

Elentra: Frequently Asked Questions (FAQ)

FAQ1: *What are my login credentials for Elentra?*

A: Your login credentials for Elentra is your UTORid and password. It is the same credentials that you would use to login to other University services such as Quercus, MedSiS and the Library.

FAQ2: *What if I don't know my UTORid and/or password?*

A: If you don't know your UTORid, please email mededhelp.postmd@utoronto.ca and we will assist you with recovery. If you don't know your password, please use the following link <https://www.utorid.utoronto.ca/> and choose the appropriate option under "Password and Account Management".

FAQ3: *How do I use the system?*

A: Visit our PGME CBME web-page at <http://cbme.postmd.utoronto.ca/u-of-t-cbme-faculty-resident-resources/references-resources/elentra-user-guides/> to see all currently available Elentra user guides, which give step by step instructions on how to use the system. Our Elentra resources are always expanding so be sure to check back often.

FAQ4: *How do I update my email address?*

A: To update your email address, login to Elentra and click on your name located at the top-right corner of the screen. This will take you to your profile where you can update your primary email address. You can also choose to upload a photo of yourself if you'd like, while you're here!



My Profile

This section allows you to update your user profile information. Please note that this information does not necessarily reflect any information stored at the main University. This is not your official institutional contact information.

Personal Information



Student Name

Primary E-mail:

Secondary E-mail:

Save Profile

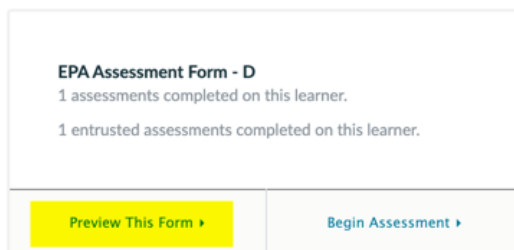
FAQ5: I can only see undergrad courses in Elentra. How can I view and complete Post-MD assessments?

A: Some users, due to their unique roles, have access to both Post MD and MD in Elentra. In order to access Post-MD assessments, you will need to use the toggle button located at the top-right corner and select “Post MD”.



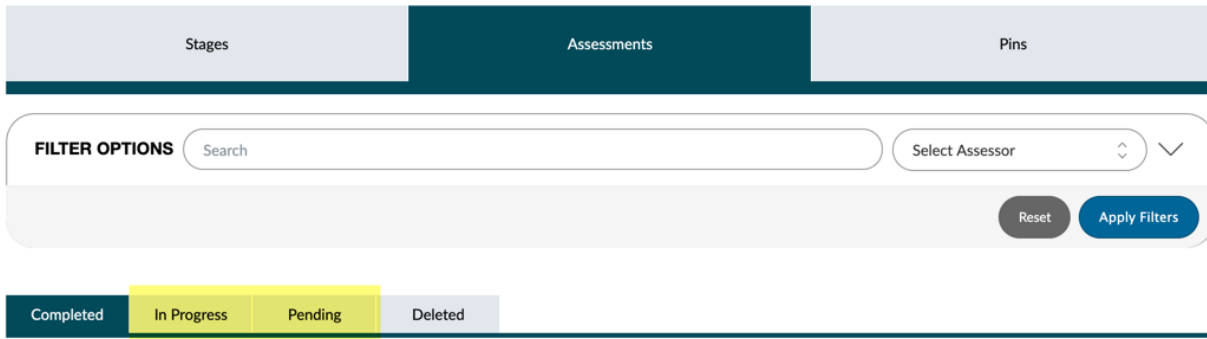
FAQ6: I want to preview an EPA assessment form. Is this possible?

A: You can now preview an EPA form without triggering an assessment. To preview a form, you will need to first go through the Assessment initiation process. Once you have the desired EPA selected, simply click on the “Preview This Form” button on the tool of interest.



FAQ7: I sent an assessment to my assessor in Elentra. How do I track the status of this assessment?

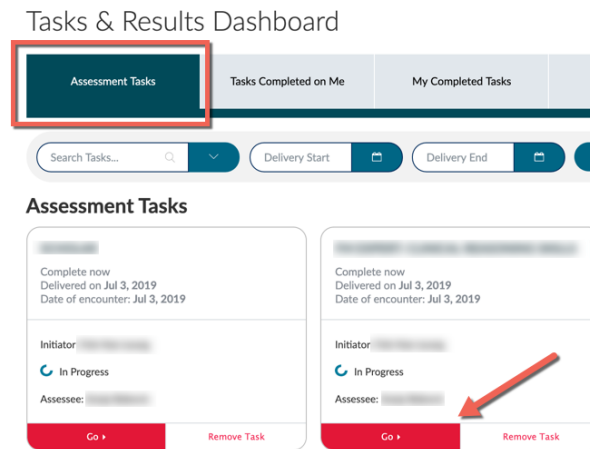
A: You can track the status of the assessment you have triggered by going into your Assessments tab located on your home dashboard. Assessments that have not yet been submitted by the assessor can be found in either the “In-Progress” or “Pending” tab. Assessments located under the “in-progress” tab are partially completed. Assessments under the “pending” tab have not yet been started.



FAQ8: *When filling out an EPA assessment, I accidentally clicked on “save” instead of “submit”. How can I open this assessment again to complete it?*

A: As a Learner, you will need to contact either your assessor, or the mededhelp.postmd@utoronto.ca Help Desk.

As an assessor, you can access incomplete assessments under the “Assessment Tasks” tab of your “Tasks & Results Dashboard”.



FAQ9: *There is an Elentra app in the App Store. Can I use this app?*

This app has been developed by the Elentra consortium. However, it currently does not work with the University of Toronto configuration of Elentra.

LEARNERS:

FAQ10: *Why can't I see my completed assessments on my CBME dashboard?*

This is due to Royal College versioning of EPAs and subsequently, your assessment tools. **IF** you complete an EPA in a different stage (i.e. you are in Foundations, but complete Core assessment tools) **AND IF** the assessment version changed, the assessments that you completed in a different stage won't appear in your CBME dashboard. These assessments will be in your Assessments tab only. This issue will be resolved in the next iteration of Elentra to be released in the Fall of 2019.

FAQ11: *How many EPAs do I need to complete?*

Some programs have added a link to their learners' dashboards containing a Learner Schedule, which indicates the EPAs learners are expected to achieve on each rotation. If your program does not have this and you are unsure of the assessment expectations, please contact your Program Administrator.

FAQ12: *Why does Elentra take a long time to load?*

When you first log into Elentra, you may experience long loading times. This is because the system is rendering the dashboard and/or assessments on your device (desktop/laptop/mobile device). System speeds should improve with increased system use. If you continue to experience slow load times, contact the Elentra Help Desk.

If you have any other questions, please contact the Elentra Help Desk for assistance at mededhelp.postmd@utoronto.ca