Resident ePortfolio

Frequently Asked Questions (FAQ)
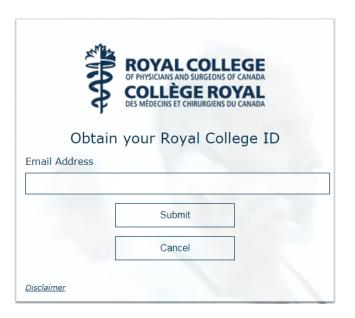
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1. How do I access the Resident ePortfolio?

   a) Using a web browser, go to: https://mainport.royalcollege.ca
   b) The login page appears.

c) If you do not know or have forgotten your Royal College ID, click the link "Forgot your Royal College ID?". You will be asked to enter the email address on file with the Royal College.

d) You will then receive an email containing your Royal College ID.
e) If you do not know your password, click the link "Forgot your Password?". You will be asked to enter your Royal College ID and the email address on file with the Royal College. You will then receive an email with a link that allows you to set a new password.

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OF PHYSICIANS AND SURGEONS OF CANADA
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Reset Your Password

Royal College ID

Email Address

Submit

Cancel

Forgot your Royal College ID?

Should you experience any further difficulties, please contact the Royal College Services Centre by phone: 1-800-461-9598 / 613-730-6243, or by e-mail: cpd@royalcollege.ca

Disclaimer

f) Upon successful login to MAINPORT, click on the CBD tab to access the Resident ePortfolio. Please note that upon first login, it may take up to 30 seconds for this page to render completely however this response time will improve for subsequent page loads.

2. What browser versions will support Resident ePortfolio?

The following web browsers will support Resident ePortfolio:
- Internet Explorer (11.X, 10.X)
- FireFox (5x.0, 40.x)
- Chrome (5x.0, 45.0+)
- Safari (10, 9, 8.0.x)

3. Can I use my mobile device?

Resident ePortfolio is built with a responsive design so it will adjust the display appropriately for the screen size, however if you wish to use the ePortfolio application while offline you will need to download the IOS APP from the Apple Store. This APP will be available in both English and French for the July 1st launch.

4. Can I use the APP on my device if it is not an APPLE device?

Not at this time, but a Google Android APP will be released during the fall 2017.

5. Can I test functionality in the system?

This is a live production system that requires real data. As observations cannot be deleted, any test observations or other data would remain in the system and impact a Learner's electronic portfolio. Therefore, this system is not to be used for testing.

6. What are the main roles within Resident ePortfolio?

The main roles within this release of Resident ePortfolio are Learner, Observer, Program Director, Program Administrator, Postgraduate Dean, Program Manager and Competence Committee Member. Each role has a specific function and permission and the roles are not interchangeable. For a detailed explanation of each role, please refer to the training materials in the "Need Help?" section of ePortfolio:
Introduction to ePortfolio / ePortfolio User Roles

7. Am I able to hold more than one role in Resident ePortfolio?

Yes; ePortfolio recognizes that users may hold more than one role within their program. For example, as a Learner, you may also hold the role of Observer following the successful completion of an EPA. As a Program Director, you may also hold an Observer role within Resident ePortfolio.

8. How will I be evaluated in Resident ePortfolio?

As a Learner, you will use the Resident ePortfolio to progress through the stages of your residency; this will be done by accomplishing a set list of one or more Entrustable Professional Activities (EPAs) within each stage, with each EPA delineated by one or more Milestones. Residents are observed performing EPAs and the Observer will assess a Learner's actions and performance during simulated or clinical environments and activities. The final determination of progress through a Learner's residency occurs during Competence Committee meetings, whereby a Learner's progress is evaluated using the summation of all Observations completed for a set number of EPAs.

9. Am I able to receive notifications within Resident ePortfolio?

Yes, email notifications workflows have been set up for Learners and Observers, including but not limited to:
- Learner is notified when an observation request is submitted by an Observer;
- Learner is notified when an observation request is declined by an Observer;
- Learner is notified when an observation request has expired;
- Learner is notified of a status change decision by the Competence Committee;
- Observer is notified when a Learner requests an observation;
- Observer is notified 24 hours prior to the expiration of an observation request that has not been accepted or declined;
- Observer is notified 24 hours prior to the expiration of an accepted observation request.

Future releases will likely increase new notifications based on received feedback from the user community.

10. What information can the various system roles see within the Resident ePortfolio?

Please refer to the Resident ePortfolio training materials for details on information access by role, within the following section:
Introduction to ePortfolio / ePortfolio Content Access Rights

11. Who can view my Dashboard?

As a user of Resident ePortfolio, you will have specific permissions regarding other users' Dashboards. If you are a Learner, your Shared View will be visible to your Program Director, Program Administrator, and all members of the Competence Committee. However, any documentation that is *privately* uploaded by you will only be visible to you.

12. How will I know if/when I've moved through stages within Resident ePortfolio?

Once the Competence Committee has met and discussed your progress as a Learner, they will finalize a decision regarding your promotion / demotion through the stages. Your Program Director should be discussing this decision with you. You will then receive a notification of the update from ePortfolio.

13. When I click a link on my Dashboard, it does not work.

If you need help accessing or using the Resident ePortfolio, please email eportfolio@royalcollege.ca. Our offices are open Monday to Friday, 8:00 AM to 5:00 PM EST and we will respond to your inquiry during those business hours.

14. Where can I find additional training material for Resident ePortfolio?

Resident ePortfolio training materials are accessible from within the Resident ePortfolio system. Click the "Need Help?" link under the My Mainport logo to be directed to a set of training modules specific to each role in the Resident ePortfolio. You can choose to read this material online, watch and/or interact with short how-to videos, or print the information.

15. Where can I find additional material for Competence by Design?

Please visit the Royal College website for additional information on CBD: www.royalcollege.ca/cbd

16. Who can I contact for additional support?

Please contact us at eportfolio@royalcollege.ca Monday to Friday, 8:00 AM to 5:00 PM EST if you have any issues, questions or concerns.