



Mercury Credential

– User Guide for Clinicians –

Last Updated: 07 October 2016

Version: v1.66

No part of this publication may be reproduced or transmitted, in any form or by any means, without the prior written permission of the publisher.

© 2018 Mercury. All rights reserved.

Whilst every care has been taken to ensure that the information presented in this publication is correct, the author makes no warranty of any kind, expressed or implied, with regard to this information.

All product names mentioned herein are the trademarks of their respective owners.

Produced in Australia by Mercury, Melbourne Australia.

Contents

1	Getting started & Managing your account.....	2
1.1	Launch Mercury Credential	3
1.2	Navigating myclinicalprofile.com.au.....	4
1.3	Register & Create a new Mercury Credential account	4
1.4	Forgotten your Password? Logging in for the first time?	9
1.5	Navigating & Managing your profile page	10
1.6	Change your username	11
1.7	Update your password	11
1.8	Review / Print / Download your profile	12
1.9	Manage your profile image	12
1.9.1	Upload a profile image	12
1.9.2	Change your profile image	13
1.9.3	Delete your profile image.....	13
1.10	Deactivate your Account.....	12
2	Completing and updating your profile	14
2.1	Complete / Update your Mercury Credential profile.....	14
2.1.1	Personal Details (Step 1 of 10).....	14
2.1.2	Contact Details (Step 2 of 10)	17
2.1.3	Qualifications (Step 3 of 10)	17
2.1.4	Employment History (Step 4 of 10).....	19
2.1.5	Registration (Step 5 of 10).....	19
2.1.6	Insurance Information (Step 6 of 10)	22
2.1.7	Academic Appointments / Teaching Experience (Step 7 of 10)	24
2.1.8	Professional Development (Step 8 of 10)	25
2.1.9	Background Checks (Step 9 of 10).....	27
2.1.10	Referees (Step 10 of 10)	29
3	Submitting your profile for Credentialing	30
3.1	Submit your Profile against a position.....	30
3.2	Requests requiring further details	33
3.3	Manage who has access to your Account	33
4	Update Expired Details with Registered Health Services	35
5	Index	38

1 Getting started & Managing your account

Mercury Credential is an online credentialing system which provides an organisation the ability to manage the end to end credentialing process online.

Mercury Credential provides a self-manageable, centralised clinical profiling system which enables health practitioners and staff members to create and manage their own online career profile in a central, accessible and secure location: <https://myclinicalprofile.com.au/>

Mercury Credential eliminates the need for paper-based processes, improves efficiency and ensures important actions are not missed.

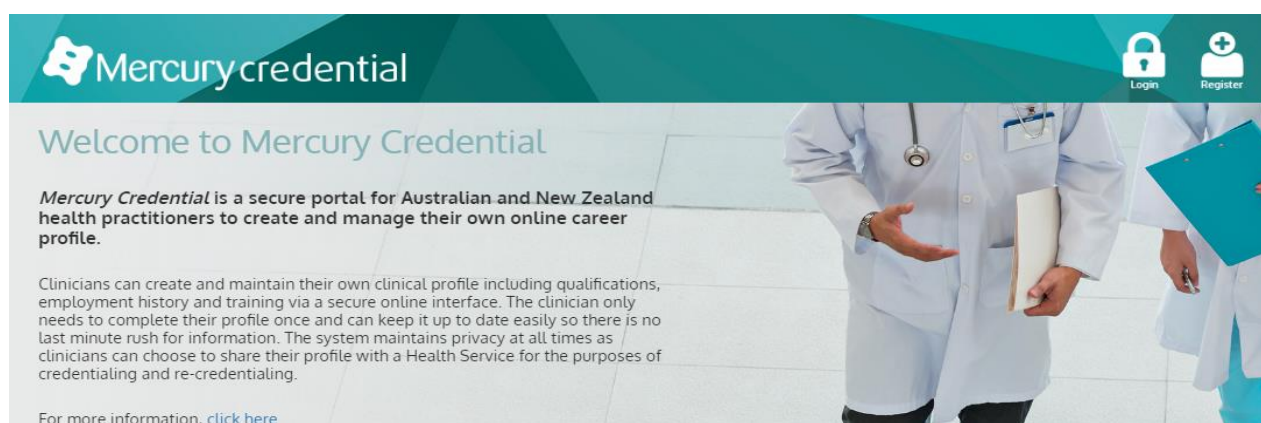
Details can be kept up to date and easily submitted to organisations for consideration against open positions, or for re-credentialing.

In this section, learn how to:

- Launch Mercury Credential
- Log into your account
- Change your username
- Change / reset your password
- Review, Print or Download your profile
- Manage your profile image
- Deactivate your account

1.1 Launch Mercury Credential

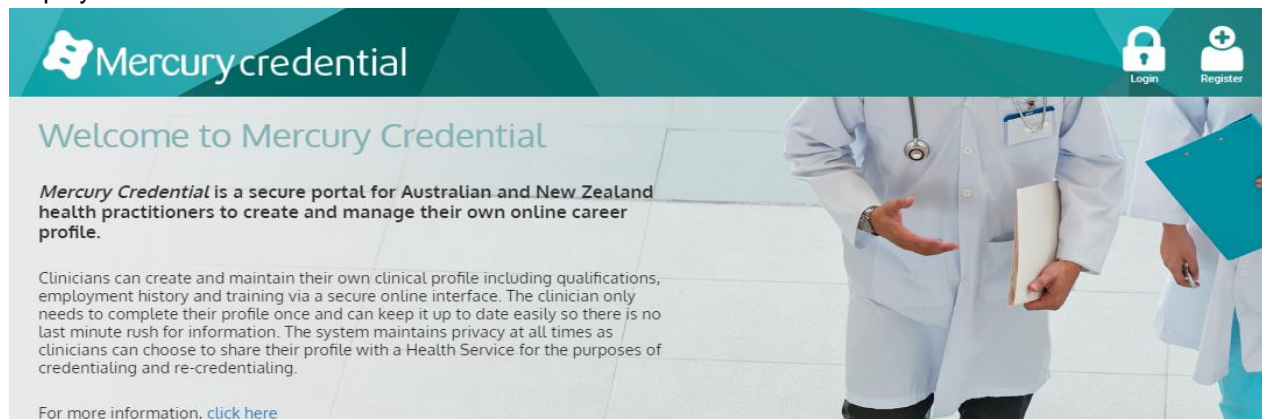
1. Access Mercury Credential using a web browser, such as Microsoft® Internet Explorer, Firefox, Chrome or similar.
2. Type <http://myclinicalprofile.com.au/> in the Address field at the top of the browser screen.
3. Click **Enter** > The Mercury Credential system displays:



TIP After you launch Mercury Credential, add this page to your Favourites in your browser for quick access to Mercury Credential.

