

## Technology Tips and Tidbits

One of the challenges to modernizing the operations of any business organization in today's world is that it is more often than not driven by technological change that also requires individuals to change their processes and learn new techniques. Healthcare regulation is not immune from these challenges.

We acknowledge that a lot of process change was required by you in your relationship with the regulatory functions of the College. In addition, you were forced to adapt during this extraordinary time that is also highly stressful and constantly changing.

We are also aware that many of you do not use technology extensively in your careers and as a result many of you are still experiencing difficulties and frustrations navigating the website and the registrant database.

To help alleviate some of your frustrations we have put together a few tips and tidbits you may find helpful. While many of us working at the College have moderate computer skills, we are in no way experts so you may need to consult with an IT expert regarding your specific technology issues and settings.

### Tips and Tidbits

- **Email addresses** – Please ensure the College has your current email address on file. You must contact the College with any changes, both for the registrant database and the website. Your email address functions as your website and database username. Only the email address on file for you will receive links for password resets.
- **Password reset links** – These links are sent in emails and will not function if they are in your junk mail folder. Moving them to your inbox should restore function. If not, try cutting and pasting the link into the search bar.
- **Previous Passwords** – Any passwords you used on the College's previous website (i.e. prior to August 4) were not transferred to the new website. Please ensure that you clear any previous passwords you had saved for the website. If you are constantly having to reset your password, this could be the reason.
- **Website navigation** – When you are on any page of the College website, clicking on the College logo on the upper left corner will take you back to the home page.
- **Registrant database navigation** – While logged in to the registrant database, clicking on the College logo on the upper left corner will take you back to your registrant dashboard.
- **Password selection** – The password requirements for the both the College's website and the registrant database are 8 characters or more in length with a mix of upper and lower case letters, numbers and symbols.
- **Pop-Ups** – If you have pop-ups blocked on your browser you may not see the messages delivered regarding your password set.