HOW TO USE THE WCEA APP AND WEBSITE

ACCESS YOUR ACCOUNT

CREATING YOUR ACCOUNT

We have 2 ways of creating your account depending on your needs:

1. **You are a member of an Association or Council in your country**

   By going to https://oneworld.wcea.education/register/
   You will see a list of Associations and Councils we work with, all you need to do is find your organization, click the link and complete the form.

   Please make sure your organization has your updated information.
   We will match your information with a member profile of the organization as the access to the organization app requires member verification.
   If your information has changed we won't be able to match you and you will not be granted access.

2. **You are not a member any of the organizations we work with**

   If you scroll to the end of https://oneworld.wcea.education/register/
   You will find the free access area to the APP and Website. Once you register you will receive an email with your username and password.

HOW TO LOGIN TO YOUR ACCOUNT

You will need your username and password. This is sent to the email address you used to register to the system.

Once you have this information you can access the APP on your mobile device or go to the https://cpd.wcea.education/ website, and use this username and password to gain access.
If it's the first time logging in, we may ask you to confirm your information and reset your password to something more secure.

Please bear in mind that if we were unable to match your account with a member profile in your organization, we won't be able to verify your account and you will not receive an email with your username and password.

When this is the case, please contact support@wcea.education and our team will be happy to help you gain access.

HOW TO FIND YOUR USERNAME

We highly recommend you keep the email received with your username, so you can refer back to it if you ever forget it.

If you have forgotten your username, you can use the forgotten username option in the APP to send an email with your username. This will be sent to the email you used when registering to the system, so please make sure you're checking the correct email address.

Currently you **cannot** request your username from the website: https://cpd.wcea.education/

HOW TO RESET YOUR PASSWORD

To reset your password please follow the following steps:
1. Click "Forgot Password?"
2. Enter your username.
3. click the "RESET PASSWORD" button
4. Go to the email address you used to register to the system.
5. You should have an email with the subject: "Forgot Password", If you don't please check your spam folder.
6. Click on the url and it will ask you to enter a new password and repeat
7. Click the "UPDATE" button
8. You will see a message informing you that the password has been successfully changed

Now you can go back to the app or website and login using your username and the new password you have entered.

Note: If you reset your password and it still doesn't work, it may be that the secure password service we use has temporarily blocked access to your account due to too many attempts. So please try again later.

I DIDN'T RECEIVE THE EMAIL.

If you are expecting an email to arrive, please make sure to check the following:
1. Check your SPAM or JUNK folder. Emails may land in one of these folders, so it's good practice to check these folders occasionally to make sure important emails haven't arrived there by mistake.

2. Make sure you are checking the correct email address. We will send the email to the email your organization has on file for you, or the one you have used to register to the system.

STILL HAVING TROUBLE?

If you are still having trouble finding your:
1. username
2. Password
3. Email address

Please contact us with your full name, license and registration number and explaining your situation at **support@wcea.education**

NAVIGATING THE APP AND WEBSITE

THE HOMEPAGE OR DASHBOARD

Once you have been able to login to the app or website you will see a familiar logo, it may be the one for your organization or the WCEA logo. This will depend on where you have gained access to.

If you click on this logo you will be taken through to the app dashboard or website homepage.
On this page you will find the latest courses, articles, webinars and recommended courses.

If you click on any of the items it will open their article page up where you can view more information on the content.

THE DIFFERENCE BETWEEN COURSES, ARTICLES AND WEBINARS

- **Courses** are educational content valid towards CPD, usually created with an exam that must be passed in order to gain your completion certificate.
- **Articles** are research papers, clinical trials and case reports, they are informative, do not have exams and usually will grant little to no CPD.
- **Webinars** are live zoom webinar meetings where you can join and ask questions live to the speakers who are healthcare professionals and experts.

THE APP ICON EXPLANATION

In the app we have various icons for different features.

Here is a breakdown of what each icon is for:

1. **APP icon.**
   This icon will take you back to the logos before your dashboard.

2. **Magnifying glass icon.**
   This icon is the "search icon" it is used to find the complete list of courses to search from.
   If we click on the" search icon" we have the following icons:

   a. **The "hamburger icon".**
      This icon will open the filters that will help you find the course topics you are interested in.

   b. **The "star icon".**
      This is an additional filter which holds more flexible topics for you to choose from.
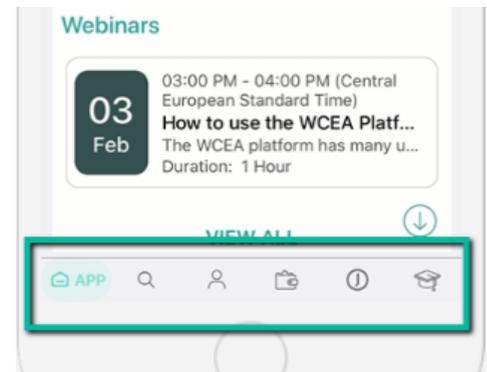
When you make a selection from either of these fields, your options will be saved, so you have to remember to clear them once you are finished searching.