1.2 Navigating myclinicalprofile.com.au

Once you have entered *myclinicalprofile.com.au* into your browser address bar, the following screen displays:



Log-In: Use this option if you already have an account.

Remember: A hospital you have worked for either now, or in the past, may have already registered an account for you.

Register: If you are sure that you do not already have an account, then register a new account by using the 'Register' option.

If you **already have an account**, skip to the next stage – to [Log Into your Mercury Credential account](#).

If you are **new to the system**, then you will need to [Register a new account](#).

1.3 Register & Create a new Mercury Credential account



NOTE

You may already have an account within the system.

If you work or have worked with an organisation that uses Mercury Credential, an account may already have been created on your behalf.


Make sure to use the **Log-In** option, if you do already have an account.

To create a new account in Mercury Credential, follow these steps:

1. Open the Mercury Credential myclinicalprofile site - *myclinicalprofile.com.au*
2. Select **Register new account** from the top right corner.



3. The Register a New Account screen displays.

Personal Details	
* Title	Please Select ▼
* First name	<input type="text"/>
* Surname	<input type="text"/>
* Date of Birth	<input type="text"/> 
* Please state the countries in which you intend to practice	<input type="text" value="Country name"/>


4. Enter the following details:

- **Title** – Select a title from the drop-down list
- **First Name**
- **Surname**
- **Date of Birth**
- **Please state the countries in which you intend you intend to practice**

This will ensure that the fields offered within your profile are suitable to the countries in which you intend to practice, and allow profile submissions to these countries.

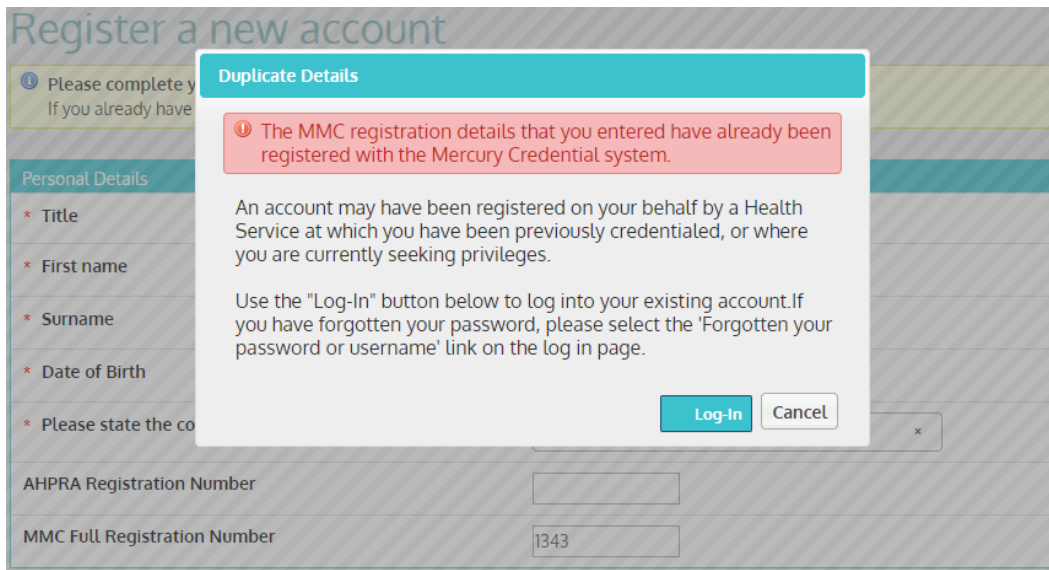
This field may be modified in future within your profile.

5. Additional fields may be displayed depending on your practice country

Personal Details	
* Title	Dr ▼
* First name	John
* Surname	Smith
* Date of Birth	18-06-1980 
* Please state the countries in which you intend to practice	Australia x Malaysia x x
AHPRA Registration Number	<input type="text"/>
MMC Full Registration Number	<input type="text"/>

If

one of the registration numbers entered is already registered the following message will display:



Register a new account

Please complete your details
If you already have an account, please use the 'Log-In' button below.

Duplicate Details

The MMC registration details that you entered have already been registered with the Mercury Credential system.

An account may have been registered on your behalf by a Health Service at which you have been previously credentialed, or where you are currently seeking privileges.

Use the "Log-In" button below to log into your existing account. If you have forgotten your password, please select the 'Forgotten your password or username' link on the log in page.

Log-In **Cancel**

Personal Details

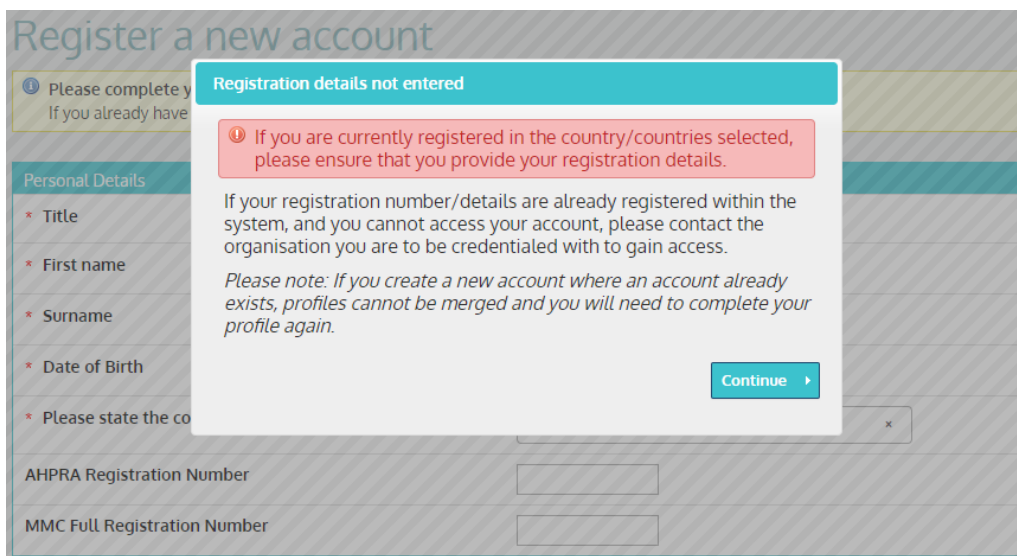
- * Title
- * First name
- * Surname
- * Date of Birth
- * Please state the country you are currently registered in

AHPRA Registration Number

MMC Full Registration Number 1343

If this message displays, it is likely that you already have a Mercury Credential account. Use the Log-In option to access your account.

