

## 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 and send your question to the site manager.

**Q1. Do I need an account in order to get my certificate(s)?**

A. Yes. Varian no longer provides paper certificates.

**Q2. How do I register for an account?**

A. Instructions for registering for an account can be found on the main page of Certificate Manager > click on the **Quick Tips** link > the Quick Tip will be displayed > from here you can print or download the instructions.

**Q3. What is the difference between a Clinical User and a Non-Clinical User?**

A. There are two user types: 1) **Clinical User** – is defined as a dosimetrist, medical physicist, or radiation therapist; 2) **Non-Clinical User** – is defined as an attendee (Varian Field Service Engineers and hospital/clinic bio-medical engineers) of the technical courses offered at Varian's Education Centers (i.e., Las Vegas Center).

**Q4. How long do I have to wait for my account to be activated?**

A. Accounts are active as soon as you submit your registration.

**Q5. Why do I need an email address?**

A. Your email address is your unique login ID for Certificate Manager. Secondly, we require an email address so that we can communicate information to you such as when your certificates have been posted.

**Q6. Which email address should I use – my personal email address or my work email address?**

A. Your work email address is the preferred email address. If you are a MyVarian user, we recommend your Certificate Manager and MyVarian accounts use the same e-mail address logon. This allows you to take advantage of our single sign-on feature. Using the same e-mail address will allow you to access Certificate Manager from MyVarian without having to enter your password. Also use this e-mail address when attending Varian-sponsored activities to ensure the attendance certificates are posted to the proper account. Your account will be available immediately after you register.

**Q7. What happens if I change jobs and my email address changes?**

A. Log into Certificate Manager. Your certificates will display. Click on the **Edit** button. The **Account Information** form displays. Complete your changes and click on the **Save** button.

**Q8. It has been a long time since I accessed Certificate Manager. I have forgotten my login. Help?**

A. Click on the **Contact Us** button on the main page, complete the form and click on the **Send message** button. The site manager will get back to you with your login information.

**Q9. I want to reset my password. How do I do this?**

A. Log into Certificate Manager. Your certificates will display. Click on the **Edit** button. The **Account Information** form displays. Complete your changes and click on the **Save** button.

**Q10. Are there any special requirements for my password?**

A. Yes. Your password requires at least 8 characters and must contain at least 3 of the following: uppercase characters, lowercase characters, numbers, or punctuation.

**Q11. What if I have forgotten my password?**

A. From the main page of Certificate Manager, click on **Reset Your Password** button. Enter your email address and click on the **Submit** button. Instructions will be sent to your email address.

**Q12. I have had a name change. What should I do to get certificate(s) in my new name?**

A. Log into Certificate Manager. Your certificates will display. Click on the **Edit** button. The **Account Information** form displays. Complete your changes and click on the **Save** button.



**Note:** Once you change your name, it will be changed on all certificates past and future.

**Q13. 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.

**Q14. Is it true that CE certificates are only available to radiation therapists and dosimetrists in Certificate Manager? What about a Certificate of Attendance?**

A. Yes. For **On-Site and Clinical training**, Varian only offers ASRT and/or MDCB continuing education credits via Certificate Manager for dosimetrists and radiation therapists.

For attendees at the **Users Meetings** and **Webinars** their ASRT CE credits will be posted to Certificate Manager. See note below about MDCB CE Credits for these events.

For training received at an Education Center, physicists and **Non-Clinical** (Varian service engineers and hospital/clinic bio-medical engineers) attendees will have their Certificate(s) of Attendance posted to Certificate Manager.



**Note:** Effective October 25, 2011, MDCB credits for **User Meetings** and **Webinars** will no longer be posted in Certificate Manager.

MDCB has changed their process for attendees receiving CE credit. After the event, Varian will download your attendance directly into your MDCB Learning Plan. Please allow 14 - 21 days for this process to take place. After this time, confirm you have been appropriately credited by going to your MDCB Learning Plan and checking for your certificates.

**Q15. Who do I contact if I don't see a certificate in my account from a course at an Education Center, a User's Meeting, Webinar or an on-site workshop that I previously attended?**

A. Click on the **Contact Us** button on the main page, complete the form and click on the **Send message** button. The site manager will triage your request to the appropriate Varian personnel.

- Q16. I received on-site training (such as the Clinac, ARIA, Eclipse, OBI) more than once in my ARRT biennium or MDCB cycle. I have CE certificates to document this training. Will all of these credits count towards my mandatory continuing education requirements for the ARRT or MDCB?**
- A. No. Credits from on-site training can only be used once per biennium or cycle. If you have any questions about this, please contact the ARRT or MDCB.
- Q17. Are on-site training CE credits capped by the ARRT and the MDCB?**
- A. Yes. Effective January 1, 2011, continuing education credit for **on-site** applications training is capped at eight (8) credits per biennium by the ARRT.
- Effective January 2012, a maximum of sixteen (16) credits will be accepted for applications training courses per the five-year cycle. A maximum of eight (8) continuing education credits per day is allowed by the MDCB.
- Q18. I was not able to attend the entire workshop. Can I get partial credit?**
- A. No. The ARRT/MDCB does not allow partial credit for any type of continuing education activity.
- Q19. How do I print my certificate?**
- A. Log into **Certificate Manager** using your email address and password. Find the certificate you want to print. Double click on the **Download PDF** button displayed next to the certificate. The system will ask if you want to Open or Save the document. Select **Open**.
- To **Print** the certificate, right click on the document and select **Print...** Select the appropriate printer, enter the number of copies to be printed and click on **Print**.
- Q20. Can I re-print my certificate?**
- A. Yes. You can print the certificate as many times as you like. Follow the instructions above.
- Q21. 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 site manager. The site manager will consolidate your certificates into your preferred account. The other account will be deleted from the database.
- Q22. Will Varian upload my CE certificates to my MDCB Learning Plan?**
- A. It depends on the event. For Varian-sponsored events such as **User Meetings** and **Webinars** – your participation will be uploaded to your MDCB Learning Plan. For on-site applications training and courses taken at the Education Center – you will have to print your certificate from Certificate Manager and upload the certificate to your Learning Plan.
- Q23. Is there a mobile application for Certificate Manager?**
- A. Yes. Certificate Manager is available as a mobile app using this link - <https://webapps.varian.com/certificate>. Full functionality is available.
- Q24. What does Verify a Certificate mean? Can certificates created prior to February 2018 be verified?**
- A. It validates the authenticity of a Varian issued training certificate.  
No, only certificates created in the middle of February of 2018 or later can be verified.