

Member  
Service  
Centre (MSC)  
Entry Guide



# Member Service Centre (MSC)

CIPHI Regular Members are required to participate in the Continuing Professional Competencies (CPC) program in order to maintain their CIPHI membership. This involves obtaining and submitting a minimum number of Professional Development Hours (PDHs) annually online in the Member Service Centre (MSC). The Council of Professional Experience (CoPE) administers the CPC program and supports Members with their ongoing professional development. CoPE recommends that Environmental Public Health Professionals (EHPs) consider their own needs for professional development and seek out relevant PDHs to fulfill those identified needs.

To meet the requirements of the CPC program, Members must:

- Log activities annually in the [MSC](#) by **January 31st** of the following year. Log at least the minimum number of eligible PDHs required, as outlined in the [Professional Development \(PD\) Model](#).
- Provide a sufficient level of detail, and supporting documentation, where applicable in each entry for the auditor to approve the entry. See [PDH Entry Tool](#) for additional information.

# Forgot your Password?

Members must reset their username and password when logging into the MSC portal for the first time. If you have forgotten your password, please follow the steps below:

- Type [ciphi.in1touch.org](http://ciphi.in1touch.org) into url browser
  - Click on the forgot password [link](#) to recover your password
- Enter your username or email and click on the retrieve button. If you are still unable to recover your password, please contact CIPHI at [office@ciphi.ca](mailto:office@ciphi.ca)

A screenshot of the CIPHI login page. It features two input fields: "USER NAME" and "PASSWORD". Below these fields is a blue "LOGIN" button. Underneath the button, there is a link that says "FORGOT YOUR PASSWORD? CLICK HERE TO RESTORE IT", which is circled in red. Below this link are two checkboxes: "REMEMBER ME FOR 1 MONTH" and "PUBLIC COMPUTER".A screenshot of the "Recover Password" page. It has a title "Recover Password" at the top. Below the title is an input field labeled "USERNAME OR EMAIL". Below the input field is a blue "RETRIEVE" button, which is circled in red. Below the "RETRIEVE" button is a smaller "LOGIN" button.

# First time logging into MSC Portal

- Members must reset their username and password when logging into the MSC portal for the first time.
  - Type your email address and click the [Retrieve] button. The system will send you an email with a 'temporary username' to reset your password.
  - Use the temporary username to login with your new password. (min 8 characters)
- Once you are logged in, please take the time to review and update your profile. This information will be listed in the Member accessible directory.
- If Members opt to keep both business & personal contact information hidden, they will not appear on the Member directory that other Members may reference.
- If you do not have an account or need to reset your account, please contact CIPHI at [office@ciphi.ca](mailto:office@ciphi.ca).

# Logging into to the MSC Portal

Step 1: Members can access MSC login two ways:

1) Type [ciphi.in1touch.org](http://ciphi.in1touch.org) into url browser

or

2) Visit [www.ciphi.ca](http://www.ciphi.ca)

- Click the yellow button (top right of page), or
- Click the MSC quick access link (bottom)

The screenshot displays the CIPHI website interface. At the top, the CIPHI logo is on the left, and a 'Login' button is on the right. Below the logo is a login form with two input fields: 'USER NAME' and 'PASSWORD'. A blue 'LOGIN' button is positioned below the password field. Underneath the button are three links: 'FORGOT YOUR PASSWORD? CLICK HERE TO RESTORE IT', 'REMEMBER ME FOR 1 MONTH', and 'PUBLIC COMPUTER'. The second screenshot shows the CIPHI homepage. The top navigation bar includes the CIPHI logo, 'NEWS & EVENTS', 'CAREERS', 'CONTACT', a search icon, and a yellow 'LOG IN' button circled in red. Below this is a secondary navigation bar with links: 'HOME', 'WHAT IS ENVIRONMENTAL HEALTH?', 'ABOUT CIPHI', 'BRANCHES', 'MEMBERSHIP', 'CERTIFICATION', and 'PROFESSIONAL DEVELOPMENT'. The footer is a dark blue section with the CIPHI logo, social media icons, and a 'Quick access' section where 'Member Service Centre' is circled in red. To the right of this section is contact information for the CIPHI national office, including the phone number 1.888.245.8180, email office@ciphi.ca, address #720-999 West Broadway, Vancouver, BC V5Z 1K5, and the CIPHI seal.