If you do not enter a registration number and press continue, an additional pop up will appear.



Register a new account

Please complete your details
If you already have an account, please use the 'Log-In' button below.

Registration details not entered

If you are currently registered in the country/countries selected, please ensure that you provide your registration details.

If your registration number/details are already registered within the system, and you cannot access your account, please contact the organisation you are to be credentialed with to gain access.

Please note: If you create a new account where an account already exists, profiles cannot be merged and you will need to complete your profile again.

Continue

Personal Details

- * Title
- * First name
- * Surname
- * Date of Birth
- * Please state the country you are currently registered in

AHPRA Registration Number

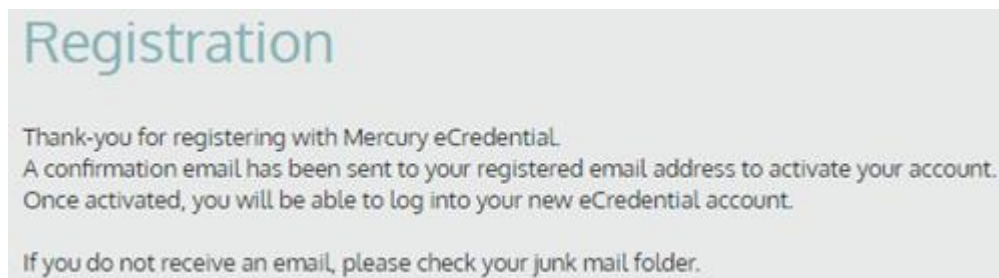
MMC Full Registration Number

6. Enter Login Details

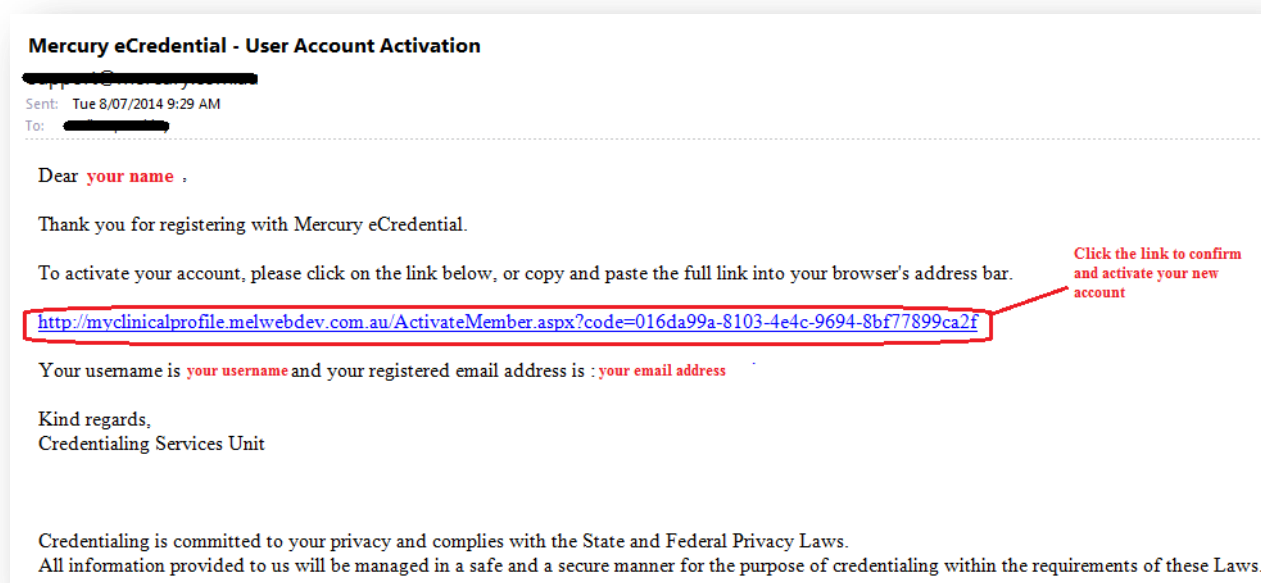
- **Username** – enter a username for your new account
- **Password** – enter a password for your new account - Passwords must be between 6 and 20 characters, with at least one letter and at least one number

- **Confirm Password** – re-enter your password to confirm
- **Email** – Enter your email address. All email correspondence and notifications will be sent to this email address.
- **Confirm Email** – re-enter your email address to ensure you have typed the address correctly.

7. Click the **Create Account** button. A confirmation message displays:



8. Check your email for an activation message



If you do not receive an email, please check your junk mail folder.

9. Click the link contained within the email. The *Activate Account* page displays:

Activate Account

Please enter your username and email address to complete the activation process

User Details	
Username	<input type="text"/>
Email Address	<input type="text"/>

Activate

10. Enter your username and then your email address. These details are contained within the activation email.
11. Click **Activate** to confirm your details. A confirmation message displays:

Activate Account

Thank-you for activating your account.
You may now use the "Sign In" button above to access your member profile.

