

HEALTHCERT COMMUNITY USER GUIDE

TABLE OF CONTENTS

Your community benefits | **Page 3**

How to log in | **Page 4**

How to navigate | **Page 5**

Home | **Page 5**

Discovery | **Page 6**

Members | **Page 7**

About | **Page 7**

Topics | **Page 8**

Events | **Page 9**

Professions | **Page 10**

Groups | **Page 11**

Courses | **Page 12**

Calendar | **Page 13**

Messaging | **Page 13**

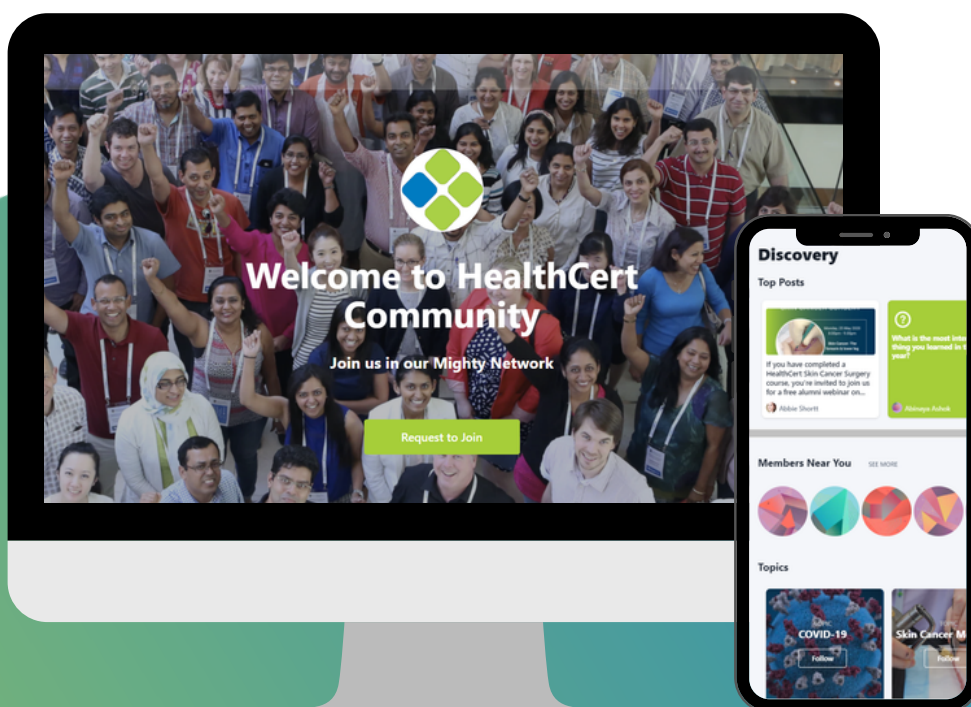
Terms and Conditions | **Page 14**

Reporting | **Page 15**

YOUR COMMUNITY BENEFITS

Welcome to the HealthCert Community! These are some of the great benefits you can enjoy:

- As a HealthCert course graduate, you can get unlimited and ongoing access to renewed content from courses you have completed, as well as research and readings in the field, so you can remain constantly up to date.
- Receive free learning resources and access to video lectures, and participate in discussion forums with your peers.
- Receive ongoing support through webinars and connect with specialists via Q&A sessions.
- Ask questions of your instructors as you take your learnings back to your practice.
- Get exclusive invitations to educational and networking events and special offers.
- Receive the latest news, case studies, free video tutorials and research articles right in your inbox.
- Benefit from a variety of offers from partners who provide products and services to ensure you are educated about the latest industry trends which will also save you time and money.
- Implement your learning in your practice straight away with practice-changing equipment, products, information and free training pertinent to primary care.

