



Australian  
Nursing &  
Midwifery  
Federation



australian nursing & midwifery federation  
continuing professional education online

# User Guide

*Please note: Windows Explorer is being phased out by Microsoft and as a result if you are using Internet Explorer as your web browser you may experience some difficulties with pages not being displayed correctly. Our system has been well tested on the following web browsers: Google Chrome, Firefox and Safari.*



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## LOGGING IN

Our new URL is <http://anmf.cliniciansmatrix.com>

If you have ever accessed the CPE previously you will already have an account. To gain access to your account for the first time on our new website please use the email address you registered with on the old website as your username (please note you could have registered your account as long as nine years ago so it maybe an old email address). If your old password no longer works or you are unable to remember it please reset your password.

Do not register another account as this will not grant you access to your previous account. If you are still unable to access your account please contact our office via email to [education@anmf.org.au](mailto:education@anmf.org.au).

## FORGOT PASSWORD

If you are unable to access your account you can change your password by going to the login page and selecting 'Forgot password'.

LOGIN

To enter our new site, please use the email address you registered with on the old site as your username.  
If your old password(s) no longer work please, [reset your password](#).

Username	Username
Password	Password
<input type="button" value="Login"/>	<input type="button" value="Register"/>
<a href="#">Forgot Password?</a>	

Contact us?  
At the ANMF, we are committed to providing best quality continuing professional development. If you have any queries please contact us via email: [education@anmf.org.au](mailto:education@anmf.org.au) or phone: +61 2 6232 6533.

You will then be prompted to enter your username. If you have not accessed our new website previously your username should be your email address. Once you have done this you will be sent a link via email which will allow you to set a new password for your account.

When contacting the office please provide us with your full name, any previous names, email address/es and membership number if applicable.



## REGISTERING AN ACCOUNT

If you have never had a CPE account previously, please click register and create your account.

This will open the registration page, you will need to complete all fields (with exception to Corporate Number and ANMF Number). Your username can be anything you can remember we suggest using your email address or name.

If you are an ANMF, NSWNMA or QNMU member enter your member number in the ANMF Number field. This will give you access to the member only reduced rate and free topics.

If you are a corporate member, please enter your Corporate ID provided to you by your agency where it says Corporate Number. This will allow you to be linked to your agency and enter corporate coupon codes to purchase tutorials.

Once you have completed your registration details select 'Register'. You will then receive an activation email, click on the link to finalise your account. If you do not receive the activation email please check your junk email folders. If you are unable to locate the activation email please contact our office and let us know what username you selected so we can manually activate your account.

LOGIN

To enter our new site, please use the email address you registered with on the old site as your username. If your old password(s) no longer work please, [reset your password](#).

Username  
Username

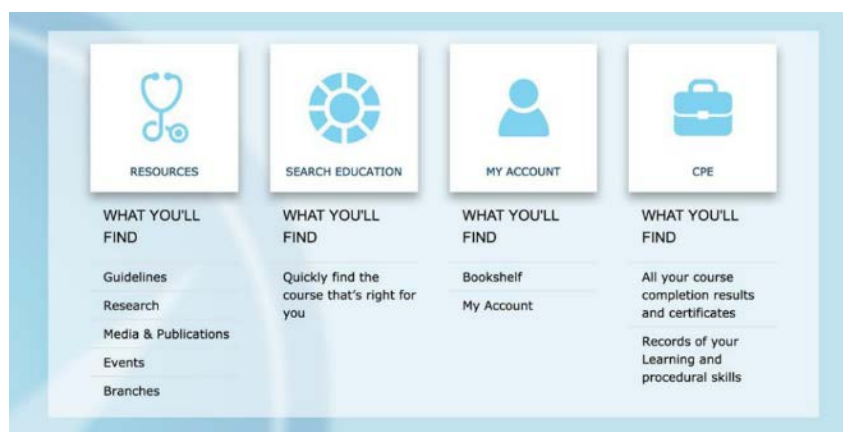
Password  
Password

Login Register

[Forgot Password?](#)

## LANDING PAGE

This is the page you are taken to once you Log in. It is your navigation page for accessing different areas within the website. It is split into four sections: Resources, Search Education, My Account and CPE.