12. Use the Log-In link at the top of the screen to [Log into your new account](#).




Log into your Mercury Credential account

If you already have an Mercury Credential account, you can Log-In as follows:

1. Open the Mercury Credential myclinicalprofile site - myclinicalprofile.com.au
2. Click **Log-In** at the top right of the screen. The following page displays:

Health Practitioner Log-In



Username / email address

Enter your username or registered email address

Password

Enter your password

Log-In

[Forgotten your password or username?](#)

3. Type in your username (or registered email address) and your password.

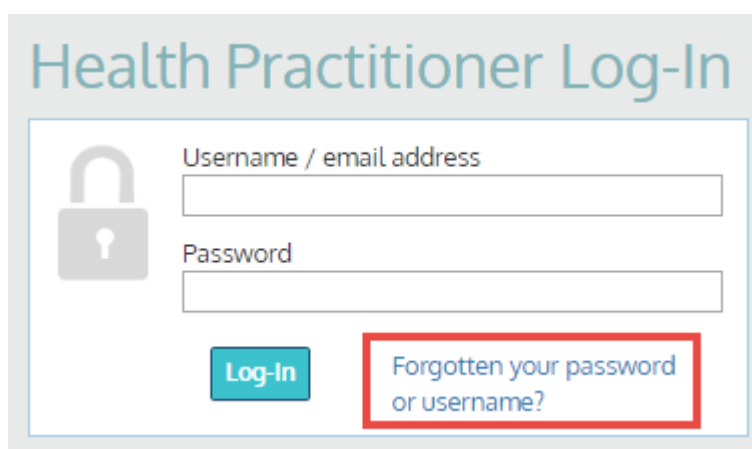
4. Click **Log-In**.

The **Personal Details** screen displays and you are now logged into your Mercury Credential profile.

1.4 Forgotten your Password? Logging in for the first time?

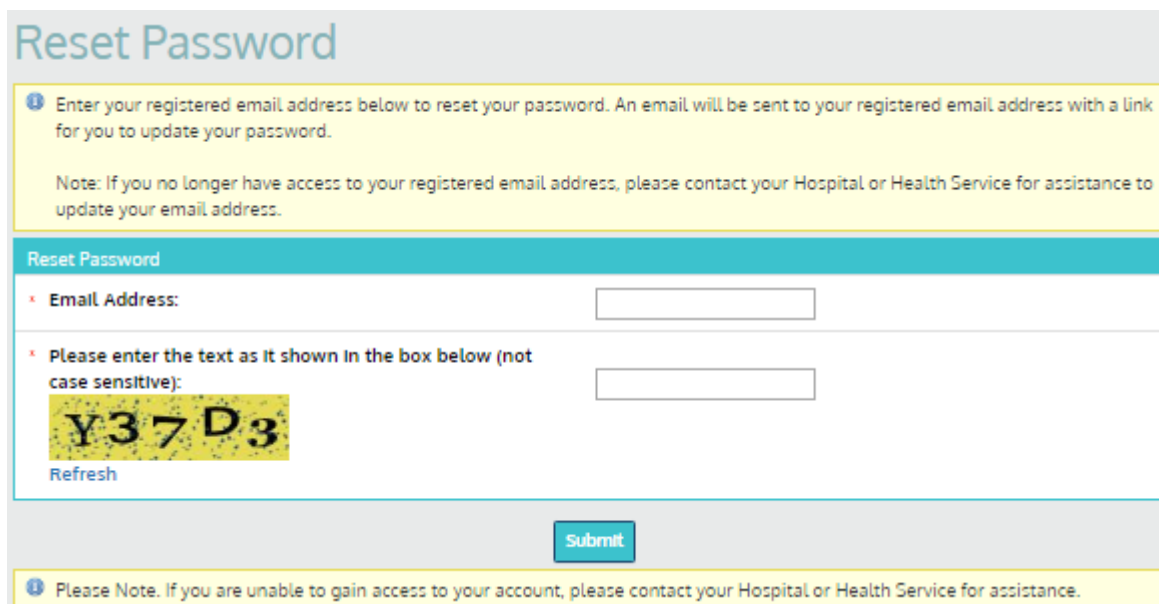
If you forget your password, or if you are logging in for the first time, you can reset your password for your Mercury Credential account as follows:

1. Click the **Forgotten your password or username?** link under the Password field on the Health Practitioner Log-In screen (as below).



The screenshot shows the 'Health Practitioner Log-In' screen. It features a login form with two input fields: 'Username / email address' and 'Password'. To the left of the fields is a padlock icon. Below the fields are two buttons: 'Log-In' and 'Forgotten your password or username?'. The 'Forgotten your password or username?' button is highlighted with a red rectangular border.

2. The Reset Password screen displays:



The screenshot shows the 'Reset Password' screen. At the top, there is a yellow information box with a blue 'i' icon, containing instructions: 'Enter your registered email address below to reset your password. An email will be sent to your registered email address with a link for you to update your password.' Below this is a note: 'Note: If you no longer have access to your registered email address, please contact your Hospital or Health Service for assistance to update your email address.' The main form area has a teal header 'Reset Password'. It contains two input fields: 'Email Address:' and a field for a CAPTCHA. The CAPTCHA text is 'Y37D3' displayed on a yellow background with a 'Refresh' link below it. At the bottom of the form is a 'Submit' button. A final yellow information box at the very bottom contains a note: 'Please Note: If you are unable to gain access to your account, please contact your Hospital or Health Service for assistance.'

3. Type in your email address, and click **Next**.

A confirmation message displays:

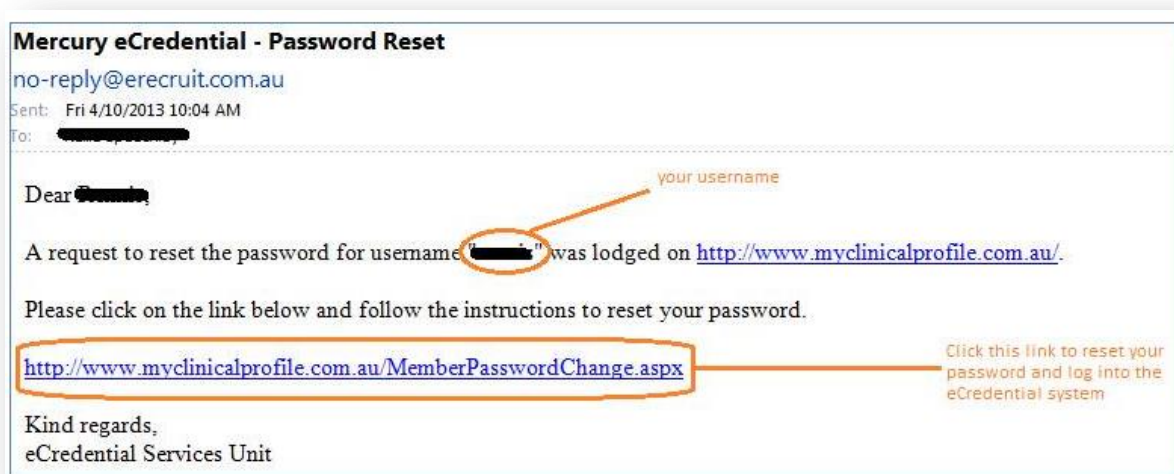
Reset Password

Thank you.