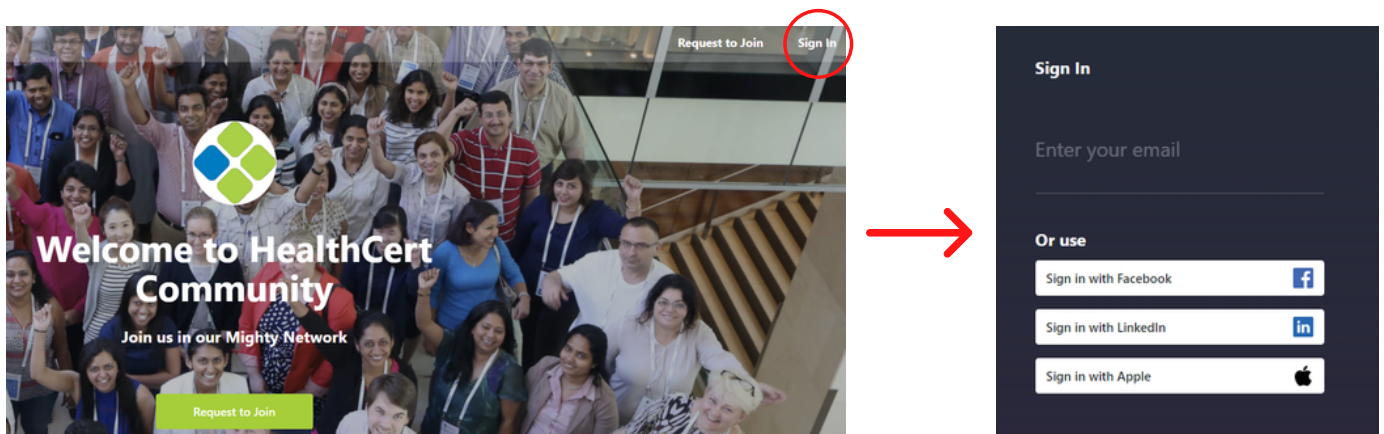


HOW TO LOG IN

Step 1: Go to the HealthCert Education [website](#) and click on 'Community' in the main menu, or go to community.healthcert.com.

You can also download the app [here](#).

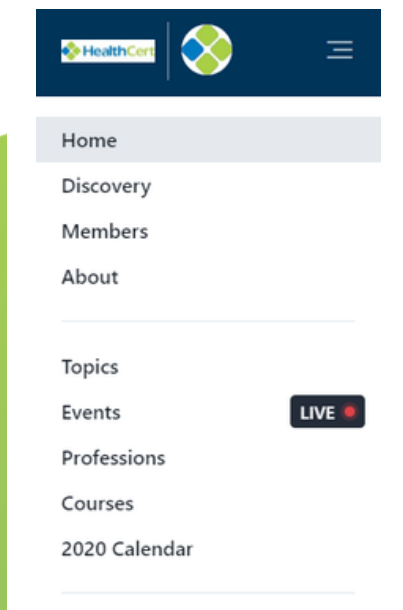
Step 2a: If you are already a member, click 'Sign In' to enter your email address and password.



Step 2b: If you are not a member, click 'Request to Join' and enter the below details, then click 'Submit'.

The image shows a 'Request to Join HealthCert Alumni' form on a dark background. The form is divided into four sections: 'Request to Join HealthCert Alumni' (with a subtext 'Let's start by gathering some info.'), 'Add Your Email', 'Why do you want to join?', and 'Profession'. The 'Request to Join' section has input fields for 'First Name' and 'Last Name', and a circular profile picture placeholder with a plus sign. The 'Add Your Email' section has a text input field containing 'you@email.com'. The 'Why do you want to join?' section has a text input field with the placeholder 'Write your answer here (Required)'. The 'Profession' section has a text input field with the placeholder 'Write your answer here (Required)'. At the bottom right, there are two buttons: 'Sign In' and 'Submit'. The 'Submit' button is highlighted with a red circle.