# Logging into the MSC Portal

Step 2 - Once you have logged in, it will bring you to the MSC dashboard. Click on Professional Development.

The screenshot shows the CIPHI Member Service Centre - Portal Dashboard. At the top left is the CIPHI logo with the tagline 'Canadian Institute of Public Health Insurers'. To the right of the logo are two buttons: 'CIPHI Home' and 'Signed as CoPE Test3'. Below the logo is the text 'Member Service Centre - Portal' and 'Dashboard'. A navigation bar contains five items: 'Dashboard', 'My Profile', 'Professional Development' (circled in red), 'Resources', and 'Search'. The main content area is divided into three sections. The left section shows a user profile for 'CoPE Test3' with Member ID: 134339 and address: 720 - 999 West Broadway, VANCOUVER, British Columbia V5Z 1K5. The middle section is titled 'CIPHI Member News' and features a news item 'Self Reflection..who knew?' dated July 02, 2021, with a 'View Details' link. The right section is titled 'Professional Development' and lists four options: 'PDH Submission', 'Declaration of Reduction of PDHs', 'PDH Submission Summary', and 'PDH Audit Appeal'.

# PDH Submission

Step 3 - Select '*PDH Submission*' from drop down menu

Member Service Centre - Portal

## Professional Development Submission

Dashboard My Profile Professional Development Resources Search

PROFESSIONAL DEVELOPMENT SUBMISSION

- PDH Submission
- PDH Reduction of Hours
- PDH Submission Review
- PDH Appeal

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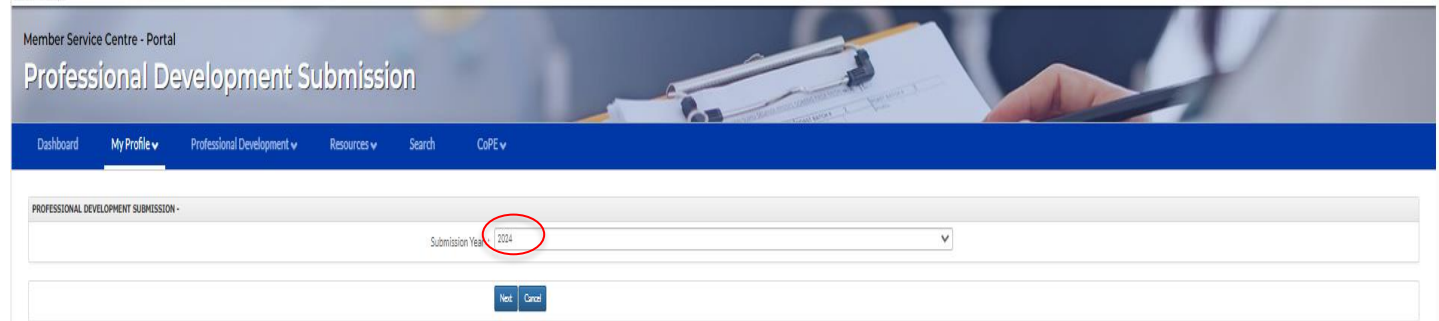
Next Cancel

# How to enter PDHs into the MSC Portal

Step 4 – Within the Professional Development Submission tab, the member will be prompted to select the submission year.

