

TTII's second FAQs- Re: eLearning Academy (CPD Platform)

Introduction

The TTII has compiled a second group of frequently asked questions (FAQs) for the industry. This document however is not a continuation of the first FAQs. The FAQs and answers contained here are on the use of the CPD Platform only, to support users of the same. They are as follows:

Question 1

Are TTII's short courses automatically uploaded when an employee attends or do staff have to go and enter the information themselves?

Answer

This depends on if they were registered on this system at the time of training and registered for the training via the system (click register interest and enrol). **If yes**, they will be marked as attended in the system and a record (journal) of the training event will be pushed into their journals (populate it) in the MYCPD section of their account. However, this is a partial record. They will then have to go into that automatically created journal record and complete the journal by filling out the form fields **Activity type, Category, facilitated by, and Reflections**, then upload their evidence (certs/letters etc.) and click save as completed. Everything else is filled out for the user. **If no**, then they have to add a journal **manually**, fill out the form fields, upload the evidence and save.

Question 2

Under facilitated by, the examples provided are Academic, Internal and External with professional body. But there are other classifications such as internal with external trainer, and external with a non-professional insurance provider such as PAHO, for example.

Answer

That's why this field is open for typing. The user can simply type **Externally with PAHO via your Company**, or something like that.

Continued on next page

Question 3

What happens if a staff member only partially enters information – will it be stored?

Answer

If the user only partially enters this information in their journals and applies for verification by submitting the same in the system (done by clicking **submit for verification**), they will be contacted by a CPD verifier and ask to complete the same. All information entered in your journals will be stored, provided it was saved.

Question 4

There is a draft button at the bottom screen. What happens if the journals are save as draft?

Answer

When a user saves their journal entry as draft, the **second graph on the page** (MYCPD) of the user's journal entries will be **greyed out**. It will indicate draft unless saved as completed. If saved as completed, that section of the graph will turn **red**.

Question 5

In the export document which has the form fields of my Journals and comprises the data entered in my journal records (your record of CPD activities), the word **draft** usually has **false** or **true** next to it. What does that mean?

Answer

False means you did not save the journal entry as draft, but as completed. If it said **true**, it means you saved as **draft only**, after completing the form fields and uploading your certs/letters etc. Draft was put there if a user was unsure of their journal entry and want to seek advice.

Question 6

How do I change my personal information/password in my account?

Answer

In order to be able to change your personal information, please go to the **top right-hand corner** of the screen, where your picture is supposed to be located, click on it and a drop-down list will appear. Look for personal "**profile**" open and change/update your info as necessary, then click **save to the bottom**. In the drop-down list, you will also see "**password**", open the same, fill out fields and click save.

Question 7

My journals don't seem to be updating. What does this mean?

Answers

- I. You did not set the target point/credits for your journal period. To resolve this, you can locate the target point/credits section below the calendar when you click the "Add Period" button. Make sure to set the target point/credits for your journal period.
- II. You are updating the journal entries outside the dates of issue and expiry of your Certificate of Registration (license). Please ensure that you are updating your journal entries within the specified dates mentioned in your Certificate of Registration.

Question 8

I've done training after the date of expiry on my certificate of registration (licence), or intend to upload CPD evidence of the same after the expiry date, which is the same date of the period I've set in the MyCPD section of my account in the eLearning Academy. When I attempt to make changes to my Journal entries, or upload my CPD evidence (letters/ certificates) to the system I cannot edit the journals or create another entry. The add entry button is greyed out. What could be the problem?

Answer

Because your expiry date set on the system has passed, the system has entered into a **read only mode**. Nothing can be created or changed in your journals as a result. You will **need to change the expiry date on the system** to the current date (**i.e the present date**), then make the edits or changes needed to submit for verification. Then submit for verification. When you have completed the submission of all the CPD evidence that was uploaded to the system (**i.e. only do this after all journals have been created**) ; set the period back to the original expiry date of your certificate of registration on the system.

Please note that the scenarios presented above are in relation to specific situations. They are as follows:

- i) The user forgot to upload their training evidence done within their CPD year and thus before their Certificate of Registration (Insurance license) expiry date.
- ii) The user completed some training after the expiry date and there were extenuating circumstances for the same. E.g. they were ill, emergency trip abroad etc. and preferred to submit the same to CBTT with a formal explanation.

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Question 9

After I submit for verification in the system up completing my CPD activities, can I change/add any records to my Journals?

Answer

No. Your journals are now in a **read-only state**. However, if a CPD Administrator, or Verifier deems your submission as incomplete, or insufficient, or the submission was done in error, then the status of your journals will be reset to **read-write** and changes to your records can then be made again. Only submit for verification in the system if you are sure you have completed all your journal entries.

Question 10

My Journal do not show that status “completed”. What do I do?

Answer

Uncheck the **draft button** (the tick in check box) in the **bottom right-hand corner** of your journal entry (form fields) and click save, to save as completed.

Question 11

The evidence of the training I’ve completed has two categories on my certificate or letter, should I create two journal entries and upload the certificates twice?

Answer

No. Just select all relevant categories in the **category form field** of the journal, represented as a drop-down list.

