



HMC CPD Platform – CPD Platform FAQ's For Learners

How do I get a HMC Learner ID?

To register for your Learner ID account, go to: www.hamad.qa via the link on the main page or the CPD page in Medical Education section.

Alternatively, you can go directly to the login page via www.hamad.qa/cpdlearner

What information do I need in order to register?

- Name
- Mobile number
- Email address
- Nationality
- Specialty (according to your profile registered with MoPH-DHP-AS)
- QID number
- DHP license number (if clinical)
- Organisation (if non-HMC)
- Country of residence (if overseas)

If I am HMC staff, do I need to use my HMC email, or can I use my personal email address?

You can use either HMC email or personal email.

Can I register if I don't yet have my QID?

- Yes, you must go to 'Other Healthcare Professional', then 'Overseas Attendance'
- Go to the 'Contact Us' form on the Medical Education page to request this from your CPD Provider

What can I do if I am HMC staff but don't yet have a DHP license number?

You must go to 'Other Healthcare Professional', then register as 'HMC Staff'

What if I am clinical staff and have a temporary DHP license number, can I still register?

- You must go to 'Other Healthcare Professional', then 'HMC Staff'
- Later, when you get your permanent license number you can request your new profile as MoPH-DHP licensed practitioner be merged with existing data



What do I do if I am a healthcare professional in Qatar but not employed by HMC?

- DHP licensed practitioners must go to “MoPH-DHP Licensed practitioner” and register as “non-HMC staff”.
- Non-licensed professionals with QID must go to ‘Other Healthcare Professional’, then register as ‘non-HMC Staff’
- Non-licensed professionals without QID must go to ‘Other Healthcare Professional’, then register as ‘Overseas attendee’

What can I do if by mistake I entered my details incorrectly?

Contact the CPD Coordinator of your department.

Can I register on any computer, or does it need to be on the HMC network?

You can register on any computer, tablet, Smartphone with internet access

What do I do if I am facing an issue in signing up / creating learner ID?

Check if you have entered your details correctly. Refer to user guides to ensure that you have followed the process correctly. If you still have issues, contact the CPD Coordinator of your department.

Should I register before attending an activity?

Yes. It is mandatory for you to register before you attend an activity. You will not be able to sign in your attendance if you have not registered.

How do I register for an activity?

You can browse the list of activities and register for the activity you want to attend.

Alternatively, you can select the activity by entering the Activity Code or by Target Audience/Category/Activity Type/Activity Title/Credit Hours/Activity Date (From – To).

Why am I able to view only some of the activities and not the others?

You will be able to view only the published activities. Please contact the CPD Coordinator of your department if the activities are not published.

What do I do if I face an issue with registering for an activity?

For ongoing activities, contact the CPD Coordinator of your department.

For other activities such as conferences and courses, contact the Organizers of the concerned activity.

What do I do if I need to cancel after registering for a course?

- Contact the Course Coordinator to request they delete your registration
- You will receive an email confirmation when it is done



If the course I am cancelling had a fee payment, how do I get a refund?

- Check with your Coordinator regarding the process and timing
- Refer to HMC Refund Policy

What do I do if I change my mobile number in the future?

You can change your mobile number in the profile section. This will not affect your Learner ID and system access.

If I change employers, but stay in Qatar, will my Learner ID remain the same?

Yes. Your learner ID will remain the same as long as your QID and DHP license numbers have not changed.

How can I remember my Learner ID?

- The Learner ID is made of:
- HMC, followed by one of the following:
 - * **M** – Miscellaneous (non-clinical, non-HMC, overseas)
 - * **P** – Physicians
 - * **A** – Allied Health & Laboratory
 - * **PH** – Pharmacy
 - * **N** – Nursing
 - * **D** – Dentistry
- Then your mobile number (For example: HMCM55554444)

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 be 'live' from the online link, or the official printed copy. Trying to use scanned/photos of the original will not be valid.

How do I download my attendance certificate?

The soft copy of your certificate will be available to download within 15 days of completion of the Activity/ Training. (Important Note: Completion of Check-In, Check-Out and CPD Evaluation Form for each activity/ training are must and if you missed any of them, the certificate will not be available)

Can I use the attendance certificates to contact DHP directly and get my CPD credits?

No. DHP will only credit the CPD points through attendance reporting from CPD Provider. Keep the attendance certificates for your personal records and annual appraisals.



When will the CPD credits be updated on my DHP CPD Portfolio?

CPD points are credited only after the attendance records are validated, updated and processed by the CPD provider and DHP. This can take up to 30 days. (Important note: Practitioners are encouraged to complete their CPD activities and fulfil their licensing requirements in advance. They should not rely on CPD credits from last minute activities for license renewal.)

How do I register as a Learner if I am a Student, Intern, Resident or Fellow?

- You must go to “Other Healthcare Professional”.
- If you do not have QID, sign up as “Overseas attendee”.
- If you have a QID and,
 - * If you are a student, sign up as “non-HMC staff”;
 - * If you are an intern, resident or fellow, sign up as “HMC staff”.

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: Follow the below steps to complete your activity:

Before the activity:

- Visit the platform
- Enter your log in details
- Complete the OTP verification process
- Select and register for the activity you want to attend

At the activity:

- Use the QR code to sign-in

After the activity:

- Use the QR code to complete the survey and sign out