



CFPC Portal Frequently Asked Questions

Do I need to print a new membership card, since my ID is changing?

Yes, which you can do through the CFPC portal.

Do my profile details carry forward to the new system?

Yes. However, we suggest you review these details when you create your new password during the launch, to confirm your profile information is accurate.

How do I access Mainpro+®?

You can access Mainpro+ from the CFPC portal by clicking the Mainpro+ link.

How do I change from Non-Member to Full Member class?

You can change from a Non-Member Mainpro+ Participant (NMMP) to a member at any time. Log in to the CFPC portal and on the home page, click Become a Member. You will be guided through eligibility questions and prompted to complete the form.

How do I change my class?

You can change classes during reinstatement, renewal, or a mid-life cycle change. Log in to the CFPC portal. In My Profile click Renew Now, which will prompt questions about what class of membership you wish to change to. You will be guided through eligibility questions for completing the form.

How do I reinstate my membership?

Log in to the CFPC portal and select Reinstatement Membership on the home page. Anyone reinstating membership is required to pay any outstanding dues plus the reinstatement administration fee of \$50.

How do I apply for a reduced membership fee?

Only the Member class is eligible for reduced fees:

- Within the renewal application, there is a reduced fee section that you may complete and submit to the Member Care Centre
- Outside the renewal window, go to your profile and click Reduce Fee in the "I Want To....." section.

How do I change my name, province, and other personal details?

- Within the renewal/reinstatement applications, there is a personal information change section that you may complete and submit to the Member Care Centre
- If you are not within the renewal/reinstatement applications, go to the “My Profile” tab from the home page. This will take you to your profile page. Scroll down and click the appropriate section under “I Want To.....”

Will members have a single sign-on?

Yes. Single sign on will allow you to access other College applications including Mainpro+, Cert+, Self Learning Program™, and much more.

Will the new CFPC portal be linked to the Mainpro+ platform?

Yes, you will be able to access Mainpro+ directly from the CFPC portal. You will then be directed to the Mainpro+ site.

Will the Medical Identification Number of Canada (MINC) be a required field for Canadian members only?

The MINC will be a required field for all CFPC members; however, some members do not have a MINC as they have been grandfathered into the system. The CFPC has worked with the Medical Council of Canada to conduct a conversion to the new membership database/platform. Where member matches were not a 100 per cent match, an updated MINC was not populated. You will be asked to enter the MINC upon renewal.

From which type of communications can members unsubscribe?

Members may unsubscribe from commercial electronic messages (CEMs) (e.g., TD Meloche Monnex, Scotiabank, UpToDate, Self Learning Program™, Family Medicine Forum, etc.) All other communications are exempt from the unsubscribe feature.

The following wording will be included on the CFPC portal:

Email is our primary way of communicating with you. You can expect to receive communications from us related to membership, certification, updates, news, etc.

You may unsubscribe from the following communications:

- Marketing related to third party relationships (College partnerships offering discounts and savings)
- Self Learning Program marketing
- Family Medicine Forum marketing
- Chapters’ Annual Scientific Assembly marketing

Do I need a new member ID number?

A new CFPC ID will be issued for the new CFPC portal. All individuals will be provided with a personalized link on November 21, 2019 to log in and change their password for the new CFPC portal. Once logged in, you will see your new CFPC ID number under the “My Account” tab. CFPC and Chapter staff will be able to see both the new and former ID in staff views.

How do I access/log in to the new CFPC portal?

You will receive a personalized link on November 21, 2019, with instructions on how to log in, change your password, and access the CFPC portal. This personalized link will be required for the first time you log in.

What is fixed annual billing and why is the College moving to fixed annual billing?

All individuals will pay their annual membership dues at the same time, July 1st, and not based on their birth month or registration date. Benefits of fixed annual billing include the following:

- Your CPD and membership renewal requirements are aligned
- No more guessing when credits are due or when your membership expires: It's **July 1st!**
- By submitting 25 credits and your membership fee by **July 1st** each year, you will have fulfilled your annual membership requirement
- One month, same month, annually: **July!**

How does fixed annual billing impact my renewal and fees?

During the transition year, August 2019 through June 2020, you will be invoiced with a prorated fee based on when your current renewal takes place. The transition year will prorate fees to the annual billing date of July 1, 2020.

When is the College moving to fixed annual billing?

The transition year consisting of prorated fees occurs from August 2019 through June 2020. The first fixed annual billing for all renewals will commence July 2020.

What are some of the benefits of the new portal?

The new CFPC portal will feature:

- Advanced functionality for an improved user experience
- A self-serve function, annual billing cycle, and improved data storage and collection to help us serve you better
- Single sign on for access to other College applications including Mainpro+, Cert+, Self Learning Program, and much more
- A user-friendly dashboard that will highlight CFPC and Chapter information to help keep members well informed of College news
- A new look and intuitive layout designed to work with desktop and mobile devices

How do I renew?

Annual renewals will be done online through the new CFPC portal under My Account. You will receive an email advising you that it is time to renew and to sign in to your portal to pay your annual renewal fee.

Will I still receive a paper copy of my membership renewal in the mail?

The CFPC is going green! Hard copies/paper renewals will no longer be printed and mailed. Renewals/payments will be done online through the CFPC portal. If you require assistance paying a fee, please contact the CFPC Member Care Centre.

How do I obtain a receipt?

Receipts will be available on the CFPC portal under My Account, Finance, to select and print.

Why is a blackout period required as the College transitions to the new platform?

A blackout period is required to transfer current profile and financial information from the old system to the new platform. While this process is being completed, the old system has to be offline in order to transfer the records and to test and confirm all records were transferred accurately before opening up the new membership portal for access. The blackout period will be from **Friday, November 15, through Wednesday, November 20, 2019.**