Question 12

I’ve never logged into my account on the platform. Can I click the reset password link and be able to login with a password reset if did not receive my login credentials, or can’t remember my password?

Answer

No. Resetting passwords via the link are for registered users on the platform only. If you did not login before with a username and password, or did not receive the same from the TTII, you will need to contact the TTII’s system support for assistance by sending an email to cpdhelp@ttii.org.tt.

Question 13

The graphs in the section with my journals are showing up as a “X”. What could be the problem?

Answer

You are most likely **using Internet Explorer**. Internet Explorer is a retired browser and not compatible with the system. Use Google Chrome, Firefox, Microsoft Edge or Safari.

Question 14

I was told that I can use my email address initially or a generic username when logging into my account, but when I try to use me email address I can’t login, or the system is asking me to rest my password before I login. Is there a problem with my login?

Answer

No. The TTII is standardizing the use of generic usernames. Eventually, all users will have to use generic usernames to login.

Question 15

Does the system generate a verification letter; and in what format is the Central Bank accepting it?

Answer

No, the system does not generate a verification letter. Central Bank requires the verification letter to be generated as hard copy. However, due to the rise in Covid 19 infections, the TTII is generating the verification letters (off the system) as soft copy, which is being emailed to the intermediaries, who can print and take to the Central Bank with their application.

Question 16

I forgot my password and tried entering it in the password field and got the message wrong username or password, then the account locked after several tries. What happened?

Answer

The system **locks you out after 5 tries** to input your password to access your account. Send an email to cpdhelp@ttii.org.tt to have your account unlocked.

Question 17

How do I upload my Certificate of Registration (Insurance license issued by CBTT)?

Answer

The Certificate of Registration is uploaded the same way you upload your CPD letters and certificates to your Journal entries. This is therefore **just another "false entry" called Certificate of Registration**. Just fill out the journal form and choose the Category "Other" etc., and make sure you populate all mandatory fields (marked with asterisks) before you save. This includes setting a date.

Step 1: Click add entry

Step 2: Fill out form fields (you may or may not need to put in 1 CPD hour)

Step 3: Upload Certificate

Step 4: Uncheck draft and click save.

Question 18

I am a registered user and already logged into the system. When I try to reset my password from the login page the email reset link either does not come to my email, or if it does, the system is not allowing me to create/reset my password.

Answer

This problem has been rectified. If you are still encountering problems send an email to cpdhelp@ttii.org.tt and ask for a manual reset of your password.

Question 19

The system is saving the dates I choose in the calendars as the date before. What is the problem?

Answer

This problem has been rectified. Ensure that you double click on the date you choose and save accordingly.

Question 20

I've tried to login into the system; even requested a password reset several times, but I still can't get in. What could be the problem?

Answer

You are using **Internet Explorer**. Please use Google Chrome, Microsoft Edge, Safari or other modern browsers.

Question 21

What is the procedure to carry over 2 CPDs from my previous CPD year of training to my next period, or CPD year?

Answer

To carry over 2 CPDs from your previous CPD year of training to your next period or CPD year, you need to follow these steps:

- I. Indicate in the chat of your CPD Platform account which two CPD training you wish to carry over.
- II. Our team will then check your uploads for the previous period (CPD year) to ensure you have the extra 2 CPDs and in what category you've specified.
- III. Note that there is no need to re-enter the information as it is already on the system.
- IV. Our Verification Officer will proceed to verify your current or new CPDs, **which should include 10 CPD hours of mandatory training under the rest of the categories, and include the 2 CPD hours carried forward** for a total of 12 CPD hours.
- V. This information will be recorded on the Verification letter for the period under review, assuming you **had checked the box for the 2 extra CPDs carried over on your application form to Central Bank.**
- VI. It would be advisable to upload that part of the form to your account or send us a copy for confirmation. But this is optional.

Question 22

What do I do when I forgot to upload the evidence of my CPD training in my journals of my CPD account on the TTII's CPD platform?

Answer

- I. Click the **title of the training in your journal**, scroll to **bottom left** and click upload button, then **upload your cert**. After the cert is uploaded **shift to bottom right, uncheck draft and click save.** Do this for all.
- II. **Upload a copy of your Certificate of Registration.** Refer to question 17 in this help document, or follow the directions here in Q 17: <https://ttii.org.tt/wp-content/uploads/2022/08/TTII-FAQs-v2.pdf>
- III. Resubmit for verification by clicking the "**submit for verification button**" if needed.

Question 23

How do I change my journal period dates to match the dates that on my Certificate of Registration?

Answer

To change my journal period to the **identical dates that are on your Certificate of Registration**, click **upside down triangle** next to the period you've already set, then **click the pencil** (edit button), then **reset the dates on the calendar** accordingly, finally click save.

Question 24

Why does the TTII ask for a copy of your Certificate of Registration?

Answer

This is to ensure that the information of your Verification letter is accurate, thus reflecting all the information needed on your returns for your application with Central Bank.

End of FAQs

Note that the TTII is committed to supporting your user experience on the eLearning Academy (CPD Platform) thus theses FAQs will be updated as necessary.