3. **Person icon.**
   This icon represents your "profile" information. From inside your profile you are able to change your password and view your name.

4. **Wallet icon.**
   This icon is the "wallet". In here you will find all the courses you have downloaded and are available offline.

5. **AJA icon**.
   Aja is a social media platform which is a feature offered within the app and allows health professionals to interact with one another.

6. **Graduate Hat icon.**
   This icon represents the "Education Tracker". In the education tracker you will find all the courses you have completed 100%. This means you have passed an exam and or have completed the evaluation statement.

THE WEBSITE ICON EXPLANATION

The Website icons are very similar to the APP icons.

1. The home icon will take you back to the homepage. There you will see recommended and latest courses as well as any available webinars
2. The search icon will take you to search for courses
3. The hamburger icon will open to reveal further areas of the website:
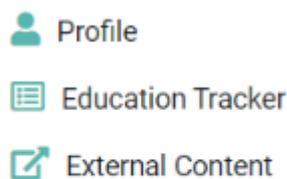
A. **Profile**. From here you can view your information

B. **Education Tracker**. Here you will find all the courses you have successfully completed, download certificates and reports.

C. **External Content.** This allows you to add any courses or activities you have taken outside of the system which has awarded you cpd points, to keep all of your courses in one education tracker.

HOW TO FIND, TAKE AND COMPLETE COURSES

Find a course in the APP

To find a course you can click on any of the ones recommended on the dashboard or you can go to the search.

Once in the search area, you may see 3 tabs indicating courses, articles or webinars.

Select the type of content you are looking for and you can now scroll down to view the results.

If you would like to filter out or find specific content you have 3 options:

1. **Keyword search.** This is the search bar at the top of the app where you can type specific words to find courses. For example "Covid-19". To clear the search click the "x" button to the right of the area.

2. **By Role and Topic**. This is the "hamburger icon" option, from here you can select your role for example "Nursing", this will then only display courses classified for nurses.
   Then you can select the course type, for example, Infectious diseases, this will now display only courses within Nursing and type infectious diseases.
   Finally, if you want to refine the search even more, you can select the topic, for example HIV/AIDS, this will now show you courses classified for nursing, which are under infectious diseases and are about HIV/AIDS.

3. **Remember to click APPLY to filter the courses and to remove the filter once finished.**
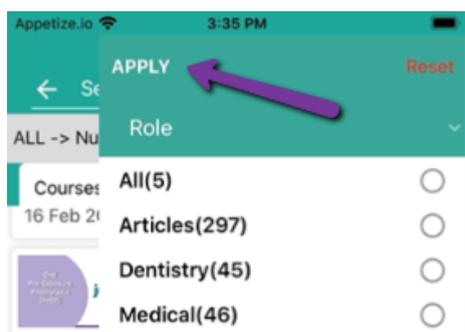
4. **By Topic/Specialty.** This is the "star icon" and it allows you to do a quick search directly on a topic or specialty, for example, HIV/AIDS. This will display all courses available that are classified under this topic.
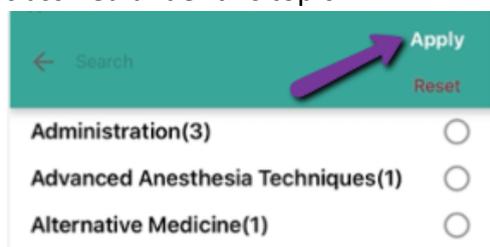
Remember to click apply and you will see if you have any selected as a little number will be displayed over the area:
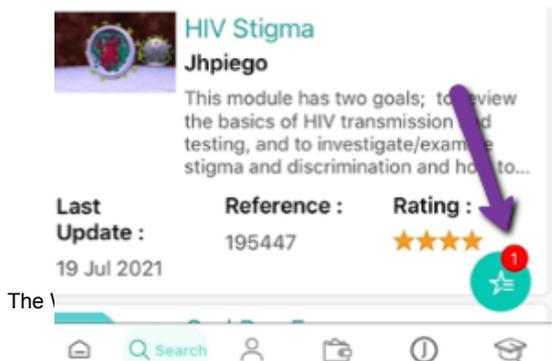
How to find your downloaded courses

You can download several courses to keep on your mobile device and take later without the need of an internet connection.

These courses can be found under the **Wallet icon**.

