

## Frequently Asked Questions – Certificate Manager

Frequently Asked Questions (FAQs) are provided to assist you with the Varian Certificate Manager application. This area is continually updated with new questions and answers developed specifically to support you. If you cannot find your answers here please click on the *Contact Us* button on the main page of Certificate Manager.

**Q1. Do I need an account in order to get my certificates?**

A. Yes, as of February 2, 2009, Varian is no longer providing paper certificates for on-site training.

**Q2. How long do I have to wait for my account to be activated?**

A. Accounts are active as soon as you submit your registration. The trainer will need to assign your certificate(s). Once your certificate(s) are assigned, you will be able to download them to your computer or print them.

**Q3. Why do I need an email address?**

A. Your email address is your login ID for Certificate Manager. Secondly, we require an email address so that we can communicate information to you such as when your certificates are ready. Varian recommends using a personal email address.

**Q4. I don't have a personal email address. How can I get my credits?**

A. No personal email address – No problem. If you don't have a personal email address, you can sign up for a FREE email account at Goggle, Yahoo or AOL.

**Q5. Can I use my hospital/clinic email address?**

A. Yes, but Varian does not recommend this. If you leave your hospital or clinic, your log in is still valid but when we send you an email message you will not get it.

**Q6. What happens if I change my email address?**

A. Log in to Certificate Manager and click on the *Account Settings* button. You can change your email address in the Change Account Information section. Click on the *Change email* link. Enter your new email address. Validate your email address by re-typing it. Click on the *Update Information* button.

**Q7. It has been a long time since I accessed Certificate Manager. I have forgotten my login. Help?**

A. Click on the *Forgot your Login?* link in the login box on the main page, enter one of your association numbers you registered and it will display your email address.

**Q8. What if I forgot my password or want to reset my password?**

A. From the main page of Certificate Manager, click on *Reset My Password* and follow the instructions.

**Q9. Are there any special requirements for my password?**

A. Yes. Your password requires at least 6 characters and/or digits. In addition, there must be at least one upper case letter and one lower case letter in the password.

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- Q10. I have had a name change. What should I do to get certificates in my new name?**  
A. Login to Certificate Manager and click on the *Account Settings* button. You can change your personal information in the User Information section. Please note: Once you change your name, it will be changed on all certificates past and future.
- Q11. What is the CAMRT?**  
A. The CAMRT is the Canadian Association of Medical Radiation Technologists. It is Canada's national certifying body and professional association for medical radiation technologists and therapists.
- Q12. What do I enter for my CAMRT number?**  
A. For those entering a CAMRT number, just enter the numbers. Do not enter the letters after the dash.
- Q13. Is it true that only radiation therapists and dosimetrists can obtain CE certificates?**  
A. Yes. Currently, Varian only offers ASRT and MDCB continuing education credits.
- Q14. I am a nurse or a physicist. Can I get a certificate of my training?**  
A. Yes. You can request a paper general attendance certificate from your trainer.
- Q15. Who do I contact if I don't see a certificate in my account from a users meeting or an on-site workshop that I previously attended?**  
A. Click on the *Contact Us* link on the main page, complete the form and email the Certificate Manager administrators. Based on your information, it will be determined if you are eligible for the certificates you are requesting.
- Q16. I do not see any of my on-site certificates prior to February 2009. How do I get replacement certificates for previous trainings?**  
A. Click on the *Contact Us* link on the main page, complete the form and email the Certificate Manager administrators. Based on your information, it will be determined if you are eligible for the certificates you are requesting.
- Q17. I have received on-site training (such as the Clinac, ARIA, OBI) more than once in my ARRT biennium. I have CE certificates to document this training. Will all of these credits count towards my mandatory continuing education requirements for the ARRT?**  
A. No. Credits from workshops can only be used once per biennium. If you have any questions about this, please contact the ARRT.
- Q18. I was not able to attend the entire workshop. Can I get partial credit?**  
A. No. The ARRT does not allow partial credit for any type of continuing education activity.
- Q19. In the past when I received VARiS or ARIA training, all of my workshops were on the same certificate. Now I get an individual certificate for each workshop. Is this correct?**  
A. Yes. Each workshop now has its own certificate. You will need to print or download each certificate.

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**Q20. How do I print my certificate?**

A. After you login click on the *PDF Certificate* button next to the certificate you would like to print. An image of your certificate will display. From the toolbar, click on File > Print.

**Q21. Can I re-print my certificate?**

A. Yes. You can print the certificate as many times as you like. Follow the instructions above.

**Q22. What happens if I have more than one account in Certificate Manager?**

A. Click on the *Contact Us* link on the main page, complete the form and email the Certificate Manager administrators. The system administrators can combine your accounts so that your certificates will all be in one account.