Digital Morphology CPD Scheme

Frequently Asked Questions

Foreword

Thank you for your interest in the Digital Morphology CPD Scheme.

This FAQ has been written to help answer some questions commonly received from new users or people who are interested in joining the scheme. We hope that the answers given below will help you understand how the program works and will encourage your participation.

If you are currently a user of the Digital Morphology scheme, you should consult the **CPD User Handbook** for more detailed information on how to use the system.

If you have any additional questions or need further help, please contact us at any stage.

Best Regards

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What is the Digital Morphology scheme?

The Digital Morphology (DM) scheme is a web-based Continuing Professional Development (CPD) program aimed at professional scientists in the field of Haematology. The scheme was first trialled in 2008 and has been available to participants in the UK since April 2008. We currently have over 3,000 registrants participating in 6 surveys per year.

Who organises the scheme?

The DM scheme is organised and offered to participants by UKNEQAS (Haematology) under the "General Haematology" services. The system used to deliver the scheme over the Internet has been developed in partnership with SlidePath, a software company based in Dublin, Ireland.

Who can participate in the scheme?

The scheme is open to healthcare and medical sciencestaff and those with a professional interest in haematological morphology. International participants are invited to participate via UKNEQAS international Agents. Please contact us to find out who your local agent is.

How do I register for the scheme?

The scheme allows for registration of Individual participants, Lab Managers with multiple participants in their lab, and Agents / Non UK members. Registration for the scheme should be undertaken during the annual UK NEQAS (Haematology) re-registration period when all other UK NEQAS (H) services are being purchased, however registration is possible at other times during the year. Individuals can register for the scheme by visiting the DM home page, http://uknegas.digitalslidebox.com/login.php, and clicking on the 'click here to register' link in the individuals' box at the top of the page. This will activate a process by which the individual will subscribe through PayPal. Laboratories should contact UK NEQAS (H) if licences are to be purchased outside of re-registration.

How much does the scheme cost?

For individual participants, the cost is £60 GBP per year excluding VAT. For Laboratory managers, the cost is £40 GBP per license per year. For non UK / Agents, please contact us for pricing information.

Is the scheme accredited?

The scheme is IBMS accredited. From 2014 onwards, participants who submit answers will receive 2 accreditation points per survey (up to a maximum of 12 per year). Certificates are provided after each survey which can then be used for quality records. The CPD code is printed on the CPD certificate. Only participants who submit answers receive the CPD points for that survey. Points are awarded on the basis of participation, not diagnosis.

Where can I see a demonstration of the scheme?

There is short narrated video online which will provide you with an overview of the DM scheme. You can view this online at:

http://uknegas.digitalslidebox.com/uploadedFiles/UKNEQAS.wmv

This is a Windows Media Player video file.

How can I find out more information?

Additional information relating to the DM scheme along with the broader range of services offered by UKNEQAS (Haematology) can be found on our website:

http://www.uknegash.org

Here you will find contact details should you wish to speak to us about registering for the scheme.

Using the Digital Morphology Scheme

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How do I use the Digital Morphology Scheme?

The Digital Morphology (DM) scheme is entirely web-based; this means that all the surveys are accessed over the Internet. Once your account is activated, you can view the digital images and enter your results. All of these steps are performed through the web-based software and you will receive information via email which will guide you along the way.

What do I need to view the digital slides?

The digital slide viewer is a "Flash" viewer, so you will need Adobe Flash Player in order to view these images. For more information on this, please go to the Technical Support section of this FAQ.

How do I submit my answers?

The DM scheme includes a web-based submission form, which allows you to input your answers to the survey using a "tick-box" style system. From within the viewer, click the Begin Questionnaire button button at the bottom of the screen to open the form. Be sure to consult the user manual for further instruction on submitting your results.

Can I log in to the same survey more than once?

Yes you can. There is no limit to the number of times you can log in to the survey before, or after, you submit your answers. Please note that during the review phase, the survey may become unavailable while we update summary comments, but you will receive email notifications advising you when you can log in again.