You can either click the tile for the area you wish to navigate to or the specific section you would like to view by clicking on the word.



## RESOURCES

Here you will find NMBA Registration Standards, Professional Codes and Guidelines and ANMF Policies. We are adding new guidelines so please check this page for updated information.

Research – Here you will find links to research material and organisations.

Media & Publications- Here you will be linked to ANMF Media Releases, News, Videos, the *ANMJ* (free online), ANMF Submissions, Policies and Position Statements.

Events – This gives you access to the ANMF events calendar, available scholarships, courses and events and also access to the other ANMF CPD websites (The Aged Care Training Room, Body Systems Training Room and the Clinical Simulations Online website).

## MY ACCOUNT

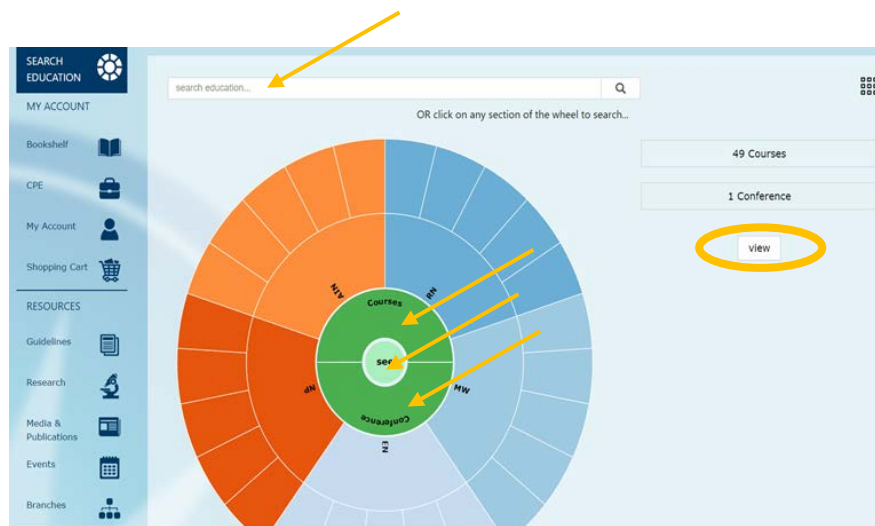
You can update your account details at any time by going to 'My account'. This includes changing your name, email, password, personal details, add a Corporate ID and your membership number.

You can also find a record of your previous purchases under order details in the 'My account' tab.

## SEARCH EDUCATION

Here you will find all our online courses and conferences. You can click on SEE to see all courses and conferences. Select Courses to see courses only. Conferences to see conferences only (we will be regularly streaming live conferences from Australia and Overseas). Alternatively, you can click on View to access both courses and conferences.