Downloading courses is highly dependent on:

1. **Access granted to download.** All mobile devices will request you grant permission to the mobile application to download courses. If you do not grant access, the APP will not be able to download any courses, summary reports or certificates.
2. **Your internet connection.** If your internet connection is slow or intermittent, this can cause the course to download slowly or even become corrupted.
3. **Your mobile device storage capacity.** You need to make sure you have enough storage on your mobile device to host the course. Courses are usually between 1.50Mb and 5.0Mb.
4. **APP and Mobile versions**. Due to the nature of the mobile APP your phone may not be compatible or you may have an outdated mobile APP version. We always recommend you have installed the latest version of the APP.

Find a course in the Website

To find a course you can click on any of the ones recommended on the dashboard or you can go to the search. Once in the search area, you may see 3 tabs indicating courses, articles or webinars.
Select the type of content you are looking for and you can now scroll down to view the results.

If you would like to filter out or find specific content you have 3 options **and remember to click APPLY FILTERS with each new search** :

1. **Keyword search.** This is the search bar at the top of the app where you can type specific words to find courses. For example "Covid-19". To clear the search click the "x" button to the right of the area.
2. **By Specialty.** It allows you to do a quick search directly on a topic or specialty, for example, HIV/AIDS. This will display all courses available that are classified under this topic.
5. **By Role.** This is the "hamburger icon" option, from here you can select your role for example "Nursing", this will then only display courses classified for nurses.
6. **By Course Group.** After you've selected a role you can then further specify your search using the course group, for example, Infectious diseases, this will now display only courses within Nursing and type infectious diseases.
7. **By Topic.** To refine the search even more, you can select the topic, for example HIV/AIDS, this will now show you courses classified for nursing, which are under infectious diseases and are about HIV/AIDS.

TAKING AND COMPLETING A COURSE/WEBINAR

To take a course it's very similar both in the APP and in the Website, the only difference is that in the APP you have the extra step of Downloading the course prior to starting it.

1. **Click Take Course.** All courses require you to reach the end of the course presentation before moving on to the completion process. So if there are interactive elements within the course, such as quizzes or puzzles, you will need to complete each one before the course will be marked as complete.

2. **Completing Assessment.** This is only enabled if you have reached the end of the course presentation. In order for the course to be successfully completed and for you to receive a completion certificate you must complete either:

   A. **Self Verification.** This requires you to click on the Self Verify or Rate Course button and it serves as a way to confirm you have reached the end of the course presentation and complete the assessment process.
   B. **Pass the Exam.** You have 3 attempts to pass the exam with a minimum score of 70%, it is required that you pass in order to complete the course.

4. **Evaluation statements**.

Most organizations, authors and accreditors, require evaluation statements to be completed upon completion of the course, as this is a vital component of the process to make sure courses remain relevant and useful. It provides important feedback from all who study courses on the platform.

Attending a webinar

Webinars are displayed in a separate section of the APP and Website. To attend all you have to do is:

   1. **Register to the webinar.** You just need to click the Register button, it will then change the button to "Registered" or "Join".
   2. **Join on the day of the webinar.** Please bear in mind you MUST join through the APP, website or email confirmation as this is what allows the system to link your attendance to your profile
   3. **Completing the webinar.** Upon completion of the webinar you may be required to complete an exam or an evaluation statement in order to receive your completion certificate.
   4. **Webinar added to your education tracker.** Once you've completed the webinar you will now see it reflected in your education tracker.

Completing an Article.

Articles are not courses, they are considered supplements to your education needs, therefore they may not award little to no CPD points.
You will not have assessments or completion certificates with this type of content.

HOW TO FIND COMPLETED COURSES AND CERTIFICATES

All the courses you have completed are tracked in your Education Tracker both in the APP and Website. In the education tracker you are able to:

1. **View a summary of all the courses you have completed.** You will see a list with all the courses you have successfully completed.
2. **Download the summary of your completed courses.** You can download the summary report to receive a PDF version of the visible list.
3. **View your awarded Certificates.** Please bear in mind that in order for certificates to become available the course must be completed successfully, from completing the course presentation, to completing the Evaluation Statements.

When reviewing your education tracker it will automatically sort based on year, so make sure to use the date pickers to view the courses you would like to view.

PROBLEMS WITH DOWNLOADS

If you find you are continuously having difficulties downloading courses, certificates or reports, we suggest you login to the website at https://cpd.wcea.education/

The website doesn't depend on the limitations of your mobile device and you can complete courses online instead of downloading them.

Certificates are also made available quicker as we do not have to process them in order to make them available on the APP.

SHARE THIS INFORMATION WITH COLLEAGUES

You are welcome to share the APP and Website with your friends and colleagues, they do not have to be part of an organization, anyone can join our open Education platform.

By sharing this link, they can find their organization or register to the open Education platform.

https://oneworld.wcea.education/register/

FURTHER ASSISTANCE

If you require further assistance for any reason please do not hesitate in contacting us at our support email. We usually reply within 48hrs:

support@wcea.education