

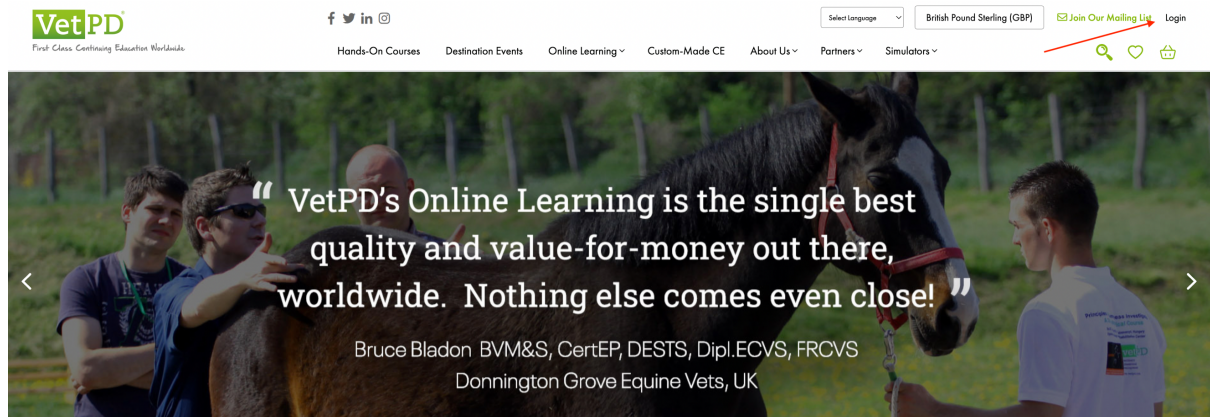
# VetPD Online Learning Center User Guide & Frequently Asked Questions

<https://www.vetpd.com>

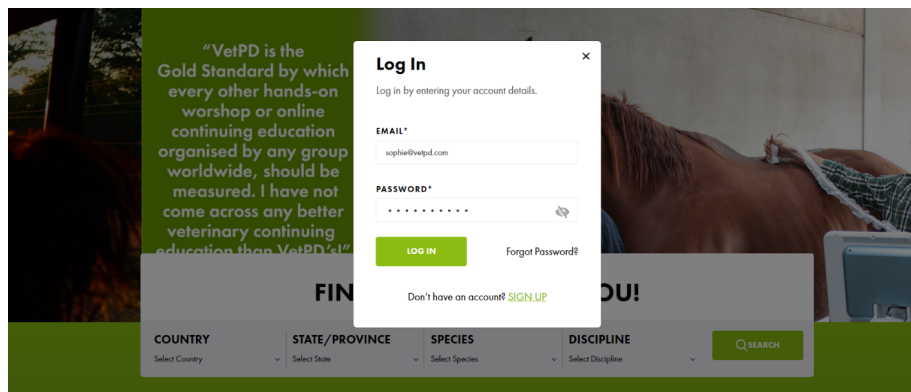
**Login / Forgot Password (Including 1<sup>st</sup> time login with an existing account on new website)**

## Login

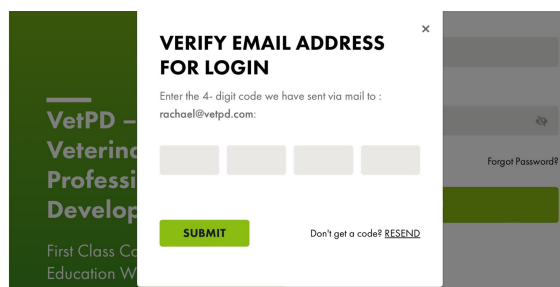
Click on login (top right corner).