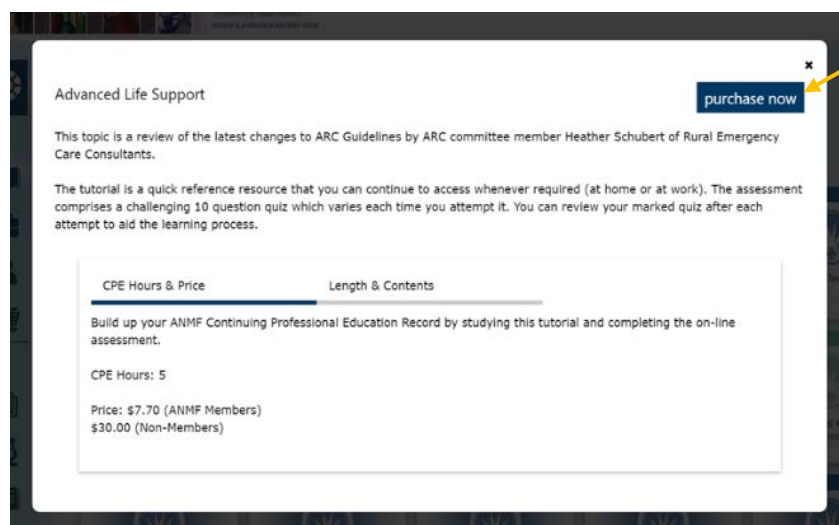
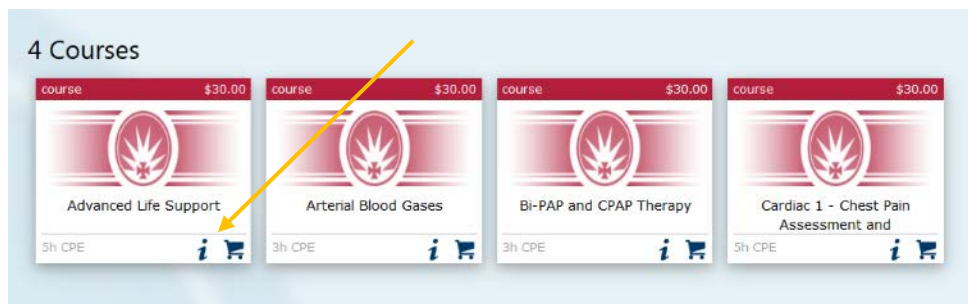
If you know the name of the course you want to access you can put the name in the search bar at the top for quick access.





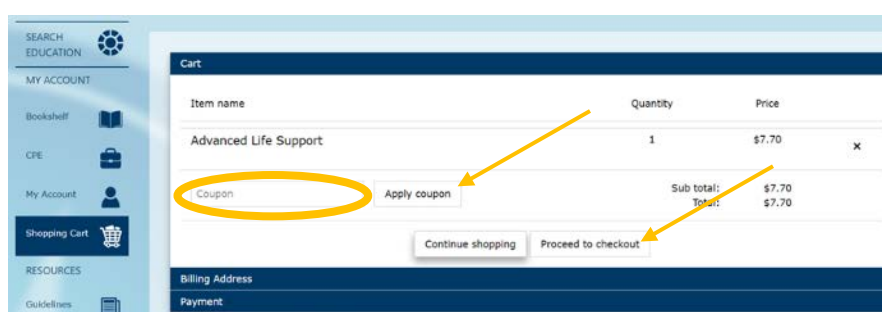
## PURCHASING

Search education for the course/courses you wish to purchase (see above). You can get more information about the course by pressing the **i**. Here you can find out more about the course, the length and the hours allocated. To purchase the course from search education you can press the **🛒** and the course will be added to your shopping cart.



In the information screen you can see further information about the course as well as purchase the course by selecting 'purchase now'.

Once you have added the course to your shopping cart using either of the above methods, your shopping cart will be launched. You can choose to either checkout or if you would like to purchase more topics you can continue shopping and add all of the courses you would like.





If you have been provided with a coupon code by your agency for your purchase you can enter it here and then apply coupon. Under the coupon field it should then state 'coupon has been successfully applied' and the price adjusted accordingly. If you do not have a coupon please skip this step.

Once you have all of your courses and have entered and applied your coupon (if applicable) select 'proceed to checkout'.

If you have not entered your contact details in your profile, you will be asked to complete it before proceeding. Then you can go on to select 'PAY'.

If required you will then be directed to the secure Commonwealth Bank payment portal where you can enter your credit card details. Once you have completed the payment with the Commonwealth Bank you will be returned back to the ANMF CPE website and see the confirmation of your order.

After successful payment your courses will then be added to your bookshelf.

## BOOKSHELF

Your bookshelf is where you will find the courses freely available to all users and any courses you have purchased in the previous 12 months. If you believe any purchases are not displayed please contact our office via email to have the matter rectified.

The bookshelf is separated into three sections: Your favourites, Continue learning and Completed learning.