HOW TO NAVIGATE



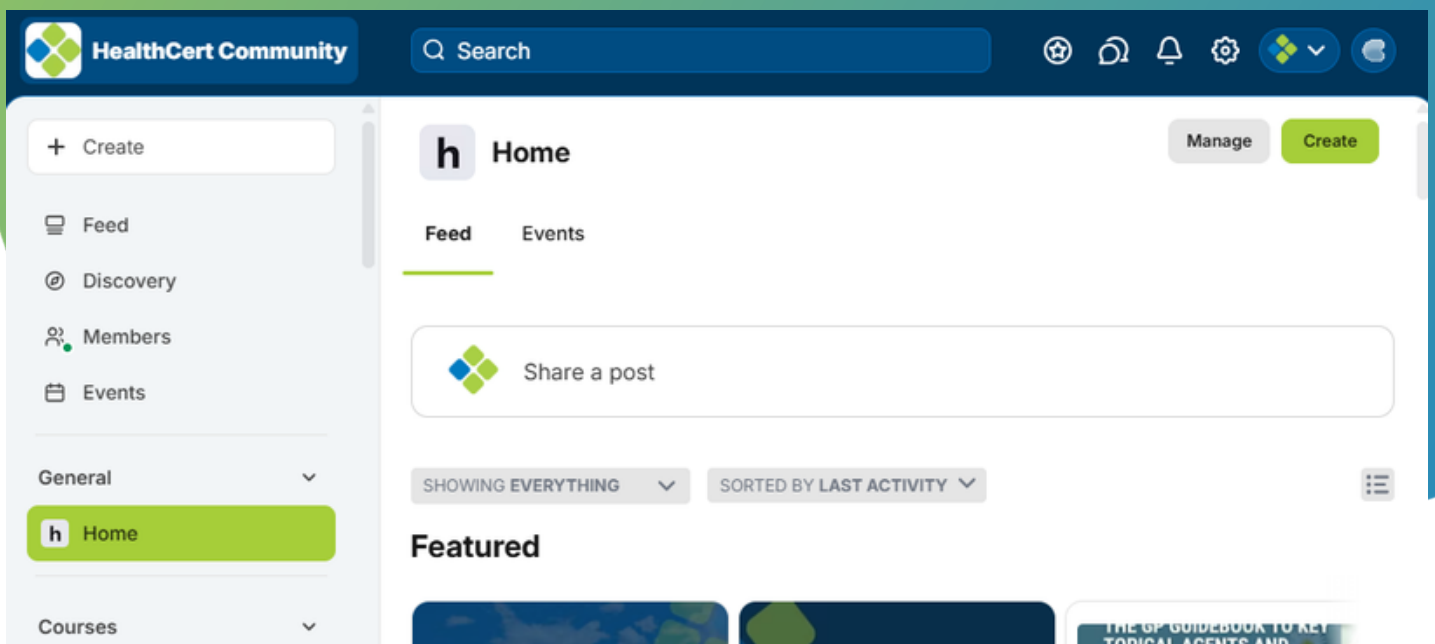
On the left-hand side of the page you will see a menu of options for you to visit. These are:

- Home
- Discovery
- Members
- About
- Topics
- Events
- Professions
- Courses
- Calendar

HOME

When you sign in you will land on your home page, which is similar to a Facebook feed.

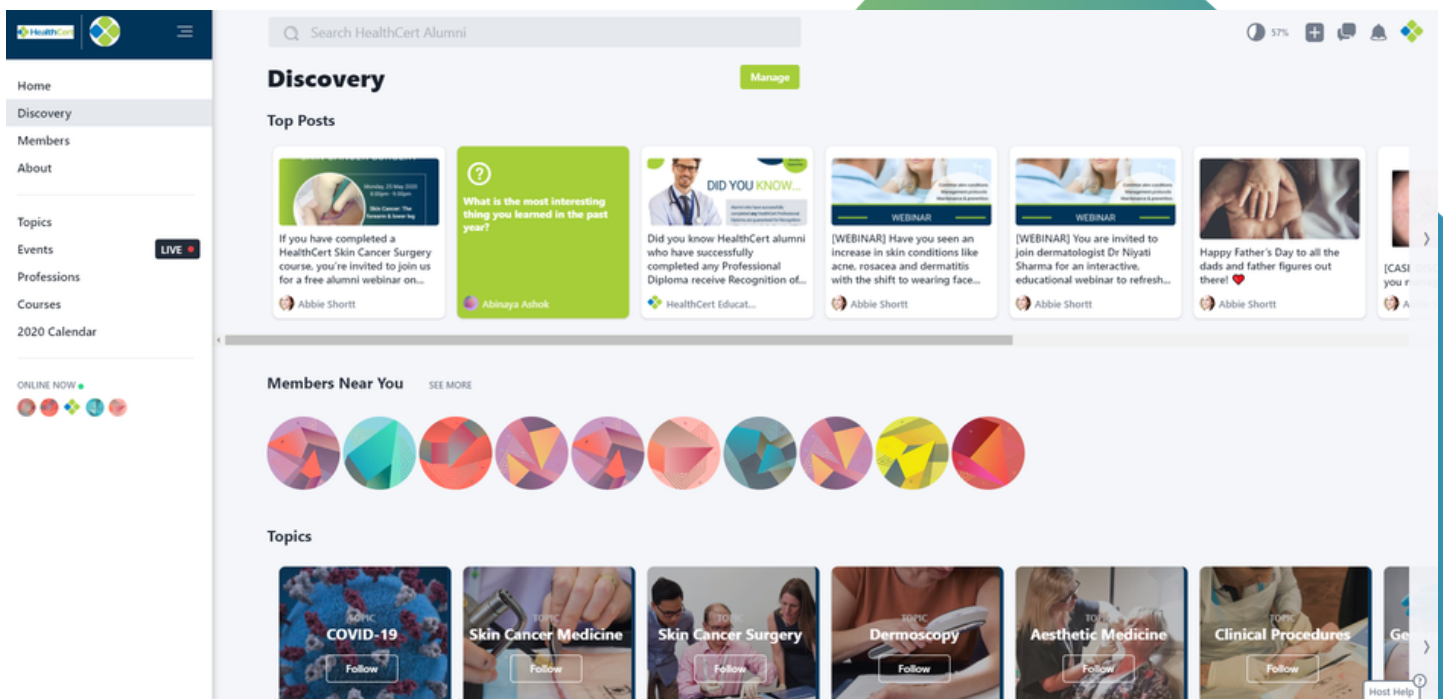
Here you can see questions your colleagues have answered, posts from topics you are following, and upcoming events, along with questions for you to complete your profile.