When entering an activity, it must be entered into one of four (4) main categories:

- Education
- Publishing & Presenting
- Reflection and Wellness
- Participation



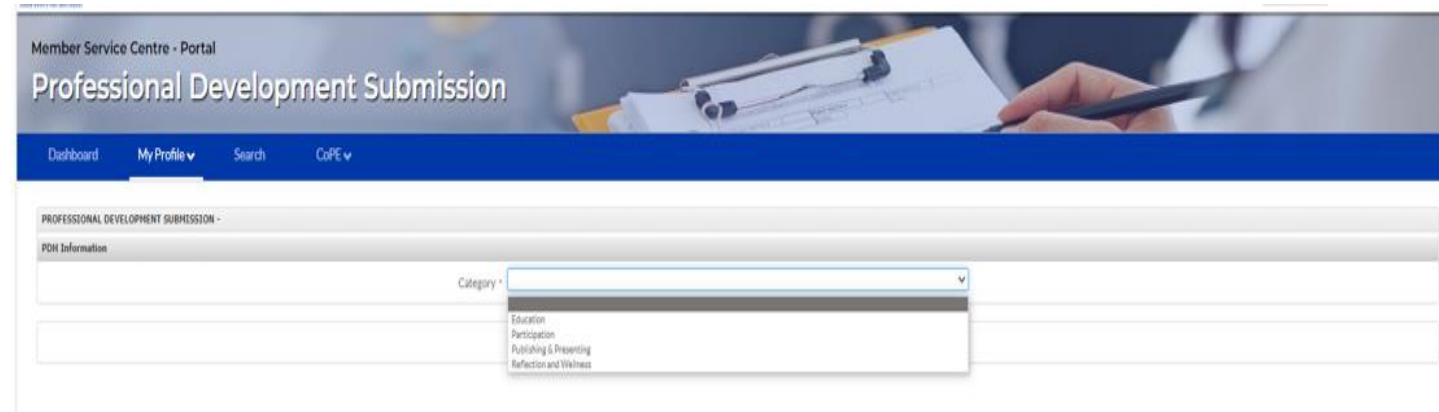
Member Service Centre - Portal  
Professional Development Submission

Dashboard My Profile Professional Development Resources Search CoPE

PROFESSIONAL DEVELOPMENT SUBMISSION -

Submission Year 2024

Next Cancel



Member Service Centre - Portal  
Professional Development Submission

Dashboard My Profile Search CoPE

PROFESSIONAL DEVELOPMENT SUBMISSION -

PDN Information

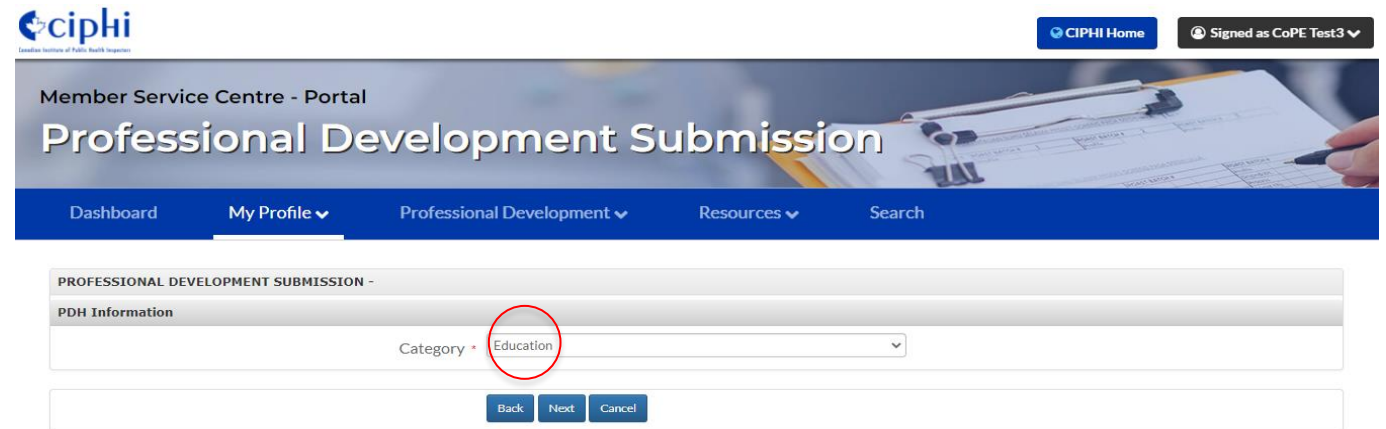
Category

- Education
- Participation
- Publishing & Presenting
- Reflection and Wellness



# Provide Category Type

Step 5 – Provide the category type from the drop down menu. [e.g] For watching a webinar, you will select ‘*Education*’ from drop down menu.