The courses in the 'Continue learning' section are courses you have either purchased and not yet completed or they are available to you for free.

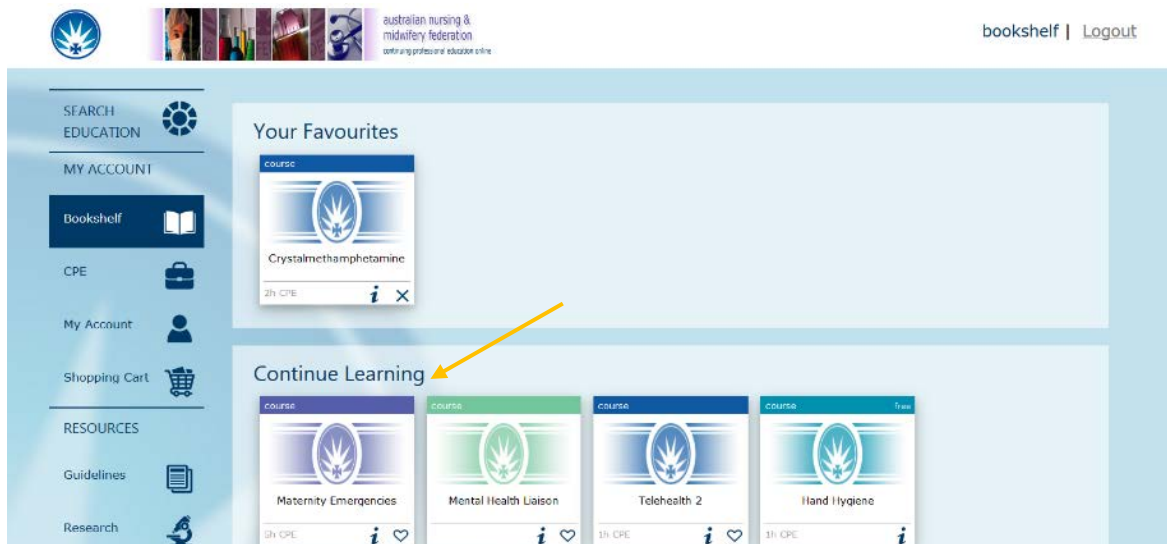
The courses in your 'Completed learning' section are courses you have completed and reflected on but the 12 month access period has not yet elapsed. Completed learning courses should not be reattempted and are for your reference only. If you reattempt the assessment on a course from the completed learning section the system does not recognise this as a new course completion and will not generate the necessary information for your CPE record. What you must do if you need to redo a course for your annual competencies which you have already completed is go to 'search education' and follow the steps to repurchase the course.





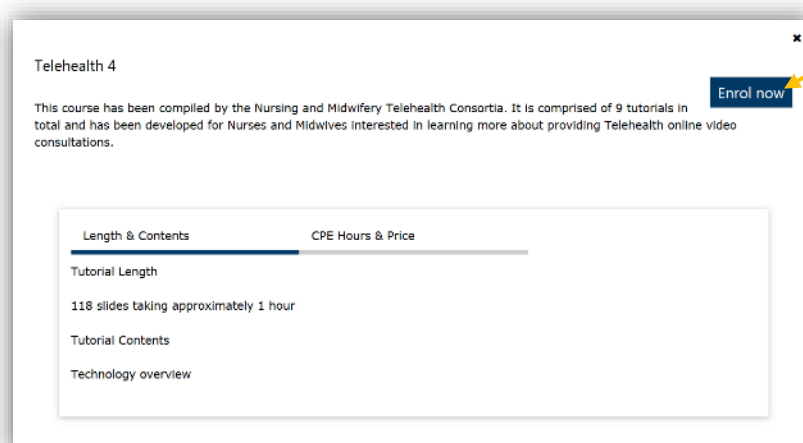
## UNDERTAKING A COURSE

You can undertake any course you have sitting in the 'Continue learning' section of your bookshelf.