An email has been sent to (Your email address) with instructions on how to reset your password.

Mercury Credential will send you an email with your username and instructions for resetting your password.

4. Go to your email inbox, open the Mercury Credential password reset email.



5. Click the reset link. **NOTE: This link can be used ONCE only.**
If you do need to reset your password again, start Steps 1 to 5 again.
6. The Mercury Credential Change Password screen displays.
7. Type your new password in the **New password** field. Your password must be between 6 and 20 characters long, and include at least one uppercase letter and one number.
8. Confirm your new password by typing it again into the **Confirm password** field.
9. Click **Continue**. A message displays to confirm your password has been updated.

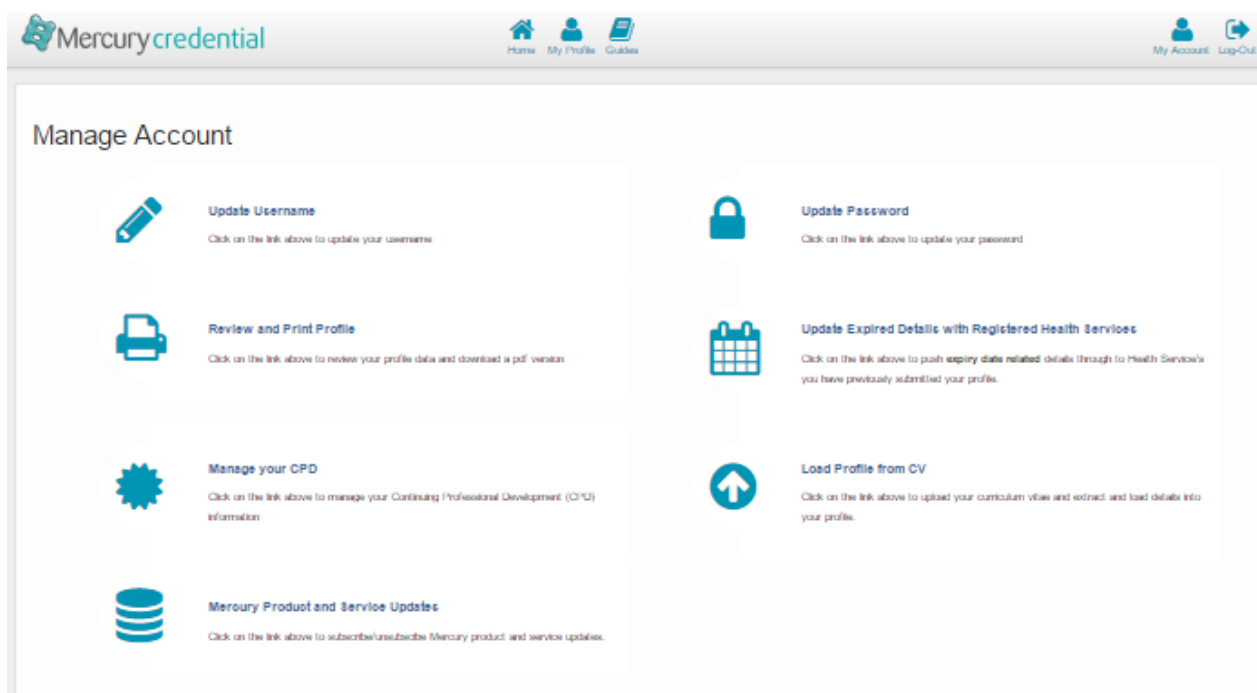
You can also [change your password](#) once you have logged into your account.


1.5 Navigating & Managing your profile page

The following areas are key to navigating your profile pages:

- **Requests** – to view requests to submit your profile for credentialing
- **History** – to view the history of submissions
- **Side-menu** – quickly and easily jump to pages within your profile
- **My Account** – to manage and update details, review profile and more

- **Log-out** – to log out of the system





To step through each page of your profile using a **Wizard** – use the **Next** button at the bottom of the page:

Save

Cancel

Save & Move Next >

1.6 Change your username

1. In the Tools area at the bottom of the left-hand navigation menu, click **Update User Name**. The Update User Name screen displays:

Update Username

Username Details	
Current Username	kellie
* New Username	<input style="width: 90%;" type="text"/>

Save

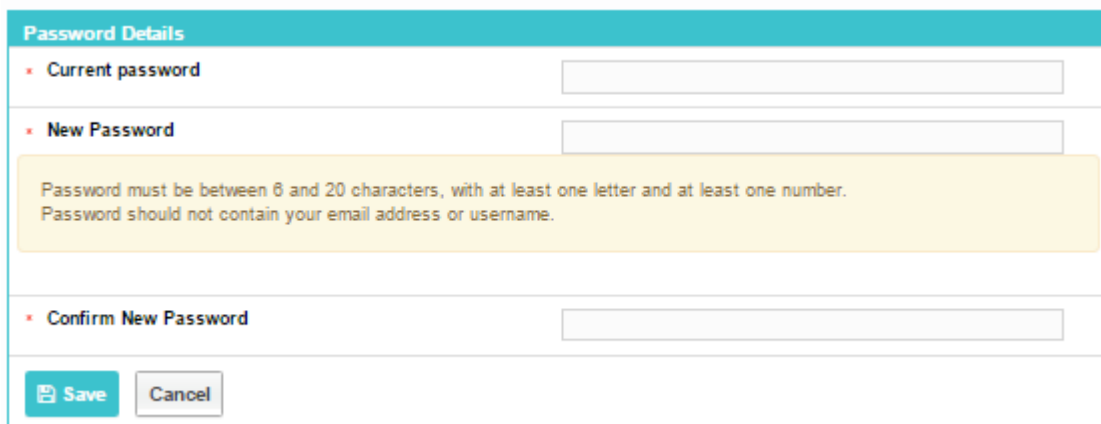
Cancel

2. Enter a new unique user name.
3. Click **Save** to update your user name

1.7 Update your password

To update your Mercury Credential password:

1. In the Tools area at the bottom of the left-hand navigation menu, click **Update Password**. The Update Password page displays:



The screenshot shows a form titled "Password Details" with a teal header. It contains three input fields: "Current password", "New Password", and "Confirm New Password". Below the "New Password" field is a yellow warning box with the text: "Password must be between 6 and 20 characters, with at least one letter and at least one number. Password should not contain your email address or username." At the bottom of the form are two buttons: "Save" (teal) and "Cancel" (grey).