DISCOVERY

Here you can see:

- **All available topics** in the HealthCert Community. To follow a topic, simply select 'Follow' under your chosen topic.
- **Members near you** so you can reach out to like-minded colleagues in your location to talk about areas of interest.
- **Top posts** within the HealthCert Community that your colleagues have been interacting with.
- **Top members** within the HealthCert Community who are interacting with posts and other members frequently.
- **Featured posts** which you would like to refer back to or read later. To pin a post, click the three dots in its top right corner and select 'Add This To...', then choose 'Featured'.
- **Upcoming events** hosted by HealthCert Education including fully online courses and optional one-day practical workshops, as well as social events and free online lectures and webinars.
- **Top courses** available with HealthCert Education.



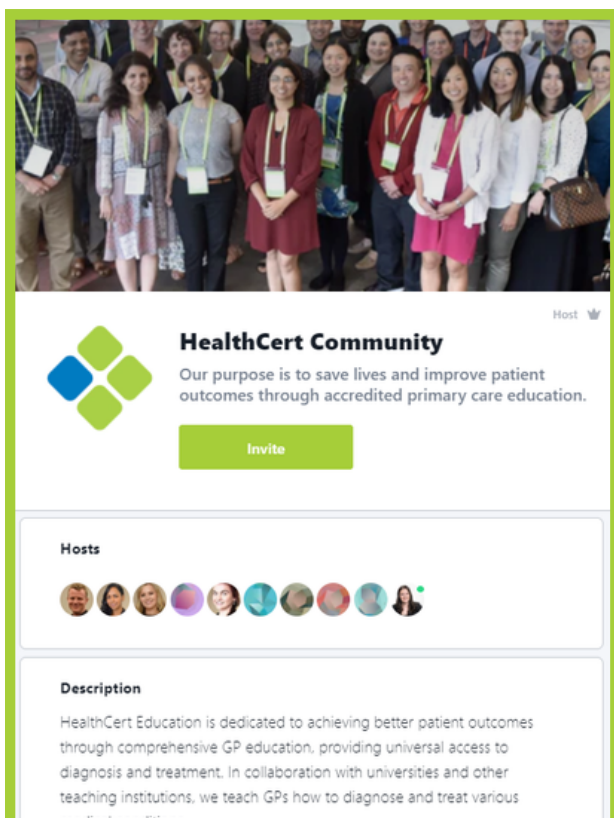
MEMBERS

Here you can see a list of all HealthCert Community members which can be filtered by:

- **Top members:** Members who are most active on the HealthCert Community by engaging with posts and other members.
- **Near you:** Members residing closest to you either in the same city, state or country.
- **Newest:** The latest members to join the HealthCert Community.
- **Hosts:** Members who are part of the HealthCert Education team who can assist you with any questions you might have.
- **Online now:** Members who are also online and active when you are signed into the HealthCert Community.

ABOUT

Here you can find everything you need to know about HealthCert Education including:



- **Our host members** who can assist you with any queries.
- A **description** of the HealthCert Education organisation and a link to our website.
- **Information** about the HealthCert Community including the number of registered members.
- Some additional **welcome information** including general housekeeping guidelines that we please ask you to follow. You can access this [here](#).
- An option to message a download link to your mobile for the **HealthCert Community app**.

TOPICS

Here you can see all available topics including Skin Cancer Medicine & Surgery, Dermoscopy, Aesthetic Medicine, Women's Health, Men's Health, Clinical Procedures, General Dermatology, Nutrition, Chronic Disease, Medicinal Cannabis, and many more.