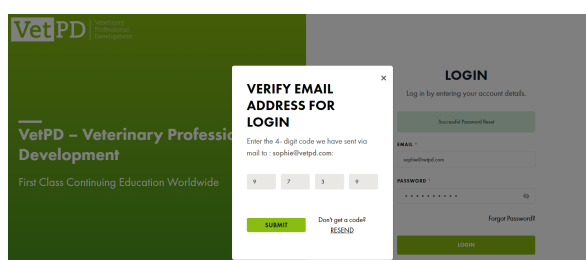
This will open the following dialogue window:



When you click 'Login' you will be sent an email with a verification code to enter.

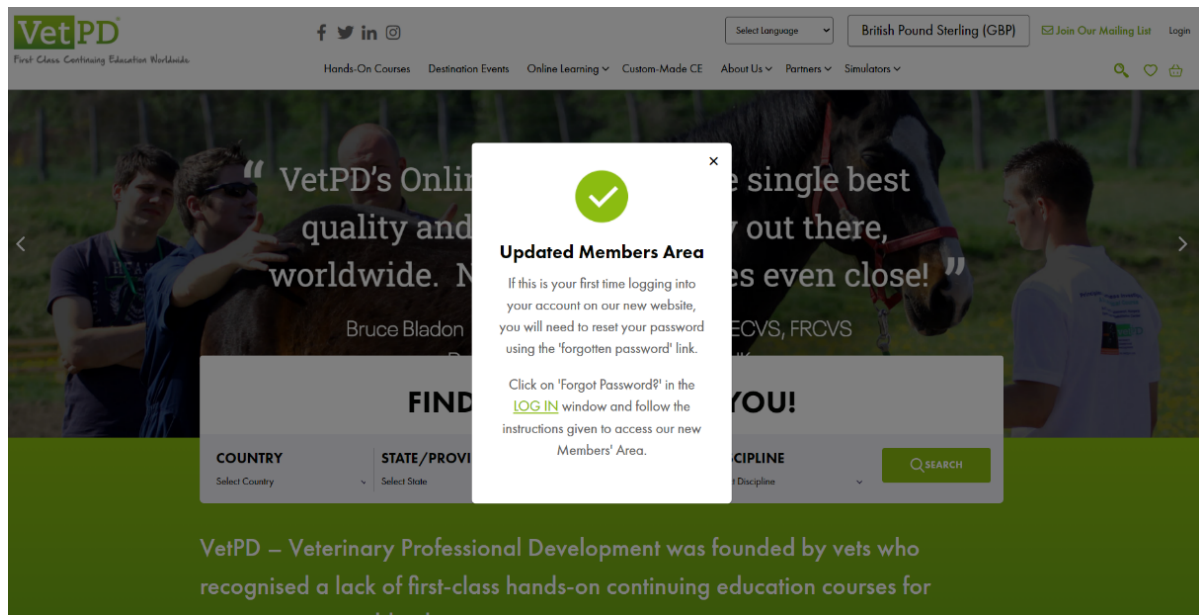


Enter in the code that has been sent to your inbox and click 'Submit'.

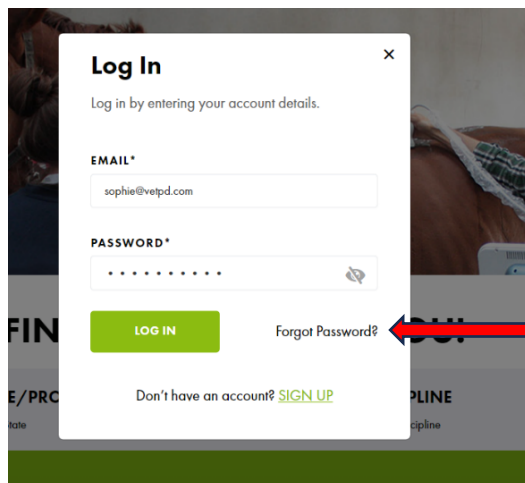


Please note: You will be sent a verification code every time you log in as we have implemented 2-factor authentication to keep your data safe.

