Use the search criteria to narrow results
- See all your accumulated **CPD Hours**

6.7 My Certificates

This section is where you can view any certificate(s) that have been issued to you after attending an course and once you have completed the evaluation for the course.

From the **Personal** menu on the left-hand side, select **My Certificates**. The **Certificates** screen is displayed.

SEARCH BACK

All of your certificates are listed below. Simply click on the icon to view the certificate as a PDF and then either save it or print it.

Course:

Search
 Clear

SEARCH RESULTS

Course/Conference

Trauma Response (26 May 15 - 28 May 15) **CERTIFICATE**

Fig 6.12 My certificates screen

From this screen you can do the following:

- Use the search criteria to narrow results
- See all Certificates that have been issued to you
- Select and view a specific Certificate
- To select and view a specific certificate, click **Certificate** alongside the relevant one within the Search Results.

7 OTHER FEATURES

[About Us](#) | [Contact Us](#) | [Feedback](#) | [FAQs](#) | [Terms & Conditions](#) | [Cancellation & Refund Policy](#) | [Data Protection](#)

About Us: This info is administrated by the administrators and just provides info about Health Education East of England.

Contact Us: Details of administrators and how to contact them.

FAQs: Frequently asked questions with answers as to what to do if...

Terms & Conditions: Terms & Conditions of use of the application.

Cancellation & Refund Policy: How to request a refund if you have paid for a course or event and then cannot make it.

Data Protection: How any data that is input in to the system is protected.