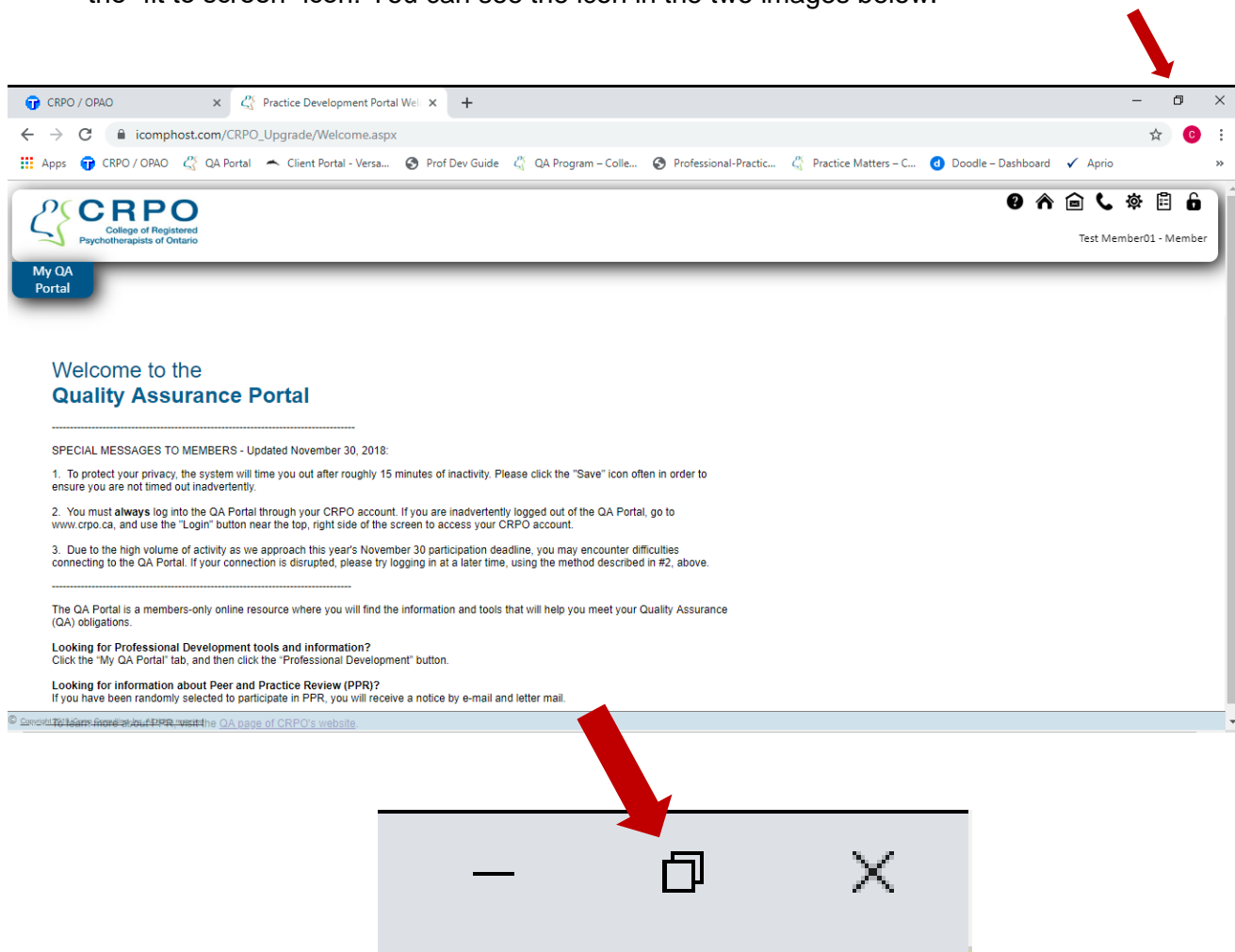


What to do if you cannot see the buttons/icons to save, print or create a new item

First, ensure you are using the correct device to access the QA Portal. Always use a desktop or laptop computer when accessing the QA Portal, rather than a mobile device such as a phone or tablet.

If that doesn't work, you may need to choose a different web browser. Access the QA portal using Google Chrome (as opposed to Firefox or Internet Explorer, for example). For the best experience, use the most up-to-date version of Google Chrome on a desktop or laptop computer.

Next, ensure your browser window is maximized. Maximize your browser window by clicking the “fit to screen” icon. You can see the icon in the two images below.



Finally, adjust your screen size. Hold the “CTRL” key, then hit the “+” or “-” keys until the icons appear. [My suggestion is to leave it at this one, simple suggestion, rather than give two options.]

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icomphost.com/CRPO_Upgrade/Welcome.aspx

CRPO
College of Registered
Psychotherapists of Ontario

My QA Portal

Test Member01 - Member

SPECIAL MESSAGES TO MEMBERS - Updated November 30, 2018:

1. To protect your privacy, the system will time you out after roughly 15 minutes of inactivity. Please click the "Save" icon often in order to ensure you are not timed out inadvertently.
2. You must **always** log into the QA Portal through your CRPO account. If you are inadvertently logged out of the QA Portal, go to www.crpo.ca, and use the "Login" button near the top, right side of the screen to access your CRPO account.
3. Due to the high volume of activity as we approach this year's November 30 participation deadline, you may encounter difficulties connecting to the QA Portal. If your connection is disrupted, please try logging in at a later time, using the method described in #2, above.

The QA Portal is a members-only online resource where you will find the information and tools that will help you meet your Quality Assurance (QA) obligations.

Looking for Professional Development tools and information?
Click the "My QA Portal" tab, and then click the "Professional Development" button.

Looking for information about Peer and Practice Review (PPR)?
If you have been randomly selected to participate in PPR, you will receive a notice by e-mail and letter mail.

To learn more about PPR, visit the [QA page of CRPO's website](#).

What do all those icons in the right hand corner mean?
Find out by reading the [QA Portal Icons Chart](#).

Questions?
Connect with CRPO's QA staff by sending a message through the Portal Mailbox, or by calling one of the numbers listed under the Contact Us page. Go to the Portal Mailbox or Contact Us page by clicking the corresponding icon in the upper right corner of your screen.

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- New window Ctrl+N
- New incognito window Ctrl+Shift+N
- History
- Downloads Ctrl+J
- Bookmarks
- Zoom - 100% +
- Print... Ctrl+P
- Cast...
- Find... Ctrl+F
- More tools
- Edit Cut Copy Paste
- Settings
- Help
- Exit