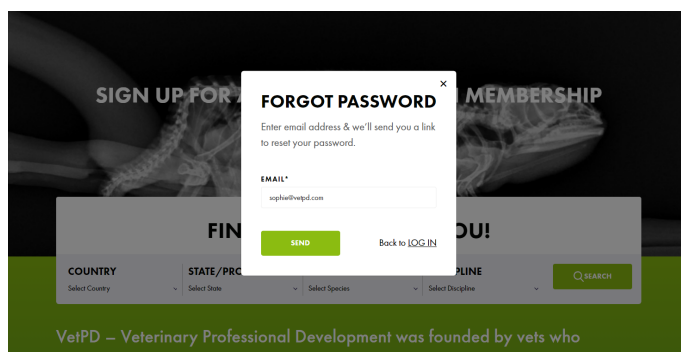
If this is the first time you are logging in on the new website and you already had an account on our previous website you will be prompted to set a new password (see below)



### Forgot/Reset Password



Go back to the log in button in the top right-hand corner of the page and in the login dialogue window click 'Forgot Password'.

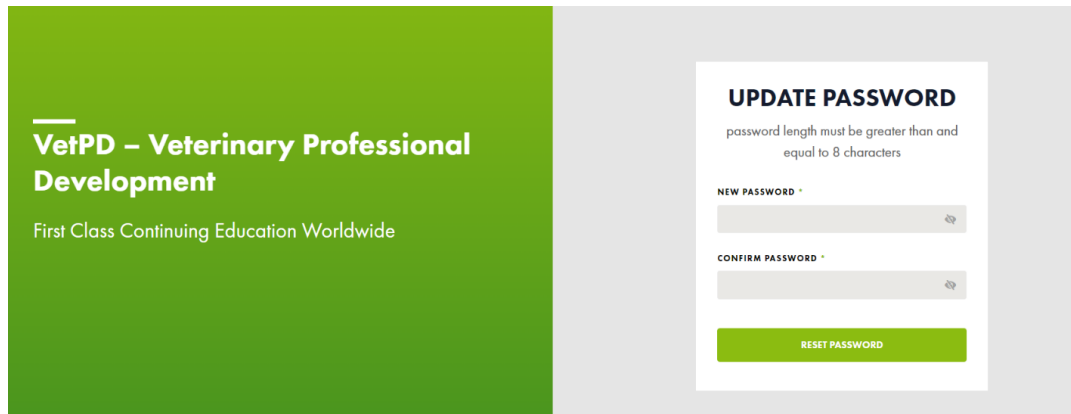


Enter your email address. Click 'Send'

Open up the email that will be forwarded to your inbox. Check your spam/junk folder if you don't see an email.

Click on the link in that email called 'Reset password'.

Enter a new password of your choice. Please note it will require Upper- and Lower-case letters and a symbol (please don't use the symbol '&'). Once done – Click 'Reset password'.

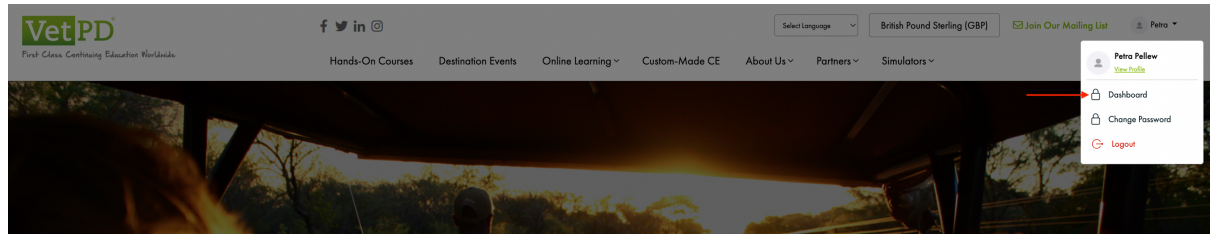


The image shows a composite of two parts. On the left is a green banner with the text: **VetPD – Veterinary Professional Development** and *First Class Continuing Education Worldwide*. On the right is a white form titled **UPDATE PASSWORD** with the instruction: *password length must be greater than and equal to 8 characters*. The form contains two input fields: **NEW PASSWORD \*** and **CONFIRM PASSWORD \***, each with a small eye icon to the right. Below the fields is a green button labeled **RESET PASSWORD**.