To start or continue with a course simply click on the course tile. The course should then be opened in the same window. If you have already accessed the course you will be taken back to the section you left off at i.e View Tutorial, Final Assessment or Course Completion.

If you would like to access one of our freely available courses for the first time click on the tile and the information screen will be opened select 'Enrol now'.



Once the course has opened you will see the name of the course at the top, the side menu bar on the left side, navigation buttons at the bottom and the 'Save & Exit' button in the top right corner.

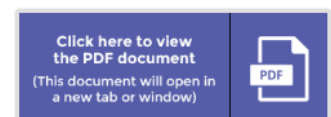
**Please note:** It is important anytime you wish to close a course that you select 'Save & Exit' and wait to be taken back to the main CPE page prior to closing the window in order to have your progress saved.





You navigate through the course by clicking the 'Prev' and 'Next' arrow buttons or via the side bar menu located to the left of screen.

You access the course learning material via the 'View tutorial' section. To launch the tutorial simply click on 'Click here to view the PDF document', the course material will load in a new window. Once you have completed reading the course material simply close the window and go back to the course page to undertake the final assessment.



A final assessment will test your knowledge in all areas covered in the course material. You will be told what score you must achieve in order to pass the course. All courses require a score of at least 80% to pass, with exception of Calculation and Administration of Medications which requires 100%.

To navigate between test questions, click through the links to the right or use the buttons below each question. When ready, click the 'Start Test' button below to begin the assessment. Once you have answered a question you will note the circle next to that question will be filled with black, the white circles are yet to be answered. On question 10 you will see the 'Lock in Answers' button. Once you are happy with all of your answers lock in your answers to have your assessment marked. Your test results will then be displayed and you will see your score. On the right side you will see the questions will now be marked with either a green tick or red cross. Then you will need to select 'Save & Finish Test' to go to the course completion page.

Once on the Course completion screen you can see your course status, i.e. if you have passed or failed the course. If you have failed the course or you wish to reattempt to achieve a higher score simply press start new attempt in the top right. You will see in the top right the amount of attempts you have and the attempt you are at, i.e. attempt 2 of 3.



If you have failed all attempts at the assessment you will have to repurchase the course in order to pass. You do this by adding the course to your shopping cart using the search education function. Check your course completion status by clicking 'Course completion' in the left menu or the 'Progress' button below.

Once you have passed the course select 'Save & Exit'.

## COURSES

### GENERATING YOUR CERTIFICATE AND COMPLETING YOUR REFLECTION

You must complete your reflection prior to being able to get your certificate for any course completed on the CPE. To generate a certificate for a course you have passed on the ANMF CPE go to 'CPE' and then select 'Courses'. You will see any courses you have successfully passed but not yet reflected on will be marked with reflection. Simply click the word reflection and complete the need and outcome for the courses and select save in the bottom right corner. **Please note:** the reflection is a mandatory requirement in order to maintain an AHPRA compliant CPD record. Once the reflection has been completed you will see the course will move to the 'Completed Results' section.

The screenshot displays the 'Courses' section of the ANMF CPE system. On the left is a navigation menu with options: Bookshelf, Overview, Courses (selected), Conference, Learning Plans, Personal Entries, Procedural Skills, Reports, and Admin. The main content area is divided into two sections. The top section, 'Enrolled courses', lists four courses with progress bars and completion percentages: Hand Hygiene (0% completed, 365 days to go), Maternity Emergencies (100% Completed, with a red 'reflection' button), Mental Health Liaison (50% completed, 349 days to go), and Telehealth 2 (50% completed, 252 days to go). The bottom section, 'Completed Results', lists five courses with selection circles: Workplace Bullying, Crystallmethamphetamine, Food Safety, Infection Control, and Basic Life Support. A calendar for April 2017 is visible on the right side of the interface.

You can generate your certificate for any courses in the 'Completed Results' section by clicking the circle in the row for the course you wish to get the certificate for, i.e. Workplace Bullying, a tick will appear in the circle, then select get certificate. The PDF certificate will open in a new window.

