

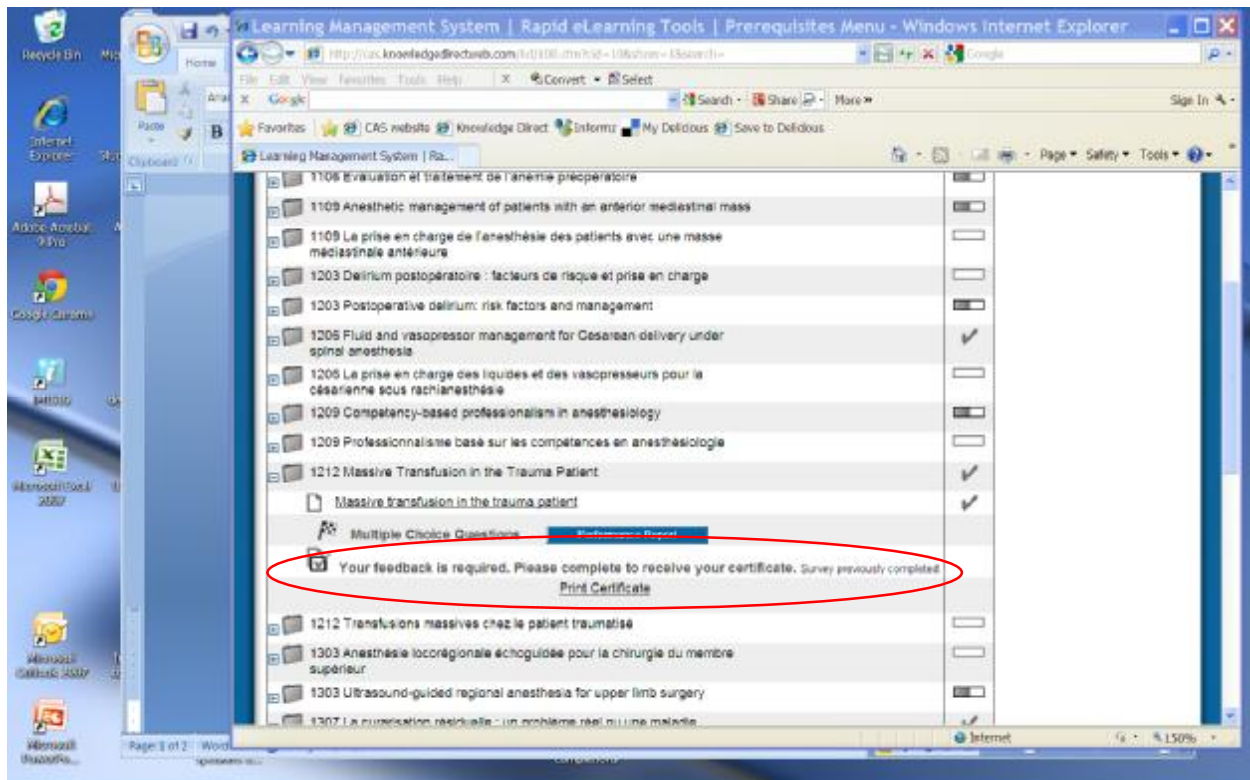
Frequently asked Questions about Knowledge Direct

How do I download my certificate?

One of the advantages of Knowledge Direct (KD) is the ability to download your certificates as soon as you've completed the module assessment.

If you are taking modules on KD for the first time, you may download your certificate after completing the evaluation found in the Training Menu. Please click this line:

Your feedback is required. Please complete to receive your certificate.



Note: The line only appears once you have completed the module assessment. The Print Certificate line will appear once you've completed the evaluation.

I completed modules on the old (University of Montreal) system. How do I obtain my certificate?

If you've taken modules 1106, 1109, 1112, 1203, 1206, 1209, 1212 and 1303 on the University of Montreal system, *prior to July 2013*, the University of Montreal will have already sent you your certificate, or is in the process of sending it to you.

Why do I have to complete an evaluation before obtaining my certificate?

We need the feedback from evaluations in order to tailor the content of future modules to your educational needs. Having participants complete the evaluations prior to obtaining the certificate is the only way to ensure we receive this feedback.

The feedback we ask you to give us is in the form of a survey containing 24 short questions. If you prefer not to answer, please enter 'skip' with each question.