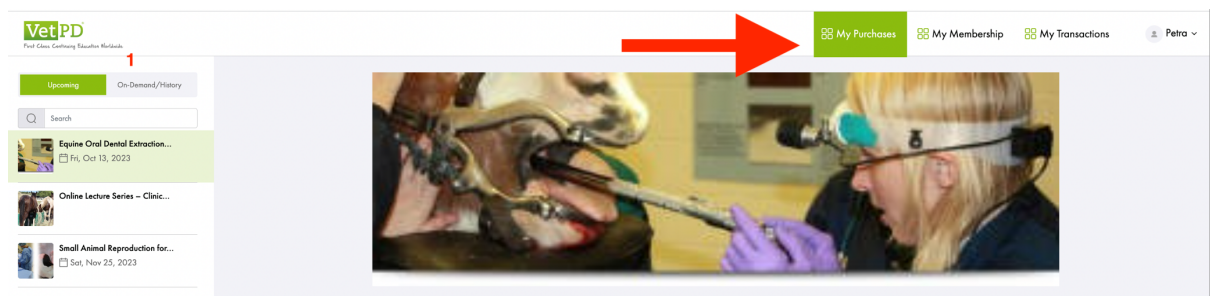
Go back to the website and login in again with your new password (see above).

## Accessing Panel Discussions and other purchased Online Learning Center Offerings

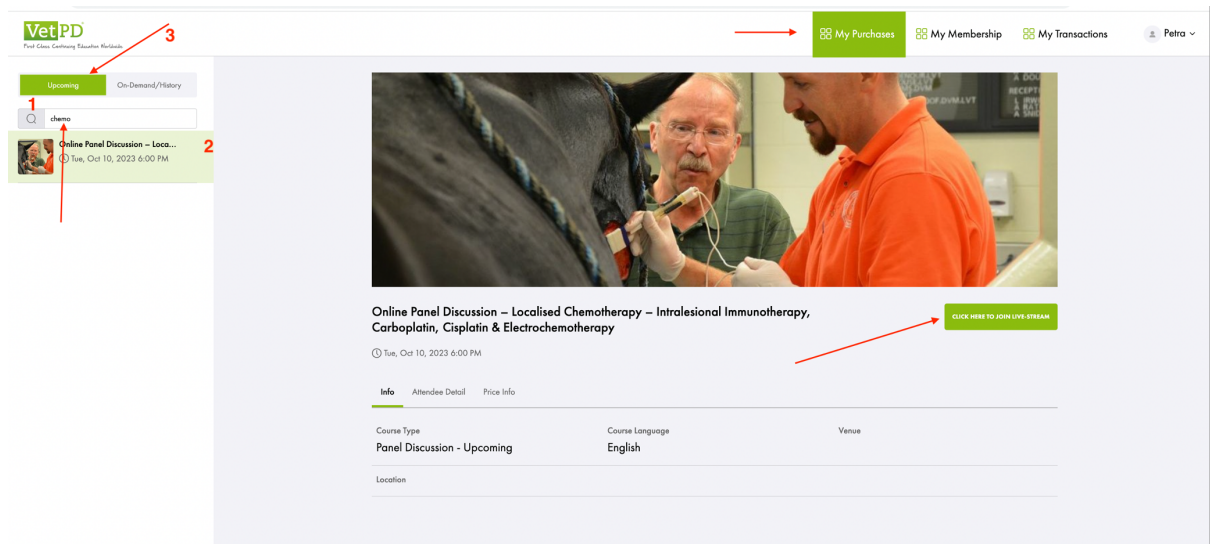
Log into your account. From the drop down in the top right corner next to your name select 'Dashboard'



Click on 'My Purchases' (see red arrow), which brings up the list of available panel discussions split into upcoming and on-demand/history on the left-hand side (see point 1).