2. Enter your Current Password, then your New Password. Your password must be between 6 and 20 characters long, and include at least one uppercase letter and one number.
3. Re-enter your new password to ensure you have not mistyped your password

1.8 Review / Print / Download your profile

1. Select the **Review and Print Profile** option within the Manage Account section of the main navigation menu.
2. Your profile will display in a read-only format. You can choose to either:
 - Download your profile as a PDF by selecting the **Download Profile As Pdf** button at the top of the screen.
 - Print your profile by using the **print** option within your browser.



NOTE

Your profile image will not be included within the printed version.

1.9 Manage your profile image

An image can be stored against your profile for identification purposes.

You can manage your profile image as follows:

- Upload a profile Image
- Change a profile image
- Delete a profile image

1.9.1 Upload a profile image

1. Select **Click to Edit** below the portrait in the left-hand navigation menu. The Profile Image screen displays.
2. Upload a photo by clicking the **Choose File** option. The document browser opens.
3. Select the photo you want to upload, click **Open**. A link to your document displays on the screen.
4. Click **Save** to add your photo to your profile.



Acceptable file types for profile images are: .jpg, .jpeg, .gif and .png

1.9.2 Change your profile image

Where you have already uploaded a profile image, you can change your profile image as follows:

1. Select **Click to Edit** in the left-hand navigation menu to select an alternative image for your profile
2. Click **Choose File** to open the document browser and select the photo to upload
3. Click **Open**. A link to your document displays on the screen.
4. Click **Save** to add the image to your profile.

1.9.3 Delete your profile image

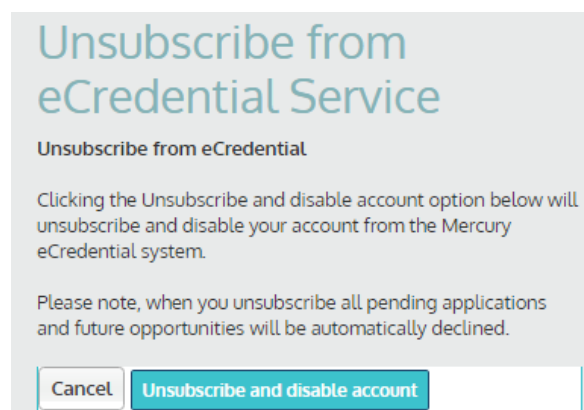
You can delete the profile image on your profile as follows:

1. Select the **image** in the left-hand navigation menu
2. Click **Remove Photo** to remove the existing image from your profile. The Confirm Delete message displays.
3. Confirm to remove the photo from your profile by clicking **Ok**.

1.10 Deactivate your Account

If you no longer wish to use your Mercury Credential account, you can deactivate your account as follows:

1. Locate an email in your inbox from Mercury Credential.
2. At the end of each email, there is a hyperlink to Unsubscribe from the Mercury Credential system.
3. Click the hyperlink. Your browser loads and displays the Unsubscribe from Mercury Credential Service screen.





NOTE

By unsubscribing from Mercury Credential, all pending applications and future opportunities will be automatically declined.

4. Select the option to **Unsubscribe and disable account** to continue and deactivate your account. Otherwise select **Cancel**.

2 Completing and updating your profile

Now that you have an Mercury Credential account, you can add or change the details in your personal profile. In this section learn how to add and update:

- Personal information, including your address, contact details and your emergency contact details
- Professional information
- Your login details, including your user name and password
- Your profile photo






NOTE

When you update details on your profile, this will not update or impact details on applications which you have previously submitted.



TIP

- All fields on the screen that are marked with a red asterisk * are mandatory and must be completed in order to save an open profile page.
- Areas within your profile which are complete display a green tick symbol  this enables you to easily recognise areas of your profile yet to be completed.
- To edit details already added to your profile, click the Edit button .
- Details can be removed by clicking the Delete button .

2.1 Complete / Update your Mercury Credential profile



When you first access your account, proceed through the following steps to complete all required details within your profile. You can then update your profile as required when details change.

1. First, [Log Into](#) Mercury Credential. The Personal Details (Step 1 of 11) screen displays, this is the first page of your Mercury Credential profile.

2.1.1 Personal Details (Step 1 of 10)

The Personal Details step captures the following details:

Personal Details

Personal Details	
* Please state the countries in which you intend to practice	<div> <div>Malaysia x</div> <div>Australia x</div> <div>New Zealand x</div> <div>x</div> </div>
* Title	Dr ▼
Professional Title	<input type="text"/>
* Given Name	John
Middle Name	<input type="text"/>
* Family Name	Smith
Preferred name	<input type="text"/>
Previous Name	<input type="text"/>
* Date of Birth	01-01-1980 
Place of Birth	<input type="text"/>
* Residency Status	Australian Temporary Resident ▼
Do you currently hold a visa?	No ▼
* What is the status of your visa application?	<input type="text"/>
* In which country did you receive your Primary Degree?	Australia ▼
<div>  Please attach Curriculum Vitae with details of: <ul style="list-style-type: none"> - Undergraduate Qualifications, University, Year of Graduation - Postgraduate Qualifications, Degrees, Diplomas, Fellowships - Hospital appointments within the last 5 years - Ongoing postgraduate education/CPD in the past 3 years - Publications </div>	
* Curriculum Vitae	<div>Choose File</div> <div>No file chosen</div>