The screenshot shows the CIPHI Member Service Centre - Portal interface. The main heading is "Professional Development Submission". The navigation bar includes "Dashboard", "My Profile", "Professional Development", "Resources", and "Search". The user is signed in as "CoPE Test3". The form is titled "PROFESSIONAL DEVELOPMENT SUBMISSION - PDH Information". The "Category" dropdown menu is highlighted with a red circle and shows "Education" selected. Below the form are "Back", "Next", and "Cancel" buttons.

# Selecting an Education Activity Type

Step 6 – Provide the 'Education Activity Type' from the drop down menu. Select "*Webinar*" for the Climate Change webinar example.

Enter all mandatory entry fields (marked with an \*). Include any additional information such as a web link, supporting documentation, or course number. Be detailed in your description. Then click next.

Member Service Centre - Portal  
Professional Development Submission

Dashboard My Profile Search CoPE

PROFESSIONAL DEVELOPMENT SUBMISSION -  
Education

Education Activity Type: Webinar

Title: Understanding Climate Change

Start Date: 03/04/2024

End Date: 03/04/2024

Description

Host Organization: NCCEH

Web Link: www.nccelh.ca/understandingclimatechange.pdf

Supporting Documentation: CHOOSE FILE BROWSE

Course Number:

Description: One hour session by on climate change. Presented by the NCCEH via webinar. Presented by Dr. Webber.

Back Next Cancel

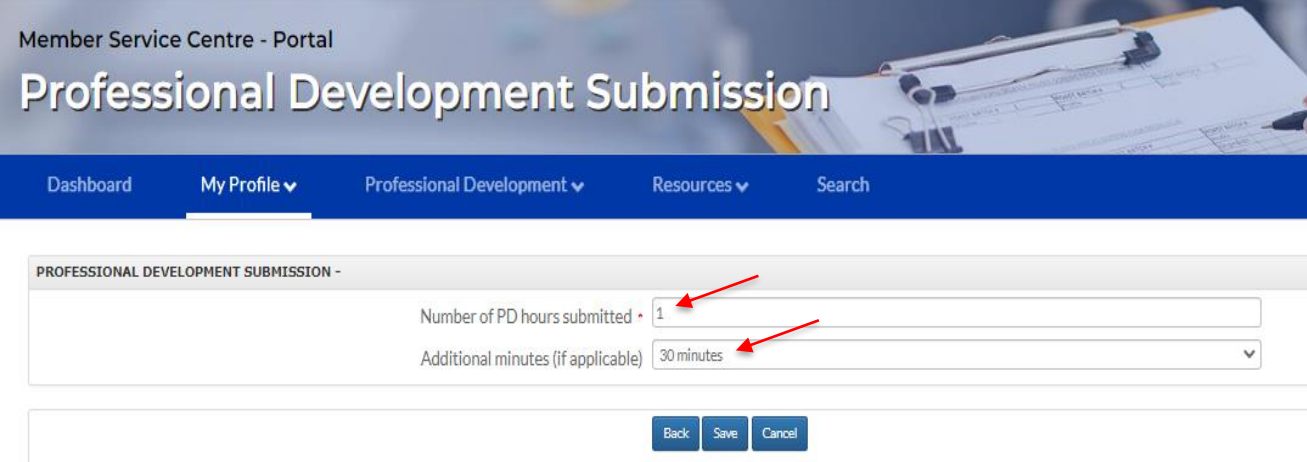
# Enter PDHs for your Activity

Step 7 – Enter the number of PDHs for the activity.

## PDH Calculation

One hour of Education earns one PDH. Keep the [PDH Entry tool](#) handy for reference.

Use the drop down menus to enter hour or minutes (if applicable) for your activities.