Can I save my answers if I need to logout before I submit them?

Yes you can. On the CPD Submission Form there are two buttons at the bottom: SUBMIT and SAVE FOR LATER. If you click the SAVE FOR LATER button, your answers will be stored and you can safely logout. When you login again, you can continue with the submission form and complete your answers.

How long do I have to submit my answers?

Each survey will be clearly marked with a closing date. Once the closing date has passed, you will no longer be able to submit your answers.

When will I be able to see the results for the survey?

Each survey is clearly marked with a closing date. After this date has passed, no new answers can be entered for this survey, and we will take some time to compile statistics and summary commentary relating to the survey. You will receive an email when these are available, usually within 2 weeks of the closing date.

Can I submit my answers more than once?

The system will only allow you to submit answers once so please take time to ensure you are happy with the responses you have chosen before you submit. Remember, if you want to think about your answers you can use the Save for Later option on the CPD Submission Form.

What happens if I don't submit any answers?

If you fail to / choose not to submit answers for a survey you will still have access to the case summary notes and annotations, however you will not be able to obtain a CPD certificate for that survey.

Can I make a copy of my CPD certificate for internal records?

Yes – the CPD Certificate for each survey will open as a PDF document. You can choose to save a digital copy or print a hard copy of this for your records, in the same way you would save or print a file on your computer. Note that you will need Adobe Reader or an equivalent PDF viewer on your computer to view the certificate; more information on this can be found in the Technical Support section of this FAQ.

How do I look at previous surveys?

Once you activate you account, you will gain access to the first survey that becomes available. Your license is valid for a total of 6 surveys over 12 months, and during the course of the year you will have access to any previous surveys that have become available since you activated your account, even if you did not submit answers. Note that you cannot access surveys from before the date you activated your account, and should your account expire without renewal, you will not be able to access any of the surveys. You / your lab manager will be notified of impending expiries in advance.

How do I renew my account?

Depending on whether you are registered as an individual participant, via an Agent or as part of a lab group, the renewal process will be slightly different. Please refer to the registration instructions in the General Questions section of this FAQ for more information.

Technical Questions & Additional Information

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Recommended Computer Specifications

The Digital Morphology (DM) scheme uses web-based software and is compatible with Windows (2000 or newer) or Mac (OS X or newer). The system also supports the use of Internet explorer (version 6 or newer), Firefox (version 3 or newer), Safari, Opera and Google Chrome. For optimum performance we recommend an LCD screen with minimum resolution of 1024x768 and a 1Mbps broadband Internet connection.

My login details are not recognised

If you have registered as an individual, your login details will not be enabled until your credit card payment has been confirmed. This can take up to three working days and you will receive an email with your details once this has completed. If you are registered as part of a laboratory group, you should ensure you have activated your account using a valid activation key. You can obtain this key from your lab manager.

My activation key is not recognised

Please confirm with your lab manager that you have the correct key (i.e. that you have not received an expired key). Also note that the key is generally a combination of numbers and lower case letters; it is **case sensitive** so ensure you type this correctly. You should also ask your lab manager to check if there are enough licenses on the key; if someone has inadvertently used the key twice (for example) the allocation of licenses may be used up

I forgot my username / password

At the top of the login page, there is a **Forgot Details** link which you can use to email your details to yourself. Note, you will need to use **the same email address you registered with** as the system will search for login details based on the email, and then send them to that email. Note, if you do forget your details **DO NOT USE THE ACTIVATION KEY TO CREATE A NEW ACCOUNT** as this will prevent another person from registering. Duplicate accounts will be deleted along with any answer or certificate data linked to them.

I don't see any surveys when I login

When you login for the first time, there may not be any surveys open, so you will not see any available. You can check with your lab manager to ensure this is case and to establish when the next available survey will come online. If it transpires this is a technical problem, your lab manager will contact us for assistance.