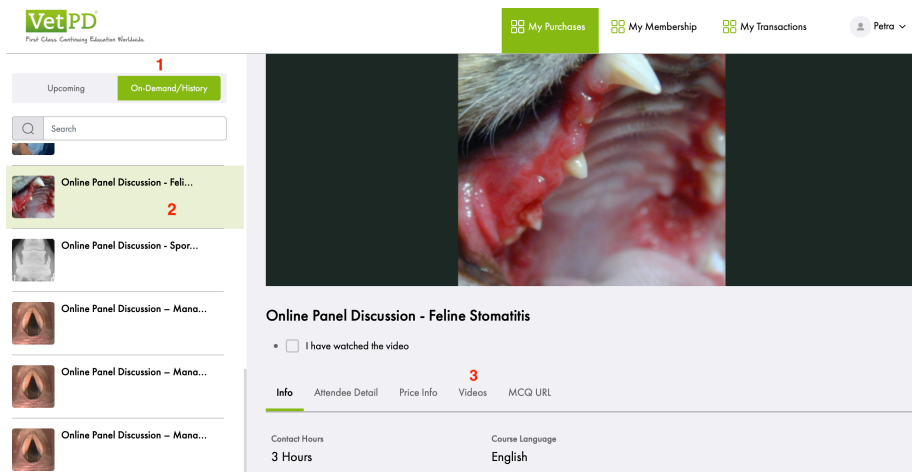
Panel Discussions can be selected by either using the keyword search (1) or the scrollbar (2) on the left-hand panel (Keyword only, not by author).



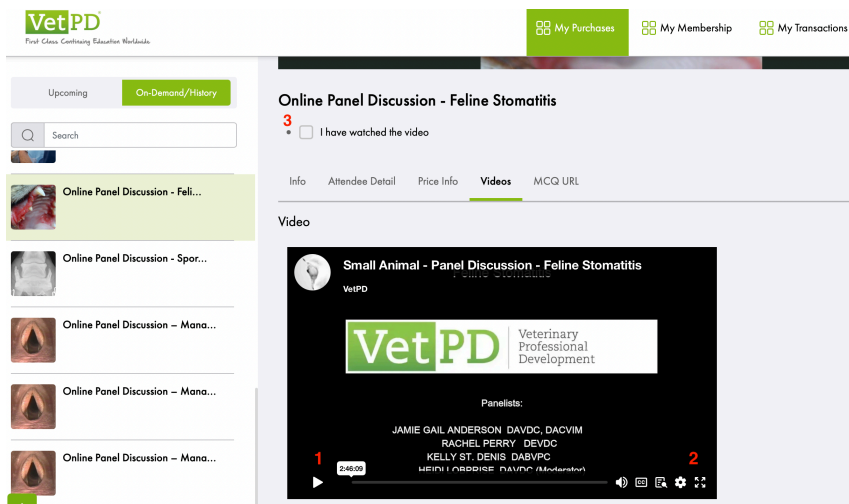
For upcoming live streams stay on the 'Upcoming tab' (3).

To join a live stream, click on the green button 'Click here to join live-stream' at the time when the panel discussion or webinar goes live. Times can be verified on the listing of the website. Most offerings start at 6PM UK, 7PM CET, 1PM EST and 3AM AEST.

For on-demand click on On-Demand/History (1), search for your online offering of your choice and click on it (2). Select 'Video' from the tabs on the left-hand side (3).