Save

Cancel

Save & Move Next >

2. Enter your personal and registration details:

- **Please state the countries in which you intend to practice within** – Your profile will populate the necessary sections and fields for the countries outlined
- **Title** – Select your title from the drop-down list
- **Professional Title** – where appropriate, enter a professional title
- **Given Name** – Enter your legal first name
- **Middle Name** - Enter your legal middle name
- **Family Name** - Enter your legal surname
- **Preferred Name**- Enter your preferred name
- **Previous Name** - Enter a previous name
- **Date of Birth** – Enter or select from the calendar, your date of birth
- **Place of Birth** – Enter the country in which you were born
- **Residency Status** – Select your current residency status from the options listed

If the **Residency Status** field is set to a Temporary Resident or Other, then further visa questions will display for completion:

Add Visa Details

* First Name (on Visa)

* Last Name (on Visa)

* Visa Type

Visa type

* Visa Date of Issue

* Visa Expiry Date

* Visa Number

Occupation (ANZSCO) Code

Please select

* Passport Number

* Passport Expiry Date

OK

Cancel

- **First Name (on visa)** – enter your given name as recorded on your visa
- **Last Name (on visa)** – enter your surname as recorded on your visa
- **Visa Type** – enter the type of visa recorded on your visa
- **Visa Date of Issue** – enter the date on which your visa was issued
- **Visa Expiry Date** – enter the date on which your visa expires
- **Visa Number** enter your visa number
- **Occupation (ANZSCO) Code (if Australian)** - select the ANZSCO code associated with your visa from the drop-down list
- **Passport Number** - enter your passport number
- **Passport Expiry Date**- enter the date of your passport expiry
- **Visa Attachment** – upload a copy of your visa

3. Upload a copy of your CV using the **Browse** button the **Curriculum Vitae** field.
Browse to locate a copy of your CV to upload.

4. Select which country you received your primary degree in from the drop down menu.

If the country in which you received your degree does not display within the list in this field, select the option of **Other**. Additional questions regarding English Tests and the AMC MCQ display for completion.

5. Click **Next** to continue.

2.1.2 Contact Details (Step 2 of 10)

6. Enter your personal and professional contact details in the following sections.

- Contact Details – enter your email address/ect
 - **Contact Email Address** - enter your primary email address
 - **Web sites, blogs or social media links** – add links that may be relevant to your profile

You can use the predictive address field to auto-populate your address. As you start to type your address, the system will display close matches:

Address Search

- Professional Address – enter details pertaining to your professional address:
 - **Address Details**
 - **Phone** – Enter your phone number
 - **Fax** – Enter a FAX number where appropriate
 - **Mobile / Pager** – enter your mobile contact number
- Residential Address- enter details pertaining to your place of residence:
 - **Address Details**
 - **Phone (BH)** – Enter your phone number
 - **Fax** – Enter a FAX number where appropriate
 - **Mobile / Pager** – enter your mobile contact number
- Postal Address – Select to copy your address from your Professional Address, or Residential Address, or enter different details for your postal address where this differs to your residential or professional addresses
- Emergency contact details (optional). - **Name, Relation, Address Details, Phone (BH & AH), Mobile**

7. Click **Next** to continue.

2.1.3 Qualifications (Step 3 of 10)

8. Click **+add qualification** to add a qualification to your profile.

The Add New Qualifications Activities pop-up window displays:

Qualification Activities

Please list all qualifications, and upload a copy of your certificate.

Please check with the relevant Hospital or Health Service if your certificate/s need to be certified.

Year	Qualification	Attachment	Action
2006	FELLOWSHIP Royal Australasian College of Surgeons	DSC_0175.jpg	

[add qualification](#)

← Previous
Save
Cancel
Next →

9. Enter details pertaining to the qualification using the following fields:

Add New Qualifications Activities
✕

i All new credentialing candidates need to attach copies of all documentation they refer to while filling in this profile. All current employees need to attach any new supporting documentation since they were last credentialed. Originals may be requested during the credentialing process.

*

Country

Country name

*

Qualification Type

Degree

*

Qualification Name

*

University / Institution

University or Institution

*

Year Obtained

*

Attachment

Choose File

No file chosen

Cancel

OK

- **Qualification Type** - Select type of qualification from one of the following options:

- Degree
- Fellowship
- Certificate
- Graduate Certificate
- Associate Diploma
- Diploma
- Graduate Diploma
- Masters Degree
- Professional Doctorate
- PhD

Where Degree, Masters Degree, Professional Doctorate or PhD:

- **Qualification name** - enter the name of your Degree/Qualification in this field.
- **University / Institution** - Select a University or Institution from the drop down menu in this field. Where your University or Institution is not listed, select the option of Other and enter the name of your University or Institution in the Other University field which subsequently displays.
- **Year Obtained** - Enter the year you obtained your qualification
- **Attachment** – add a document to validate your qualification.
 - Click Browse. The document browser opens.
 - Select the document you want to upload, click Open. A link to your document displays on the screen.
 - Click Ok. Your qualification has been added to your profile.

Where Fellowship:

- **Qualification name** – enter further details regarding the fellowship.
- **College** - Select a college from the drop down menu in this field. Where your college is not listed, select the option of Other and enter the name of your University or Institution in the Other University field which subsequently displays.

- **Year Obtained** - Enter the year you obtained your qualification
- **Attachment** – add a document to validate your qualification.

Where Certificate, Graduate Certificate, Associate Diploma, Diploma and Graduate Diploma:

- **Qualification name** – enter further details regarding the fellowship.
- **Institution** - Enter the name of your college, university or institution in the field
- **Year Obtained** - Enter the year you obtained your qualification
- **Attachment** – add a document to validate your qualification.

10. To add more qualifications repeat above steps.

11. Click **Next** to continue.

2.1.4 Employment History (Step 4 of 10)

Professional Employment History				
<p><i>Please provide details of your relevant professional employment history for the last five years. Please include the organisation name and dates of employment for each professional employment or place at which you have practiced including other hospitals or non-public hospital-based specialty practices.</i></p>				
Organisation	Appointment Name	Duration	Attachment	Action
Monash Health	Professor of Urology	Mar 2011 to Apr 2020		 
Melbourne Health	Senior Lecturer	Feb 2012 to Apr 2023	DSC_0175.jpg	 
<p> add professional employment history</p>				

[< Previous](#)
[Save](#)
[Cancel](#)
[Next >](#)

Provide details of all current and previous clinical appointments held within the last five years (including names of organisations and dates of appointment) or other places of practice (for example, other hospitals or non-public hospital-based specialty practice).