This close-up screenshot focuses on the 'Completed Results' section. It shows a list of five courses: Workplace Bullying, Crystallmethamphetamine, Food Safety, Infection Control, and Basic Life Support. Each course has a small circle to its right. The 'Workplace Bullying' circle contains a checkmark, indicating it has been selected. Below the list are three buttons: 'see', 'get certificate', and 'see archive'. A yellow arrow points to the 'get certificate' button.



You can see further details about your course status by selecting 'see more' in the 'Enrolled Courses' section or in the 'Completed Results' section by selecting the course and then 'see'.

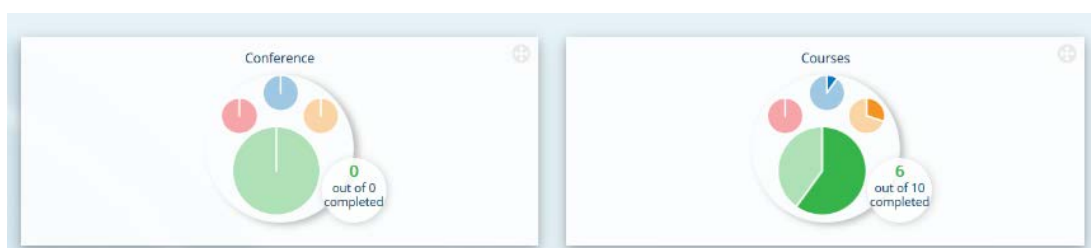
## INTERPRETING RESULTS

<b>Enrolled date</b>		<i>date you added the course to your bookshelf</i>
<b>Start date</b>		<i>date you first launched the course</i>
<b>Due date</b>		<i>date the course expires, 12 months from the date of purchase</i>
<b>Last visited</b>		<i>last time you accessed this course</i>
<b>% Completed</b>	50%	<i>you have enrolled in the course but not yet completed the assessment and/or reflection.</i>
	100%	<i>you have completed the course and assessment.</i>
<b>Result</b>	In progress	<i>you have enrolled in the course but not yet completed the assessment and/or reflection.</i>
	Expired	<i>you have not completed the course before the 12 month period has passed.</i>
	Failed	<i>you have used all 3 attempts at the assessment but failed to achieve a pass mark.</i>
	Passed	<i>you have passed the assessment.</i>
<b>Score</b>		<i>highest score achieved at the assessment.</i>

## OVERVIEW

The overview page shows the status of your courses. It shows the courses and conferences you have finished; those awaiting commencement; those you have started and any overdue ones; if there is an end date assigned to a course or conference.

You can click on each circle to get an indication of your status (see below). The green circle represents completed, red – overdue, blue – awaiting and orange – started.





## CONFERENCE

The conference tab will show you the details of any conference you have enrolled in or completed on the CPE. It works in the same manner as the courses tab. See above for instructions.

## LEARNING PLANS

Here you can create and see learning plans. Your current Learning Plans will be displayed in the top section.

The screenshot shows the 'Learning Plans' dashboard. On the left, there are two sections: 'Current plans' (highlighted with a yellow box) showing a 'Nursing' plan that is 75% completed with a 'see more' link, and 'Completed plans' (highlighted with a yellow box) showing a 'Midwifery' plan with a 'see archive' link. On the right, there is a calendar for April 2017 with a grid of dates and CPE credits. A yellow box labeled 'Add new' points to the '+ add new plan' button in the top right corner.

You can add a learning planning plan by selecting 'add learning plan' this will allow you to create a new learning plan using any of your enrolled courses. Click on any of the courses listed right side to add to that learning plan. When you have finished select 'save', your plan will then go into the current or completed plans dependant on the status of the courses you have selected.