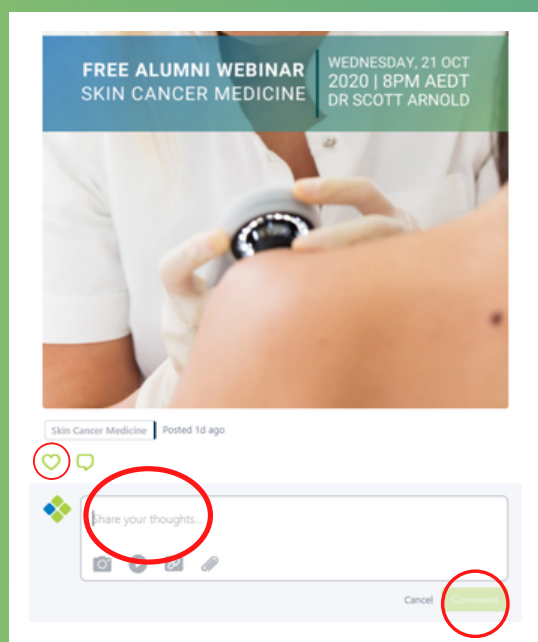
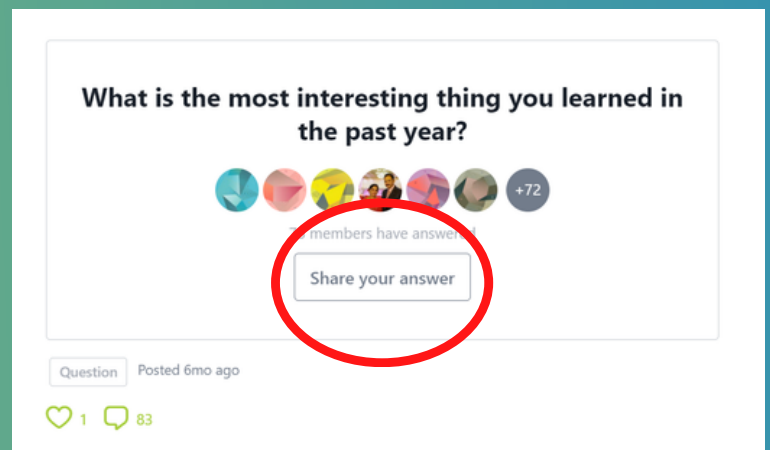
Each topic has a variety of content such as webinars, podcasts, polls and individual features specifically created for you, so you can participate and share your thoughts.

How to participate in a poll:

Our polls are generally in the form of multiple choice or a question (see an example right). They are very simple to use so you can easily share your thoughts on a particular topic.

Simply click 'Share your answer' for a question poll and type in your response, or select your answer from the list of available options for a multiple choice poll.

We invite you to interact with our polls so we can learn more about you, and you can learn more about your peers.



How to comment:

When you find a post you would like to comment on, scroll to the bottom of the post and start typing in the 'Share your thoughts...' bar, then click 'Comment'.

You can also 'like' a post you find interesting. To do this, simply click the heart icon below a post.

EVENTS

Here you can see all HealthCert Education events such as optional one-day practical workshops (including those upcoming, nearby, past and any you have previously attended), along with education webinars, online lectures and social events.

After you have registered for an event, you can indicate to peers that you are attending by clicking 'Going', 'Not Going' or are 'Maybe' attending.

 **Sat, Nov 21** at 8:00am to
Sun, Nov 22 at 4:30pm AEST

 Brisbane Convention and Exhibition
Centre
Glenelg St, South Brisbane
QLD 4101

Going

Maybe

Not Going

You can also see other members who are attending each event, and you can add the event to your personal calendar.

The available calendars include Google Calendar, Apple Calendar and Outlook, or there is a downloadable calendar invite. Simply select your personal calendar from the list and it will open in a new browser for you to save.

You can also select an option to permanently sync your personal calendar so any future HealthCert practical workshops you register for are automatically added to your calendar.

Add To Calendar

Export this event to your calendar of choice:

 Google Calendar



 Apple Calendar



 Outlook



 Download File (.ics)



You can also choose to sync all events from HealthCert Alumni to your
calendar from now on:

 Sync My Calendar



PROFESSIONS

Here you can see members by their listed profession including General Practitioners, GP Supervisors, Specialists, Nurses, and Practice Owners. This provides you with the opportunity to talk to other like-minded members in similar fields and roles.

