



## mediXeed User Guide

### 1. How to Log in to Your mediXeed Profile

1. Visit the mediXeed website.
2. Click on the "Log In" button located in the top right corner of the homepage.
3. Enter your registered email address and password.

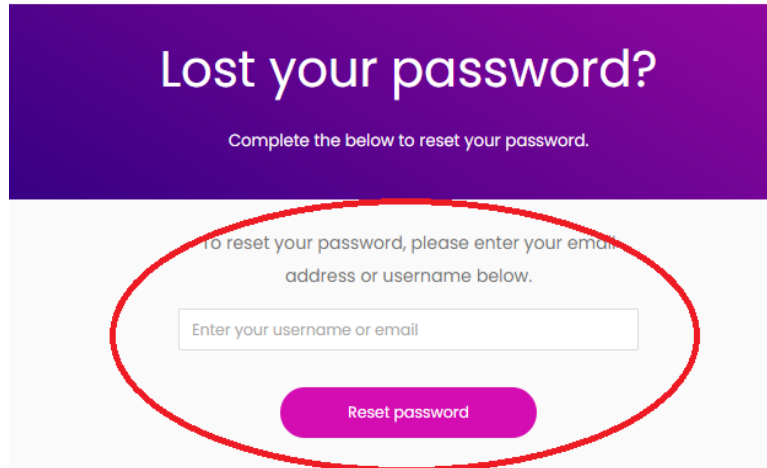
The screenshot shows the top navigation bar with 'REGISTER' and 'LOGIN' links. The 'LOGIN' link is highlighted with a red arrow. Below the navigation bar is the mediXeed logo and a menu with links: HOME, CPD ON-THE-GO, PODCASTS, NURSES, UPCOMING EVENTS, MEDICAL SOCIETIES, EVENTS MANAGEMENT, CONTACT. The main content area has a purple header with 'LOGIN' and a link for 'Forgot your password?'. Below this is a form with two input fields: 'Username or E-mail' (containing 'hellofatimap@gmail.com') and 'Password'. Below the password field is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Login' button. The 'Forgot your password?' link is also visible below the 'Login' button.

### 2. What to Do if You Forgot Your Password

1. On the login page, click the "Forgot Password" link.

This is a close-up of the login form. It shows the 'Username or E-mail' field with 'hellofatimap@gmail.com' and the 'Password' field with masked characters. Below the password field is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Login' button. The 'Forgot your password?' link is circled in red.

2. Enter your registered email address.



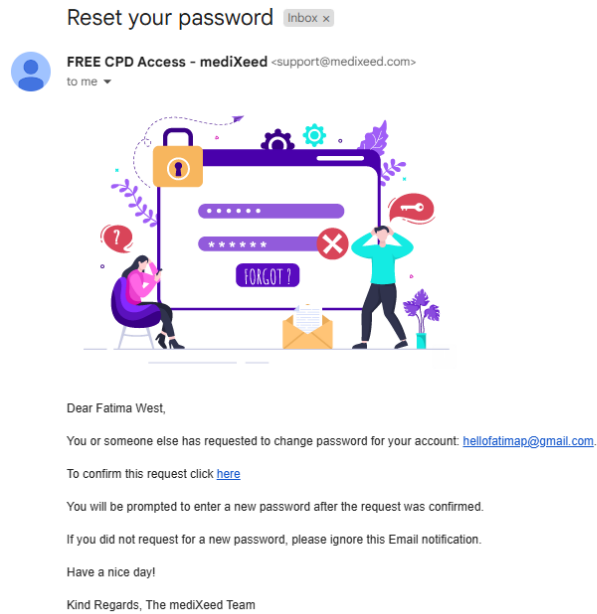
Lost your password?

Complete the below to reset your password.

To reset your password, please enter your email address or username below.

Reset password

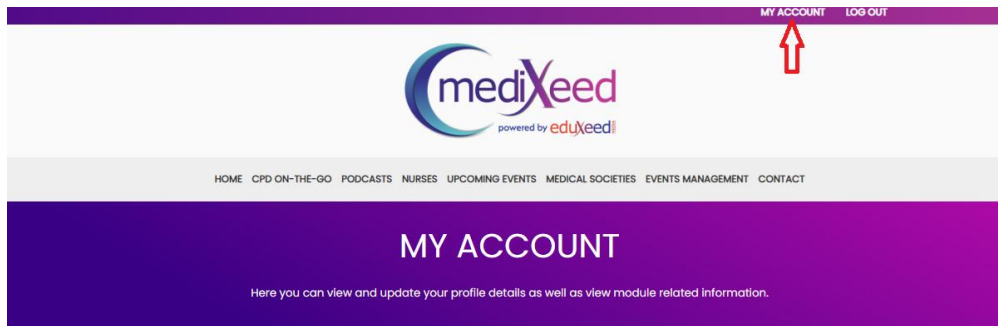
3. Check your email for a password reset link.