The 'Add a learning plan' form has several fields: 'Name' (with a placeholder 'Name'), 'Learning Goal' (with a placeholder 'Learning Goal'), 'Learning Strategies' (with a placeholder 'Learning Strategies'), 'Start date' (with placeholders 'Start Date' and 'End date'), and 'Enrolled Activities'. On the right side, there is a search bar 'search by activity' and a list of activities including 'Basic Life Support', 'Crystallmethamphetamine', 'Food Safety', 'Hand Hygiene', 'Infection Control', 'Maternity Emergencies', 'Mental Health Liaison', 'Telehealth 2', and 'Workplace Bullying'. A '+ save' button is located at the bottom left.



## PERSONAL ENTRIES

This section is for any educational activities you may have completed offline or with another provider.

The screenshot shows the 'Personal Entries' section of the ANMF CPE User Guide. It features a header with 'add new entry' and 'see archive' buttons. Below is a search bar with 'search by personal entry', 'from', 'to', and 'go' fields. A table lists entries with columns for 'Learning activity', 'Completed', 'CPE hours', and 'Certificate'. An entry for 'Basic First Aid' is shown with a date of '05-04-2017' and '8' CPE hours. Callouts point to various features: 'Add new' (add new entry button), 'Search' (search bar), 'All entries' (table), 'Archived entries' (see archive button), 'Edit' (edit icon), 'Add to learning plan' (plus icon), and 'Download certificate' (download icon).

You can add new entries by clicking on 'add new entry' and completing the fields. Under 'upload certificate' you can attach any documentation or certificates of completion. Once completed select 'save' and the entry will then be listed under 'Learning activity'.

You can edit, download the certificate or even attach to a learning plan at any time.

You can search past results or archive results you no longer need. All results are able to be retrieved and searched at any time.

## PROCEDURAL SKILLS

This section allows you to list your clinical skills and utilise this as a procedural logbook.

The screenshot shows the 'Procedural Skills' section of the ANMF CPE User Guide. It features a header with 'add new entry' and 'see archive' buttons. Below is a search bar with 'search by skills', 'from', 'to', and 'go' fields. A table lists procedural skills with columns for 'Procedural Skills', 'Completed', 'CPE hours', and 'Certificate'. An entry for 'Catheters' is shown with a date of '07-12-2016'. Callouts point to various features: 'Add new entry' (add new entry button), 'Search' (search bar), 'Group name' (Catheters), 'Archived entries' (see archive button), 'Edit group' (pencil icon), 'Add new entry to group' (plus icon), and 'See more' (see more icon).

You can add new entries by clicking on 'add new entry' and completing the fields. Once completed select 'save' and the entry will then be listed under the procedural group name you allocated.

You can edit the entries via 'see more'. You can add new entries under an existing group using the button on the right side for the applicable group. You can edit the group name by selecting the pencil icon on the right side.

You can search past entries or archive entries you no longer need. All entries are able to be retrieved and searched at any time.



## REPORTS

The reporting section is a quick and convenient way to generate reports about all your learning activities.

You can obtain a copy of your results and include any Certificates of Completion. Simply select on the left which items you would like to include. On the right side select the status of results you wish to include: all of completed only. You can specify a date range. Then select if you wish to include certificates. You can then select if you wish to simply 'save' which will open the report in a new window or alternatively you can select email and the report will be sent to the email address listed in your account.

A screenshot of a web interface titled "My CPE summary". On the left, there is a list of categories with checkboxes: "Select All", "Conference", "Courses", "Learning Plan", "Personal Entries", and "Procedural Skills". On the right, there are filters for "Status" (a dropdown menu set to "All"), "From" and "To" date fields, and checkboxes for "pdf", "print with certificate", and "email me (education@anmf.org.au)". A "save" button is located at the bottom right of the filter section.

## FREQUENTLY ASKED QUESTIONS

### I passed a course but I am unable to get a certificate

In order to be able to get a certificate for any course you have completed on the new website you must complete your reflection on each course. To do so go to 'CPE' and select 'Courses'. Once here you will see a list of any courses you have completed and passed will be marked with 'reflection' in red. Click on 'reflection', you will then see a pop up window where you can complete your reflection. Once this is successfully completed and saved you will be able to get your certificate.

