



HMC CPD Platform – CPD Platform FAQ's

CPD Program Lead/Administrator & CPD Officer (Admin 2)

CPD Coordinator (Admin 3)

Where do I go to login to the CPD platform?

www.hamad.qa on the main page or from the CPD page in Medical Education section.
Alternatively, you can go directly to the login page via www.hamad.qa/cpdadmin

How do I get my login credential email?

- Through the Admin level you report to. They will add your details and you will receive the email with login credentials. When you first login you will need to change your password.
- **Admin 2** will receive their login from Admin 1 (CPD Corporate & Admin).
- **Admin 3** will receive their login from Admin 2 (CPD Program Lead/Administrator or CPD Officer).

As a CPD Program Lead/Administrator or CPD Officer (Admin 2), how can I add a new CPD Coordinator (Admin 3)?

Go to Manage Users menu and add their details.

What main tasks can I do as a CPD Program Lead/Administrator or CPD Officer (Admin 2)?

- **View All Activities:**
 - * View all upcoming CPD activities.
 - * Search for specific CPD activities.
 - * Edit & Publish activities.
 - * Print QR Codes for attendance.
 - * Import Attendees for each activity.
 - * View Attendees for each activity.
- **Manage Users:**
 - * View all CPD Coordinators.
 - * Add a new CPD Coordinator.
 - * Edit details of an existing CPD Coordinator.
- **Manage Activities:**
 - * View upcoming CPD activities.
 - * Search for specific CPD activities.
 - * Assign a Coordinator for the CPD activities.
- **Certificates:**
 - * Upload the certificate template for the CPD activity.
- **Export Data:**
 - * Export Attendance Data after the activity.
 - * Export Survey Data after the activity.
 - * Send certificate link.



Do I need a Learner ID to be a CPD program Lead/Administrator or CPD Officer (Admin 2) and Coordinator (Admin 3)?

No, you don't. Your login has different credentials compared to the Learners.

What main tasks can I do as a CPD Coordinator (Admin 3)?

- **View All Activities:**
 - * View all upcoming CPD activities assigned to you.
 - * Search for specific CPD activities assigned to you.
 - * Edit & Publish activities assigned to you.
 - * Print QR Codes for attendance.
 - * Import Attendees for each activity.
 - * View Attendees for each activity.
- **Certificates:**
 - * Upload the certificate template for the CPD activity.
- **Export Data:**
 - * Export Attendance Data after the activity.
 - * Export Survey Data after the activity.
 - * Send certificate link.

As a Coordinator (Admin 3), how do I know if a course has been assigned to me to coordinate?

You will receive a notification by email.

Why should I publish an activity?

Only published activities will be available for the learners to view and register. If you do not publish the CPD activity, learners will not be able to register for the activity.

How will a learner know I have added them to attend an activity?

They will receive an email notification with course information including date, time etc.

If I need to delete a registered delegate, what notification do they receive?

They will receive a polite email notifying them of the cancelation.

How do I import attendees for an activity?

Via Excel, using the template provided (only Learner ID is required).

If the course is not for a specific audience, should I leave it blank?

No. Put the allocated number of spaces in the 'Others' box.



How does the QR Code register attendance?

- Delegates need to scan the QR code on arrival. This must be no more than 15 minutes before or after the start time of the activity.
- Delegates then need to scan the second QR code at the end of the activity. This can be done no more than 15 minutes before or after the scheduled end time. They must also complete the online post course survey at this time.
- The QR code must with be 'live' from the online link, or the official printed copy. Trying to use scanned/photos of the original will not be valid.

After I export attendance, is this just for my records, or do I also need to send to someone?

- Also email a copy to your CPD Program Lead & Admin (Admin 2) within 5 days or sooner.
- CPD Program Lead & Admin (Admin 2) must send this to DHP within 10 days or sooner of the activity.

After I export the survey, is this just for my records, or do I also need to send to someone?

No, you don't need to send to anyone else.

Who should upload the certificate template?

CPD Coordinators (Admin 3) will choose the appropriate certificate and upload on the system. CPD Program Leads/Administrators and Officers (Admin 2) will also have the privilege to upload the certificates if Admin 3 are not in a position to perform the task.

When should I send the certificate link to the attendees? Is there a reminder?

Certificate link should be sent to the attendees once the DHP receives the attendance sheet up to 15 days after the activity is completed.

If I need help with the new system or process, who do I contact?

- CPD Program Lead & Admin (Admin 2) should contact CPD Corporate & Admin (Admin1).
- CPD Officer (Admin 2) should contact CPD Program Lead & Admin (Admin 2).
- CPD Coordinator (Admin 3) should contact CPD Officer (Admin 2).

As a CPD officer/Coordinator, how do I deal with issues faced by learners in creating Learner ID or registering for an activity?

- Most issues are simple and could be resolved by simply following the process provided in the user guides.
- For non-technical issues that you could not resolve, contact CPD Leads of respective programs.
- For technical issues that you could not resolve, contact CCD Technical Team.
- Alternatively, you may now fill the contact form, to answer any queries or deal with any issues.



What should I do if an activity is cancelled?

The CPD Officer/Coordinator must immediately notify the CPD Lead/Admin about the cancellation who will then ensure that the activity is deleted from the DHP system.

Where can I find resources and materials about the CPD Platform after the training?

Go to the CPD folder, in the Medical Education page on www.hamad.qa

Please note:

Currently the course fees function is disabled. In the future, once the course fees option has been enabled:

If the activity has no fees, should I leave it blank?

- No. Place a zero (0) in the fees boxes

What happens if the course has fees?

- Add the amount in the box. Delegates will be taken to a QNB payment site.