You will be prompted to add your profession when you first set up your account, however you can also do so by:

1. Clicking your profile in the top right corner of the page.
2. Selecting 'View Profile' directly underneath your name.
3. Clicking 'Edit' in the top right corner of the pop-up page.
4. Scrolling to the 'Profession' subheading and selecting from the list of available options.

The screenshot shows a web interface for a 'Profile' page. At the top, there is a green header bar with the word 'Profile' in white. Below this, there is a location dropdown menu currently set to 'Brisbane, Australia'. A small text note below the location says: 'We've guessed your location in order to show you people nearby - but we won't show your location to anyone. Use this location or select your own.' To the right of this note are two buttons: 'Use Location' (green) and 'Clear' (white with green border). Below the location section is a section titled 'Profession'. It features a dropdown menu with the placeholder text 'Add your Profession'. The dropdown menu is open, showing a list of professions: Dermatologist, General Practitioner, GP Supervisor, Nurse, Pathologist, Practice Owner, and Registrar. To the right of the profession dropdown, there are three empty input fields, the first of which is partially filled with the text 'ert/'.

GROUPS

Here you can create your own group with like-minded members to post about your experiences and share content including photos, videos, websites and files.

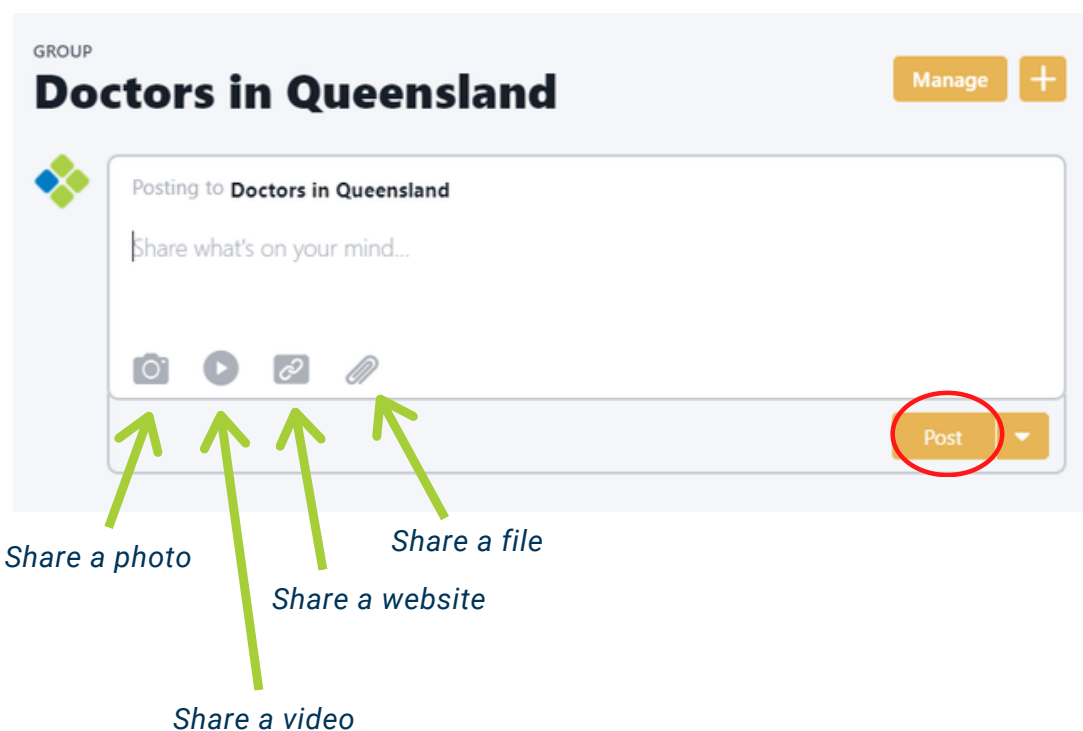
To create a group, simply click the green '+' symbol at the top of the page. A pop up page will then appear where you can add a group title, group tagline, group description and select your privacy from 'Public', 'Private' or 'Secret'.

To create a group, simply click the green '+' symbol at the top of the page. A pop up page will then appear where you can add a group title, group tagline, group description and select your privacy from 'Public', 'Private' or 'Secret'. Once your group is created, you can then invite people to join.

How to post in a group:

To post in a group, type what you would to share in the 'Share what's on your mind...' field and click 'Post'.