4. Follow the instructions in the email to create a new password.

### 3. Updating Your Profile Information

1. Log in to your mediXeed account.
2. Navigate to the "My Account" section.



3. Click on the "Update My Profile" tab.

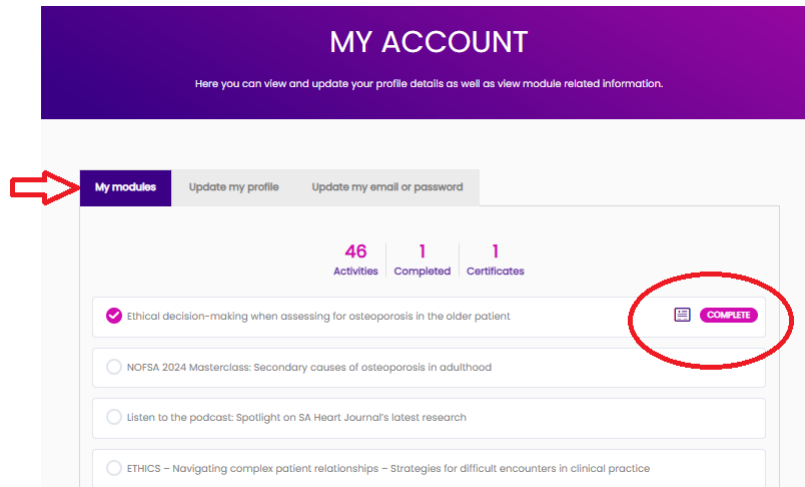
Update your title, name, profession, council number, and other details as needed.

- Click the "Update Profile" button.

A screenshot of the "Update My Profile" form in the mediXeed account. The form is titled "MY ACCOUNT" and has a sub-header: "Here you can view and update your profile details as well as view module related information." The form is divided into two tabs: "Update my profile" (which is selected and circled in red) and "Update my email or password". The "Update my profile" tab contains the following fields: Title (Mrs), First Name (Fatima), Last Name (West), Profession (Nutritionist), Professional Council Number (MP 0123456), and City (Paarl). At the bottom of the form are two buttons: "Update Profile" (highlighted in pink) and "Cancel". A large red circle highlights the entire form area.

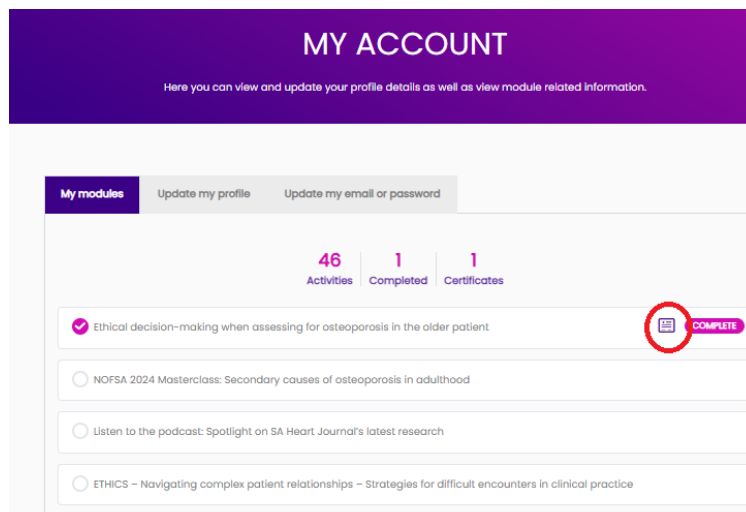
## 4. Viewing Your Completed CPD Activities

1. Log in to your mediXeed account.
2. Go to the "My Modules" section to view completed CPD activities and certificates.



## 5. Downloading Your CPD Certificate

1. Navigate to the "My Modules" section.
2. Locate the completed activity for which you require a certificate.
3. Click the "Certificate" button to download your CPD certificate.



## **6. Troubleshooting Login Issues**

If you are unable to log in to your account:

- Ensure your email address and password are entered correctly.
- Clear your browser cache and cookies.
- Switch to another browser (e.g., Chrome, Firefox) or try a private/incognito window.
- Check your internet connection.
- If the issue persists, contact mediXeed Support.

## **7. Submitting CPD Points to the HPCSA**

mediXeed submits all completed CPD points to the HPCSA on your behalf within 30 days.

Note: It may take additional time for the HPCSA to process and reflect these points on their system.

## **8. Accessing mediXeed on Mobile Devices**

mediXeed is mobile-friendly and accessible on any smartphone or tablet using your web browser.

## **9. Requesting Technical Support or Assistance**

For assistance with logging in, technical issues, or additional queries, reach out via:

- Email: [support@medixeed.com](mailto:support@medixeed.com)
- Phone: +27 (0)87 088 6197
- WhatsApp Chat: +27 (0)68 628 1206
- Use the "Contact Us" form on the website.

## **10. Common Registration Issues**

Problem: Your email is already in use.

Solution: This means you are already registered. Log in with your email and reset your password if needed. Do not register with another email address. If issues persist, contact mediXeed Support to resolve the matter.

## **11. For Professionals Registered with Non-HPCSA Councils**

mediXeed submits CPD points exclusively to the HPCSA. Professionals registered with Pharmacy, Nursing, or Allied Councils must submit their CPD certificates directly to their respective Councils.

## **12. Required Pass Mark**

A minimum score of 70% is required to pass a module, as per HPCSA regulations.

### **13. Enrolling in Modules**

Ensure you are logged in to your mediXeed account. Registered users are automatically enrolled in content relevant to their profession. If you are logged in and see 'Not Enrolled,' refresh your session or contact support for assistance.