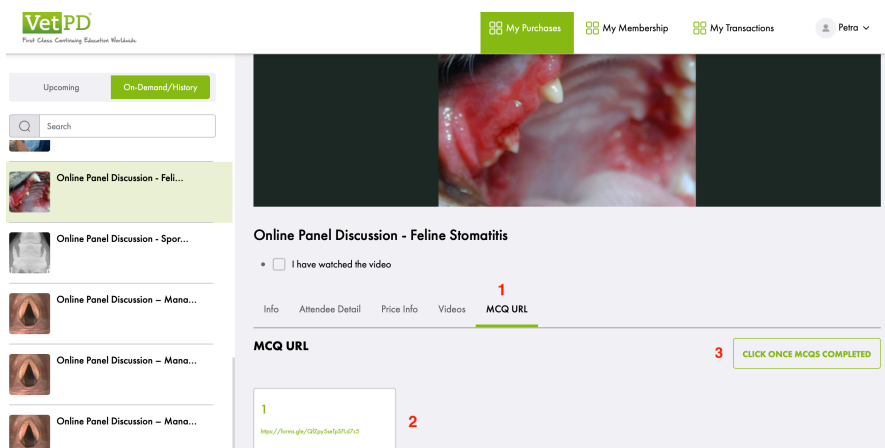


Click the play button (1). It is possible to watch the video full screen by selecting this option from the video tool bar (2). Clicking 'I have watched the video' (3) will send an email to VetPD notifying us that you are looking for your certificate of attendance confirming that you have watched the video.



For RACE accreditation you will need to answer MCQs, which you can access by clicking on the tab 'MCQ URL' (1) and then the link (2). Once you have completed the form, click on

'Click once MCQS Completed' which will send a notification to the VetPD Customer Service team and the RACE Certificate will be sent to you.



## Frequently Asked Questions

### Upgrade of membership

If you are interested in upgrading your panel discussion membership to allow for more vets of your practice/clinic to have access to panel discussions, please get in touch with the office ([info@vetpd.com](mailto:info@vetpd.com)).

### For Practice Memberships

The person purchasing the membership will be the administrator of the panel discussion membership. Once the membership has been purchased, they are able to add the other vets of their clinic/vet school etc to allow them access to the panel discussions. They also may remove members and thus switch colleagues if someone leaves or starts.

### Add members

Go to your dashboard and select 'My Membership' (1). Then click on Add Member (2)

**MY MEMBERSHIP**

Equine | Small Animal

Current Plan  
**Practice / Clinic**  
04 October, 2023-19 October, 2023

**USD230.00** / 6 month

**UPGRADE PLAN**

Members Added: **0** **2** **ADD MEMBER**  
View Members

Transaction Date	Transaction ID	Membership Plan	Membership Period	Members	Amount
04 October, 2023	#8f95e443-6398-4efa-9e11-84e7764940a4	Practice / Clinic	04 October, 2023-19 October, 2023	01	USD 230

Click on 'ADD MEMBER' on the following window:

**MEMBERS** **ADD MEMBER**

First Name & Last Name | Email | Active/Inactive

Enter the name and email of the colleague to receive access to the panel discussions. If the membership should include the person purchasing the membership their name also needs to be added.

**ADD MEMBER** ✕

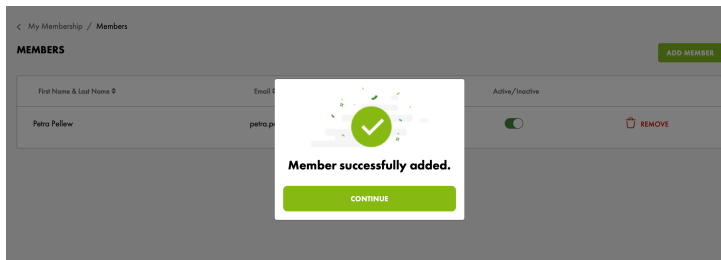
Add below details to add new member.

**FIRST NAME\***  
Petra

**LAST NAME\***  
Pellow

**EMAIL\***  
petra.pellow@vetpd.com

**SAVE**



## Remove members

Click on 'Remove' next to the name of the member you want to remove. The space is automatically added back to the membership and a new colleague can be signed up following the process above.