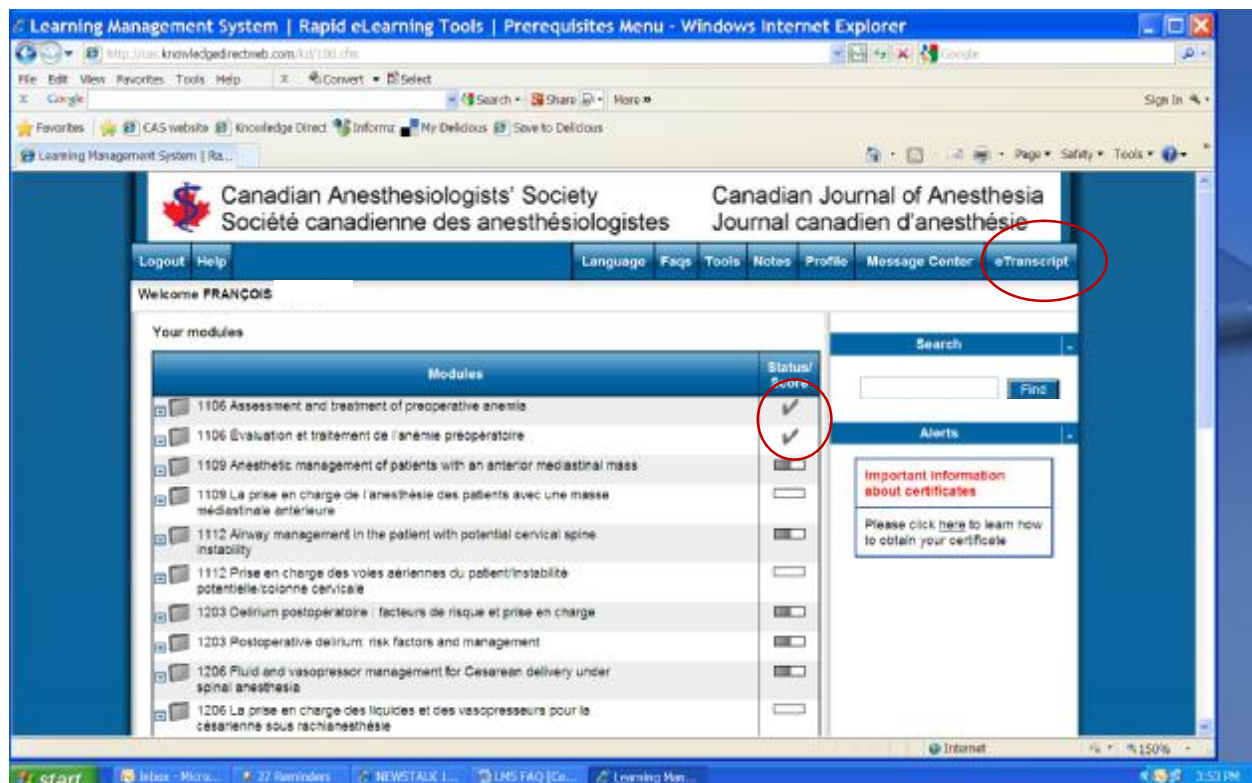
I went to the Royal College website to upload my credits, but the module was not listed on the site.

The Royal College updates MAINPORT, only once a month. If you have already completed your module and would like to enter your credits, please wait until the second Thursday of each month.

How do I see which modules I completed previously?

Previously completed modules are displayed in two ways:

- A checkmark next to the module in the Status/Score column
- Your eTranscript: this displays a transcript with dates of when you completed the module as well your score.



How many modules are created each year?

The CPD Committee creates 4-5 modules each year: March, June, September and December. There might be extra modules added, depending on the topic.

Why are expired modules still kept in Knowledge Direct?

We are keeping the expired modules on KD so that users can practice on them. Please note that you do not obtain credit on expired modules, but you can use them for practice.

If I forget my login info, how do I obtain it?

Two ways:

- Contact us at anesthesia@cas.ca
- Click on "Forget Password?" on the KD homepage

If your email address changes, please let us know at anesthesia@cas.ca so we can update your login information.

What is my login information?

Your username is your email address

Your password is your member ID

How to give feedback

Please send your questions to the Message Center where it will be answered by an administrator or send them by email to anesthesia@cas.ca

Where can I obtain more information on using the Knowledge Direct system?

Please have a look at the User's Manual here.