Elentra for CBD: Frequently Asked Questions

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

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

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

A: If you don't know your UTORid, please email pgme.mededhelp@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". If this does not work, you will need to email the helpdesk (pgme.mededhelp@utoronto.ca) and provide the following information and we could reset your password:
(1) Date and month of birthdate
(2) Alternative email or phone number with SMS text

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: **I can only see undergrad courses in Elentra. How can I view and complete PGME assessments?**

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

FAQ5: *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.
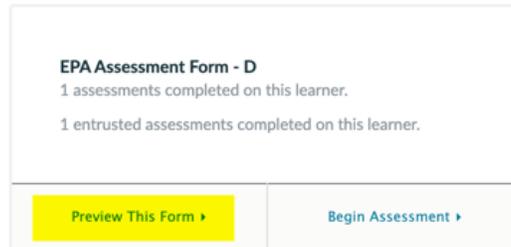
**FAQ6:** *I sent an assessment to my assessor in Elentra. How do I track the status of this assessment?*

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.
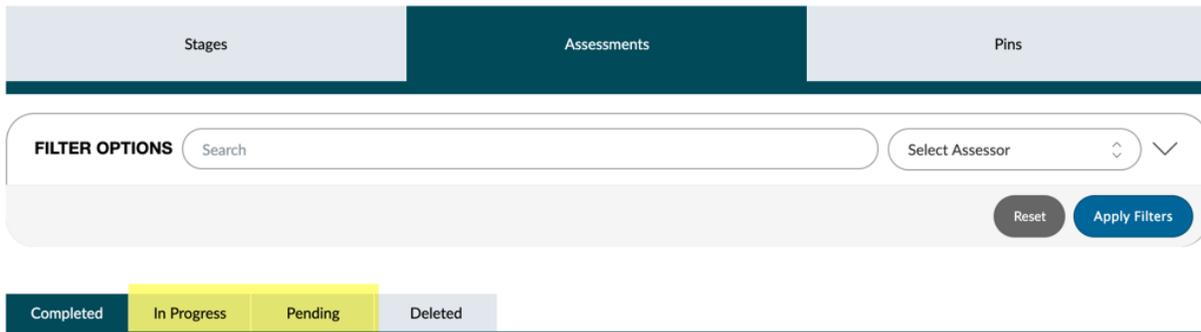
FAQ7: *When filling out an EPA assessment, I accidently clicked on "save" instead of "submit". How can I open this assessment again to complete it?*

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

As an assessor, you can access incomplete assessments under the "Assessment Tasks" tab of your "Tasks & Results Dashboard".
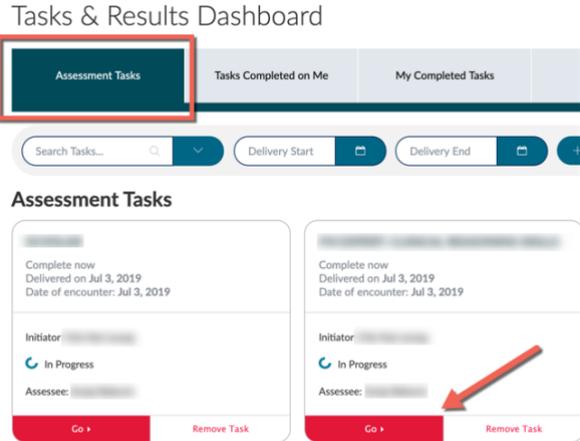
FAQ8:   *There is an Elentra app in the App Store. Can I use this app?*

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

LEARNERS:

FAQ9:   *Why can't I see my completed assessments on my CBME dashboard?*

A: 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.

FAQ10:   *How many EPAs do I need to complete?*

A: 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.

FAQ11: *Why does Elentra take a long time to load?*

A: 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.

FAQ12: *I completed an assessment today that should meet the Contextual Variable requirements for an EPA. Why is this not reflected in Elentra?*

A: The CBME Program Dashboard is updated on a **once-nightly basis** around 1 AM. Please allow for the system to update and check again. If you are still concerned, please contact pgme.mededhelp@utoronto.ca or your Program Administrator for further assistance.

FAQ13: *I've achieved X number of entrustments for a particular EPA (eg. 2 entrusted assessments for D3). Why does the progress bar on my dashboard say that I have only completed 1/2?*

A: Some EPAs have entrustment targets **and** contextual variable targets. Click on the "progress box", below the title of each EPA to see the specific breakdown of total EPA entrustments required as well as any Contextual Variable requirements set by your program (e.g. must have 1 entrusted by a University Appointed Faculty).

FAQ14: *I sent an assessment to an assessor and it has expired. Do I have to send one again? Why was this expiry date implemented? Sometimes assessors cannot complete assessments within 7-days.*

A: Every EPA assessment initiated in Elentra has a 7-day expiry date associated with it. This was implemented in order to encourage more timely completion of EPA assessments and more accurate ratings of resident performance. This decision was made in consultation with key stakeholders, our Best Practices in Evaluation & Assessment (BPEA) committee, and consideration of Elentra assessment completion analyses. An EPA assessment therefore needs to be completed within 7-days after initiation, otherwise the assessment will become unavailable to both Learners and Assessors.

The expiry date **can** be reset if needed, however, this function is only available to Program Directors and Administrators. You can also email the Elentra Helpdesk directly at pgme.mededhelp@utoronto.ca to ask for the expired task to be reset.

FAQ15: *My previously expired task that was reset, has expired again. Can this be reset once more?*

A: We cannot reset the expiry date multiple times. We may only add an additional 7 days (i.e. 1 reset maximum) to an assessment, in order to allow for a more timely completion and more accurate ratings of resident performance.

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