The screenshot shows the 'Professional Development Submission' page in the Member Service Centre - Portal. The page has a blue header with the title and a navigation bar with links for Dashboard, My Profile, Professional Development, Resources, and Search. The main content area is titled 'PROFESSIONAL DEVELOPMENT SUBMISSION -' and contains two input fields: 'Number of PD hours submitted' with a text input containing '1', and 'Additional minutes (if applicable)' with a dropdown menu showing '30 minutes'. Two red arrows point to these fields. At the bottom right, there are three buttons: 'Back', 'Save', and 'Cancel'.

# Calculating your PDHs

## Step 8 – PDH Calculation

One hour of Education earns one PDH. Keep the [PDH Entry tool](#) handy for reference.

Category Maximum - The PDH Entry tool indicates the maximum number of eligible PDHs for each of the 4 main entry categories and subcategories.

Refer to the [PD Model](#) for category restrictions.

Entry Tip: Enter more than the minimum requirement!


### Professional Development Hours (PDH) Entry Tool

**Entry deadline:** January 31<sup>st</sup>  
**Annual requirement:** 30 PDHs\*  
\*Adjusted for members on Extended Leave who have submitted a PDH Reduction of Hours on the MSC.

Log into the MSC at [ciphi.in1touch.org](http://ciphi.in1touch.org)

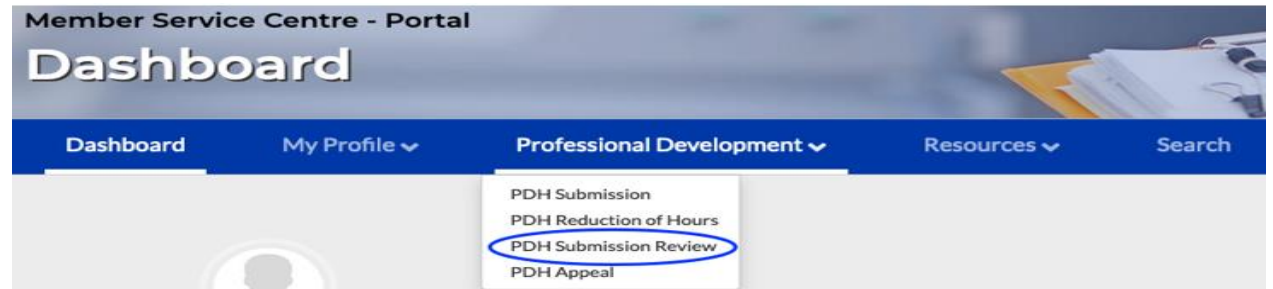
#### Entry Categories

Education	Participation				
<p>Any education that is linked to CIPHI's <a href="#">Discipline Specific Competencies</a>.</p> <p>♦ E.g. conference, webinar, course, self-directed study</p>	<p>Maximum 20 PDHs total from subcategories:</p> <ol style="list-style-type: none"><li><b>Mentoring</b><ul style="list-style-type: none"><li>♦ Maximum 10 PDHs</li><li>♦ E.g. Practicum coordination, mentoring a new EPHP, leading job shadowing</li></ul></li><li><b>Service on Committees and Boards</b><ul style="list-style-type: none"><li>♦ Maximum 20 PDHs</li><li>♦ E.g. CIPHI branch committee member, Health &amp; Safety Committee member, BOC Examiner</li></ul></li><li><b>Contributions to the Profession</b><ul style="list-style-type: none"><li>♦ Maximum 5 PDHs</li><li>♦ E.g. Mock BOC Examiner, career/health fair exhibitor</li></ul></li><li><b>Contributions to Community</b><ul style="list-style-type: none"><li>♦ Maximum 5 PDHs</li><li>♦ E.g. Coaching child's sports team, religious organization board member</li></ul></li></ol>				
Publishing & Presenting					
<ol style="list-style-type: none"><li>Publications</li><li>Presenting at a conference, course, webinar, or workshop</li><li>Reviewing/editing an article for publication</li></ol>					
Reflection and Wellness					
<p>Maximum 5 PDHs total from subcategories:</p> <ol style="list-style-type: none"><li>Learning Plan (<a href="#">template</a>)</li><li>Reflective Practice</li><li>Mental Health &amp; Wellness<ul style="list-style-type: none"><li>♦ E.g. Mental health related webinar</li></ul></li></ol>					
Refer to the <a href="#">PD Model</a> for category and subcategory definitions.					
Entry Tips	Additional Resources				
<p><b>1 hour = 1 PDH for all entries</b></p> <ul style="list-style-type: none"><li>♦ Ensure the description for each entry contains sufficient detail for an auditor to approve it and to link the activity to CIPHI's <a href="#">Discipline Specific Competencies</a>.</li><li>♦ Avoid using acronyms. Auditors from different provinces may not be familiar with them.</li><li>♦ Try to enter more than the minimum required number of PDHs.</li></ul>	<table border="1"><tr><td><a href="#">Professional Development Model</a></td><td><a href="#">CIPHI YouTube</a></td></tr><tr><td><a href="#">Resources &amp; FAQs</a></td><td><a href="#">Contact CoPE</a></td></tr></table>	<a href="#">Professional Development Model</a>	<a href="#">CIPHI YouTube</a>	<a href="#">Resources &amp; FAQs</a>	<a href="#">Contact CoPE</a>
<a href="#">Professional Development Model</a>	<a href="#">CIPHI YouTube</a>				
<a href="#">Resources &amp; FAQs</a>	<a href="#">Contact CoPE</a>				

