

RCSLT CPD diary troubleshooting guide

We hope that the following information will help you if you are experiencing problems with the new CPD diary

Your membership number

Your membership number is in the following format:

RC0012345
RC0001234
RC0000123

If you are an associate member replace the RC with AS
You must input your membership number correctly or we will be unable to accept your registration.

Your email address

Please check that you have inputted your email address correctly. If not, we will be unable to contact you and send notification that your registration has been accepted.

Problem	Possible reason	Solution
I have not received notification that my diary registration has been accepted	You may have made an error when inputting your email address and so confirmation has not reached you	Email: cpd@rcslt.org with details, including your full name and full RCSLT membership number, and ask for your email address to be checked against the diary details
I cannot access the RCSLT web pages with my old PIN number	The PIN number for the web pages and the password for the online diary have been synchronised. If you have changed your diary password this will also have changed your PIN.	Use your online diary password as the PIN for the RCSLT web pages
When registering for the online diary I have received the message that my user name is invalid	If you have recently changed your surname the diary will not yet recognise your new surname.	Register with your previous surname and then change this when you log into the diary
I can't remember my password. I don't know my PIN		There is a reset password request link on the diary login pages. When you request that your password is reset details of the new password will be sent to you by email.
I have requested that my password is reset several times but this hasn't been done	If your email address is not entered correctly in the diary or if you have changed your email address and not updated the details in the diary the new password will not reach you.	Email: cpd@rcslt.org with details, including your full name and full RCSLT membership number, and ask for your email address to be checked against the diary details
I took part in the trial for the online diary but now cannot get access and have received the message 'Your account status is not full CPD or your account has been archived'		Register as a new user – the diary can identify whether previous records you have inputted exist and once your registration is approved you will be able to access these.
I input all my details correctly but still haven't received confirmation of my registration	All registrations have to be approved by a member of RCSLT staff, if you have registered over a weekend or in the evening we cannot approve your registration until we are back in the office.	Please wait until the next working day.
I have tried to select the region where I live but the diary will not allow me to do this.		Please email: cpd@rcslt.org with details, including your full name and full RCSLT membership number, and any error messages you receive so we can monitor this situation
Any other difficulties		Please email: cpd@rcslt.org with details, including your full name and full RCSLT membership number