**Maxcourse User Information**

All our courses are booked via <http://www.maxcourse.co.uk/heetvw/guestHome.asp>

**Do I need a Maxcourse account?**

You are required to have an account to be able to book any courses on the system. If you do not already have an account, please follow the link:

<http://www.maxcourse.co.uk/heetvw/guestHome.asp>

Select the option 'new user? start here' and provide the requested information.

Once you have created your account you will need to ensure the below has been updated on your account, via 'account details'

* Profession- Select the one/s that apply, this will be used to confirm you are applying for courses relevant to you.
* Gender, Main Occupation, Speciality and Trust - if applicable

**How do I find a course?**

Once you have an account you can use the search course function to search using the title of the course or you can use the course calendar to review what is available. There is also a downloadable course list in the menu on the right-hand side.

Please enable the newsletter function then you will receive news about future courses. You can change these settings at any time.

**Will I receive a booking confirmation email?**

You may not receive a booking confirmation email from Maxcourse. You can view all your course bookings via your account under ‘My Courses’.

**Will I receive a certificate?**

Once the course has completed, Maxcourse will be manually updated with your attendance. It's important that you are logged on with your name as used to register on Maxcourse to enable a member of staff to verify your attendance.

You can view this via your account under ‘My Courses’. If the status next to the course title is ‘unconfirmed’ this means we have not yet updated the attendance, please allow at least 5 working days for this to be actioned.

You will receive a notification form Maxcourse when your certificate is ready to view. This notification will ask you to provide feedback for the course and will enable you to complete your reflection before the certificate can be downloaded.

We suggest that you check your account details are up to date first, as your course certificate will be generated using these. Your CPD certificate will remain in your account folder, but we do recommend that you retain a copy for your CPD records.

**Error when booking?**

If there is an error whilst you try to book, Maxcourse will provide an explanation of the error and how you can fix it, usually by selecting ‘edit’

The most common error when booking is that the ‘profession’ set on your account does not match the ‘target audience’ listed on the course. The two must match for the booking to be successful. To update your 'profession' head to 'account details'. Once they match your booking will go though and you will be able to view the booking details via 'my courses'.

Some courses are Admin Booking Only. These are either restricted to a specific programme or have a different method of registration. Details will be in the Course Description and Additional Information fields.

**The course is fully booked, is there a waiting list?**

You can add yourself to the waiting list via Maxcourse. Find the course you wish to book, if it is full, it will have a ‘waiting list’ option rather than a ‘book’ option. Select waiting list and then head to your basket to complete the waiting list booking.

All waiting list bookings will also show on your account under ‘My Courses’.

All those on the waiting list are notified if a cancellation is received and the place is then filled on a first come first served basis.

**What happens if a course is cancelled?**

If NHSE WT&E cancel a course, you will be notified via email of this and the reasons for doing so. Any course fee will automatically be credited back to your Maxcourse account. If you wish for a refund to your original payment card, please contact [england.dental.southeast@nhs.net](mailto:england.dental.southeast@nhs.net) to request this.

**How do I get the joining link for a virtual course?**

The joining link will be sent out via email on the day of the course. Please ensure you check that you can locate this prior to the course as some virtual courses take place in an evening and there may be no administrative support to assist you at that time.