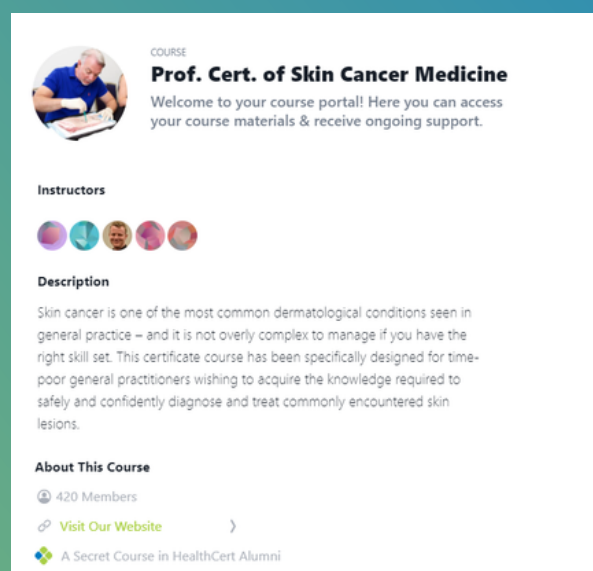
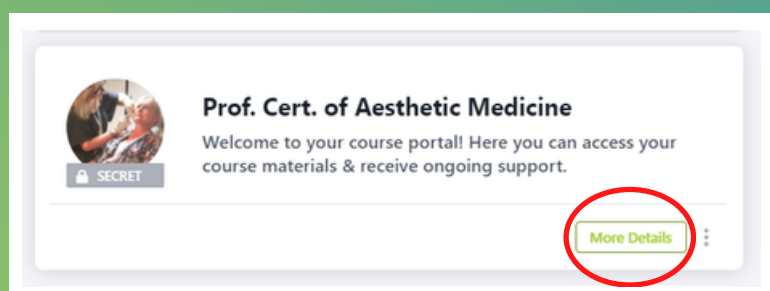
If you would like to include a photo, video, website or file, click the relevant button labelled below and select from your desktop what you would like to share.



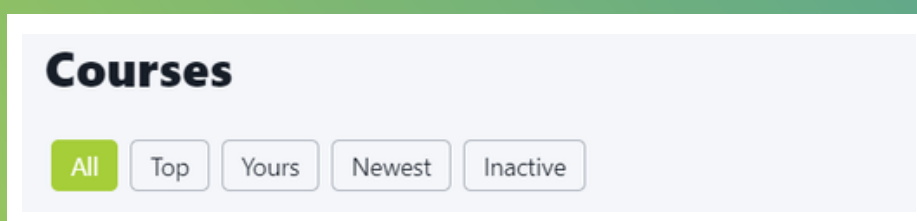
COURSES

If you have previously completed a course, this is where you can easily access all of your course content. To do so, select 'Yours' from the tabs at the top of the page and you will see a list of your registered courses. Click on the course you would like to open and you will see your course materials.

You can also see further information about your course including instructors, course description and current and past course attendees within the HealthCert Community. Simply click 'More Details' next to the course.



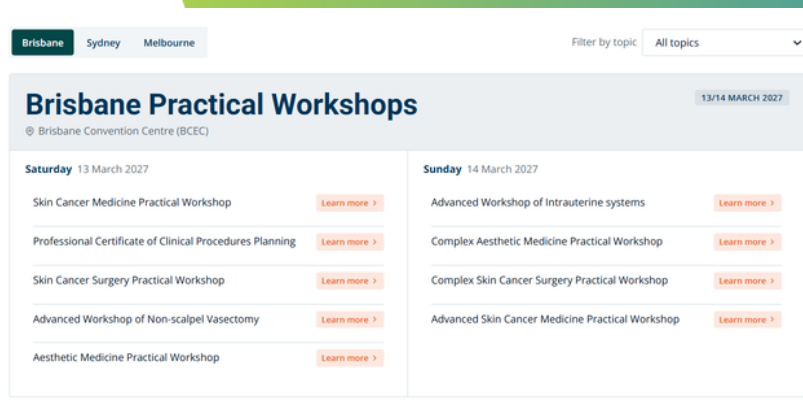
Along with the courses you have completed, you can see all other courses available through HealthCert Education, top courses attended by most medical professionals and our newest courses. These can be accessed in the list of tabs at the top of the page.



CALENDAR

Here you can access the full HealthCert Education calendar of upcoming workshops.