Rev. 08/03/2024 

# Review your PD Entry

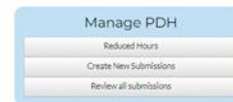
Step 9 – To review your entry. Under the Professional Development tab, select '*PDH Submission Review*' from the drop down tab, then select next.



Step 10 – Review your entry under '*PDH Obtained*' [e.g] Your Climate change webinar entry of 1 PDH will appear here.



Select year for review:



## Professional Development Hours

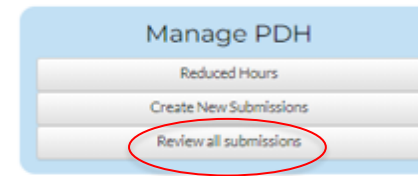
PDH Reduced Hours 0    Total PDH with caps 1    PDH Still Required 29

Category	Category Cap	PDH Obtained
Publishing and Presenting	No category cap	0
Education	No category cap	1
Reflection and Wellness	5 PDH	0
<b>Participation</b>	<b>20 PDH</b>	
Contributions to the community	5 PDH	0
Mentoring	10 PDH	0
Service on committees and boards	20 PDH	0
Contributions to the profession	5 PDH	0

# Editing a PDH Entry

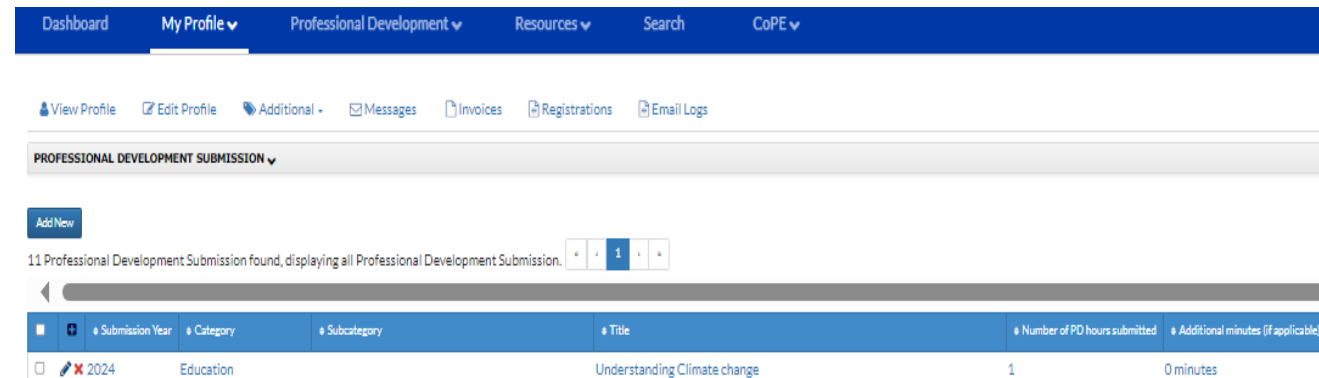
Select year for review from drop down.  
Under manage PDH, select review all submissions.