How do I install Adobe Flash Player?

Adobe Flash Player is a free plug-in for your browser which can be found at the following link:

http://get.adobe.com/flashplayer/

WE RECOMMEND THAT YOU DO NOT INSTALL THE FREE MCAFEE SCANNER. You may need Administrator privileges to install this plug-in on your computer; your IT department can do this for you so please contact them directly for assistance.

The images are very slow to navigate

We have experience that users on the NHS network experience sub-par Internet performance during peak hours (e.g. Lunch time). This affects all Internet systems, including the Digital Morphology Scheme. We recommend that you try to access the scheme at a different time of day and to also try from a different computer (e.g. home laptop) to validate that this is not a persistent problem. If you are using a home computer, note that Internet traffic such as media streaming, file transfers, file downloading or online gaming will affect the speed of your Internet connection.

The images will not load when I open the viewer

The two main reasons for this are either not having Flash Player installed (see above) or having a slow Internet connection (see above). If you have been able to ascertain that these are not the problem, please contact us or ask your lab manager to contact us for further assistance.

My answers did not submit properly

The CPD Submission Form is a **decision tree** type form, where choosing different options will open up sub options; only options in the final white boxes are carried over to be ranked in order of importance. Some users have experienced difficulty when minimising branches of the tree, whereby their answers are reset. We strongly recommend you consult the **User's Handbook** and the **Using the Digital Morphology Scheme** section of this FAQ for guidance on how to ensure your answers are properly submitted.

I can't retrieve my CPD certificate

The CPD certificate will only become available after a survey has closed. Even if you submit answers before the closing day, you will need to wait until the survey is closed before you can return to retrieve the certificate. You will receive an email notification when this becomes available. Also note that CPD certificates are only available to users who submit answers for a survey. If you have not submitted answers you will still have access to the survey summary, but you will not have receive a certificate.

I can't open / print / save my CPD certificate

The CPD certificate is a PDF document, which requires an appropriate viewing program to be installed on your computer. We recommend **Adobe Reader** for viewing PDF files; see below for instructions on how to obtain this. Once this is installed you will be able to retrieve your certificate however if you still have difficulty, we would recommend you speak with us / ask your lab manager to contact us for further help.

How do I install Adobe Reader?

Adobe Reader is a free PDF viewing program which can be found at the following link:

http://get.adobe.com/uk/reader/

WE RECOMMEND THAT YOU DO NOT INSTALL THE FREE MCAFEE SCANNER. You may need Administrator privileges to install this program on your computer; your IT department can do this for you so please contact them directly for assistance.

I am not getting email notifications

The main method of communication between the DM Scheme and participants is email. **IT IS VITAL THAT YOU ENTER A VALID EMAIL ADDRESS WHICH YOU USE REGULARLY WHEN ACTIVATING YOUR ACCOUNT**. Please refrain from using free email services such as hotmail, gmail, yahoo or equivalents as these have been known to be firewalled from the system. Please ensure your email is not blocking communications from the DM scheme or treating them as Junk or Spam. You can avoid this by "white-listing" the scheme address on any of these mails. If you are using a valid email address and you are still not receiving notifications, please speak with your lab manager to see if this is a general problem, in which case you should advise them to contact us so we can speak with your local IT department. If you are an individual member, please contact us for further assistance.

How do I clear my browser cache

It is quite simple to clear the cache of interent pages by following the instructions below that apply to the version of Internet Explorer that you are using:

Internet Explorer V8, 9:
 Go to the TOOLS menu
 Go to INTERNET OPTIONS
 Under browsing history, click DELETE
 On the list that pops up, make sure that TEMPORARY INTERNET FILES is selected
 Click DELETE

Internet Explorer V6:
    Go to the TOOLS menu
    Go to INTERNET OPTIONS
    Under temporary internet files, click DELETE FILES
    In the box that pops up, make sure that DELETE ALL OFFLINE CONTENT is selected
    Click OK