This can be filtered by location (Brisbane, Sydney, Melbourne) for your convenience.

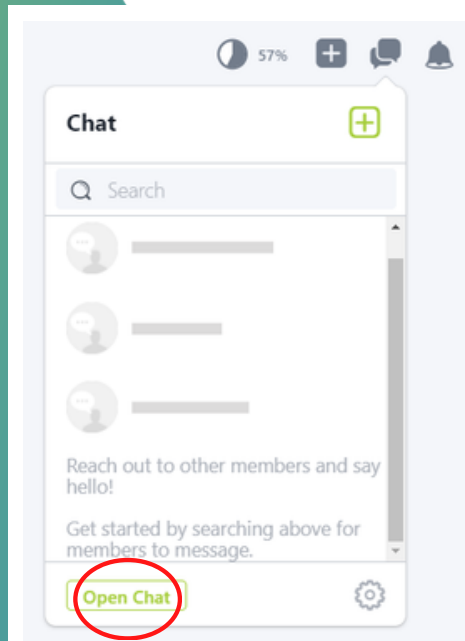


MESSAGING FELLOW MEMBERS

We encourage you to interact with fellow Community members and the HealthCert Education team so you can share experiences and create professional connections.

To message a member, click the message symbol in the top right corner and click 'Open Chat'. Here you will see all of your messages along with members currently online.

To start a new message with a member, click the '+' symbol in the top right corner. You can then search for someone's name and send them a message.



 HealthCert Alumni

Online 
 Health...
 Guy



Hello, and welcome to chat!

Browse members online above or direct message a member by searching for them from the + button above.

Folks are friendly around here, so don't be shy, introduce yourself and meet someone new today!

TERMS AND CONDITIONS

HealthCert Education provides a 'HealthCert Community' portal to support, connect and celebrate primary care health providers and like-minded medical professionals. The portal is hosted by **Mighty Networks**.

As a member of the Community, we ask for you to make the following commitments:

1. Who can join the HealthCert Community

When people stand behind their opinions and actions, our community is safer and more accountable. For this reason, you:

- must be a medical professional in primary care;
- will preferably use the same name that you use in everyday life and provide accurate information about yourself;
- must create only one account (your own); and
- must not share your password, give access to your account to others or transfer your account to anyone else.

We make the HealthCert Community broadly available to medical professionals in various fields, but you cannot use the portal if:

- We have previously disabled your account for violations of the Mighty Networks **Terms of Use**.
- You are using the HealthCert Community for the inappropriate reasons, including but not limited to, selling products or services to other members.

2. What you can share and do on the HealthCert Community portal

We want medical professionals to use the HealthCert Community to exchange knowledge and to share content that is relevant to clinical practice, but not at the expense of the safety and wellbeing of others or the integrity of our community.

You therefore agree not to engage in the conduct described below (or to facilitate or support others in doing so):

- You may not use our portal to do or share anything:
 - That breaches the Mighty Networks **Terms of Use**.
 - That is unlawful, misleading, discriminatory or fraudulent.
 - That infringes or violates someone else's rights, including their intellectual property rights.
- You may not collect resources and information shared on the portal for your own distribution or financial gain.
- You may not attempt to access course material that you do not have permission to access.

HealthCert Education can remove or restrict access to content that is in violation of these provisions. You will be informed if we remove content that you have shared in violation of these standards.

To help support our Community, we encourage you to report content that you believe violates your rights (including intellectual property rights) or our Terms and Conditions.

REPORTING

The HealthCert Community is a safe environment for like-minded medical professionals to share their stories, knowledge and experiences.

As such, we want all members to feel safe to express themselves, but not at the expense of the safety and wellbeing of others, or the integrity of our community.

If you find a post offensive, we encourage you to report it so we can assess it against our Terms and Conditions, and speak to the member who published it.

To do so, simply click the three dots on the right-hand side of a post and select the drop-down arrow next to 'More'. Then, click 'Report post'.



You will be taken to a page asking why are you reporting the post. Select from the available options (shown below) or, if your reason is not listed, select 'A different reason...' and type out your own response. Then click 'Send Report'.

Why are you reporting this post?

It's offensive

It's spam

A different reason...

Send Report

We invite you to interact with your fellow members and to make the most of our HealthCert Community by sharing your story and engaging with posts and available resources specifically designed for your interests.

If you have any questions or require assistance, do not hesitate to send us a message on the network or email **marketing@healthcert.com**.

We look forward to hearing from you soon!