You can download all of your certificates by going to 'CPE' then 'Reports', select courses and print with certificate.

### I failed an assessment and require further attempts to pass

If you are unable to pass an assessment within 3 attempts you will need to repurchase the course in order to get further attempts at the assessment. To do this go to 'Search education' find the course you need to reattempt, add the course to your shopping cart and then follow the steps to repurchase the course.



### How do I get a certificate and view my full CPE record

You can download all of your CPE record, which can include any courses completed on the CPE along with any personal entries you may have entered. You can download or email a PDF copy of the report to yourself by going to 'CPE' then 'Reports', select courses and print with certificate.

If a certificate is not generated for a course you have completed and passed on the CPE you must complete your 'reflection' on this unit.

### I applied coupon code but courses are not on my bookshelf

This usually occurs if you have added the courses to your shopping cart but not gone through and completed the payment steps.

What you need to do is add all of the courses to your shopping cart, enter the coupon code, apply the coupon, proceed to checkout, enter your billing details (this will just confirm your details and send you a receipt even though the courses are free), select continue and then pay.

### The courses are not showing at the members pricing

You do not have your valid ANMF, NSWNMA or QNMU membership number in your account. Go to My account and add your membership number in the ANMF number field.

### I am receiving an error message when using a coupon code

Have you got your Corporate ID in your account? Go to 'My account' and check the correct Corporate ID is in your Corporate Number field. If this does not work please contact our office for further assistance.

### I am trying to update My Account but receiving an error message

It is possible there is more than one account registered with the same email address, please contact our office for further assistance.

### My previous purchases are not displayed on my bookshelf

If you have purchased courses on our website in the past 12 months but these courses are not displaying on your bookshelf please contact our office to have the situation rectified.

### I have passed an assessment but it is not displaying in enrolled courses for reflection

This error usually occurs when you have reattempted an assessment from a course in your 'Completed learning' section. These are courses you have completed and reflected on but the 12 month access period has not yet elapsed. Completed learning courses should not be reattempted and are for your reference only. If you reattempt the assessment on a course from the completed learning section the system does not recognise this as a new course completion and will not generate the necessary information for your CPE record.

What you must do if you need to redo a course for your annual competencies, which you have already completed, is go to 'search education' and follow the steps to repurchase the course.



### I purchased courses on the new website but they are not appearing on my bookshelf

This usually occurs when the order has not been fully processed. To check the status of your order go to 'My account' select 'order details' here you will see a list of any purchases on our new website. Check the status column, if the status is *not paid* the courses will not appear on your bookshelf.

If your order status is 'generated' please check if the funds have been deducted from your bank account.

If the funds have not been deducted please repurchase the course/s as the order has not gone through successfully.

If the funds have been deducted please contact our office.

### I am unable to get access to my old email account in order to reset my password

Please contact our office and we can update your email address for you.

### My previous CPE record and personal entries are not displaying

You will more than likely have a duplicate account which has these records stored on it. Please contact our office so that we can find all of your records for you.

### I have registered an account but I am unable to log in

Have you received an authentication email? Please check your junk emails. Once you receive the email click on the link to gain access to the website. If you do not receive the email please contact our office.

### Areas of the website are not loading correctly

Windows Explorer is being phased out by Microsoft and as a result if you are using Internet Explorer as your web browser you may experience some difficulties with pages not being displayed correctly. Our system has been well tested on the following web browsers: Google Chrome, Firefox and Safari.

## FURTHER CLARIFICATION

Should you have any questions regarding the ANMF CPE please contact our office via email to [education@anmf.org.au](mailto:education@anmf.org.au) or by phoning 02 6232 6533. Please note our office is located in the ACT and our office hours are Monday to Friday 9am to 5pm EST.

When emailing our office please ensure you include as much information about yourself and your issue as possible (please provide us with your full name, any previous names, email address/es and membership number if applicable) so that we can assist you as quickly as possible.