Select year for review: Current Year PDH Review



All PDH submissions entered will appear in this section. If you have made an error or need to edit a PDH entry, click on the 'pencil' icon.

To delete an entry, click on the red 'x' icon to make your edits.



The screenshot shows a web interface with a blue navigation bar at the top containing 'Dashboard', 'My Profile', 'Professional Development', 'Resources', 'Search', and 'CoPE'. Below the navigation bar are links for 'View Profile', 'Edit Profile', 'Additional', 'Messages', 'Invoices', 'Registrations', and 'Email Logs'. A section titled 'PROFESSIONAL DEVELOPMENT SUBMISSION' contains an 'Add New' button and a message: '11 Professional Development Submission found, displaying all Professional Development Submission.' Below this is a table with the following columns: 'Submission Year', 'Category', 'Subcategory', 'Title', 'Number of PD hours submitted', and 'Additional minutes (if applicable)'. The table contains one row with the following data: '2024', 'Education', 'Understanding Climate change', '1', and '0 minutes'. A red arrow points to the '2024' entry, which has a pencil icon and a red 'x' icon next to it.

Submission Year	Category	Subcategory	Title	Number of PD hours submitted	Additional minutes (if applicable)
2024	Education		Understanding Climate change	1	0 minutes

# Declaration of Reduction of PDHs

To request an exemption from the standard minimum PDH requirement, eligible members must select '*Declaration of Reduction of PDHs*' from the Professional Development drop down menu. Follow the prompts for submission year, reason for leave, and number of months on leave.

[e.g] Member took a medical leave for 4 months and worked 8 months in the year. The number of required PDHs will be prorated and calculated by the system. Here the reduced hours is 6. Member will be required to submit 24 PDHs.

Member Service Centre - Portal  
Declaration of Reduction of PDHs

Dashboard My Profile Professional Development Resources Search CoPE

DECLARATION OF REDUCTION OF PDHs

Submission Year: 2024  
Reason for Leave (if more than one leave type enter primary reason only): Medical leave  
Number of months on leave: 4

Next Cancel

Professional Development Hours

PDH Reduced Hours 6    Total PDH with caps 0    PDH Still Required 24

Category	Category Cap	PDH Obtained
Publishing and Presenting	No category cap	0
Education	No category cap	0
Reflection and Wellness	5 PDH	0
<b>Participation</b>	<b>20 PDH</b>	
Contributions to the community	5 PDH	0
Mentoring	10 PDH	0
Service on committees and boards	20 PDH	0
Contributions to the profession	5 PDH	0

# Declaration of Reduction of PDHs

Your required PDH hours will be reduced by the number shown. If the value is correct, select save.

The declaration for reduction in PDHs can be completed anytime between January 1 of the calendar year in which the leave is taking place and January 31 of the following year (i.e. the PDH submission deadline). Review your entry in submission review.

Member Service Centre - Portal

## Declaration of Reduction of PDHs

Dashboard My Profile Professional Development Resources Search CoPE

DECLARATION OF REDUCTION OF PDHs -

Your required PDH hours will be reduced by the number shown. If you agree, select the value and click save to proceed. 6

Back Save Cancel

Dashboard My Profile Professional Development Resources Search CoPE

View Profile Edit Profile Additional Messages Invoices Registrations Email Logs

DECLARATION OF REDUCTION OF PDHs

Add New

1 Declaration of Reduction of PDHs found. 1

	Submission Year	Reason for Leave (if more than one leave type enter primary reason only)	Number of months on leave	Your required PDH hours
<input type="checkbox"/>	2024	Medical leave	4	6



# Questions? Contact CoPE

- This guide was created to support members when using the MSC to enter their PDHs. Further information can be found in the [Resources and FAQs](#), under the Professional Development tab on the CIPHI website.
- Questions about the entering PDHs into the MSC Portal can be directed to the Council of Professional Experience at [cope@ciphi.ca](mailto:cope@ciphi.ca).