12. Click **+add professional employment history**, the Add New professional employment history pop-up window displays. Enter the following details for the clinical appointment :

- **Organisation** – enter the name of the Organisation where your appointment was.
- **Name and type of appointment** - Enter the name of the appointment and type of appointment.
- **Duration** - Select the dates of the appointment duration.

13. Attach a copy of supporting documentation:

- Click **Browse** to open the document browser.
- Select the document to upload and click Open. A link to your document displays on the screen.
- Click **Save** to add the appointment to your profile.

14. To add more appointments repeat steps 18 – 20.

15. Click **Next** to continue.

2.1.5 Registration (Step 5 of 10)

Add your Medicare Provider Number/s to your profile.

16. Click **+add Medicare provider number**, the Add Medicare Provider Number pop-up window displays:

Medicare / Prescriber Details				
Medicare Provider Number(s)				
Number	Description	Entity	Location	Action
123456789	Healthscope			
+ add medicare provider number				
Prescriber Number		<input type="text" value="87654324567"/>		

17. Enter the following details for the clinical appointment

- **Medicare Provider Number** – enter your Medicare provider number
- **Description** - Enter a description if required
- **Entity** - Select an organisation to whom this is relevant (this also displays location options depending on the entity selected)
- **Location** – Select a location if your Medicare provider number is location specific

Click **Save** to add the prescriber number to your profile.

18. Enter your **Prescriber Number**

19. For the question **Do you have an AHPRA Registration Number?** select:

- **Yes** – you will be asked for further details regarding your registration number and type.
- **No** – if you do not have an AHPRA National Medical Registration Number.

Australian Health Practitioner Regulation Agency (AHPRA) Registration Number	
* Do you have an AHPRA Registration Number?	<input type="text" value="Yes"/>
No AHPRA registration number found.	
+ add AHPRA registration number	
Please provide specific registration details (including name and location of supervisor and frequency of supervision)	<input type="text"/>
* Do you have Area of Need registration?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Applicable

20. Click the **+add AHPRA registration number** link to add an AHPRA number

21. Respond to the Registration questions:

- Please provide specific registration details (including name and location of supervisor and frequency of supervision)
- Do you have Area of Need registration?
- If you have registration pertaining to an Area of Need, please detail the type of assessment process undertaken prior to achieving full registration

22. If you are registered with ASAR or have a Victorian Radiation Use Licence, add your registration number by clicking the +Add link in the relevant section:

23. Depending on your answer to the initial system question *'Please state the countries in which you intend to practice within'*, additional registration sections may appear, allowing users the ability to provide and validate registration details.

Diagnostic Radiographers / Medical Imaging Technologists and Radiation Licence & Registration details	
<p>i This section applies only to Victorian Radiation Use Licences and ASAR Registration. If you hold radiography, radiology or sonography license/s or registration for another State or recognised institution, please enter the details within the Additional Registrations section below.</p>	
<p>* Do you hold an ASAR Registration and/or Victorian Radiation Use Licence?</p>	<p>Yes <input type="button" value="v"/></p>
<p><i>Australian Sonographer Accreditation Registry (ASAR) Registration Number</i></p>	
<p>No ASAR registration number found.</p>	
<p>+ add ASAR registration number</p>	
<p><i>Victorian Radiation Use Licence Registration Number</i></p>	
<p>No Victorian Radiation Use Licence number found.</p>	
<p>+ add victorian radiation use licence number</p>	
<p><i>Radiation Licence</i></p>	
<p>Attach current license</p>	<p><input type="button" value="Browse..."/></p>

A validate option will verify your details against the relevant database.

24. Enter any Additional Registrations you may have by clicking the **+add registration details** link. Enter the following details for the registration

- **Registration Type**
- **Registration Number** – enter the registration number
- **Description** - Enter a description if required
- **Expiry Date** – select the date on which the registration expires
- **Attachment**– add an attachment where relevant

Click **Save** to add the Registration details to your profile.

25. Record an ABN/CAN number against your profile by selecting the **+add ABN/ACN Number** link

26. Complete the **questionnaire** by selecting either **Yes** or **No** for each question.

27. Enter details for any **Overseas Registrations** you have:

Overseas Registrations	
<p>Are you currently registered as a Health Practitioner in another country?</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>
<p>If yes, please provide details</p>	<p><input type="text"/></p>
<p>Have you ever been registered as a Health Practitioner in any other country?</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>
<p>If yes, please provide details</p>	<p><input type="text"/></p>

28. Click **Next** to continue.

2.1.6 Insurance Information (Step 6 of 10)

Step 6 captures details relating to your current medical and professional indemnity insurance cover.

- Respond to the questions regarding indemnity:

Medical and Professional Indemnity Insurance



Current Medical and Professional Indemnity Insurance Cover

Do you currently have medical and professional indemnity insurance?

Do you have Salaried Employer Indemnity?

Do you have Non-salaried Employer Indemnity?

Insurance Details

Country	Name	Policy number	Member ID	Maximum insured value	Expiry date	Attachment	Action
Australia	AVANT Insurance Ltd	123123213	1312312312	100000000000	30 Jun 2017		 

[+add member insurance details](#)

Indemnity Insurance data last update submitted on 27 Jun 2017 16:41:10 [Update Expired Details with Registered Health Services](#)

Is your proposed scope of clinical practice reflected in or covered by your current medical and professional indemnity insurance?

Has there ever been, or are there currently, any pending indemnity claims, settlements or judgments against you?

Has your current or any previous insurer ever excluded or reduced any specific area of practice, or terminated or denied coverage?

If the answer to either of the last two questions is 'Yes', please provide a detailed explanation and specify the name of the relevant insurer.

Test

- Do you currently have medical and professional Indemnity Insurance? Select either Yes or No.
 - Do you have Salaried Employer Indemnity? Select either Yes or No.
 - Do you have non-salaried Employer Indemnity? Select either Yes or No.
- Where you have selected Yes to the question, **Do you currently have medical and professional Indemnity Insurance?** add insurance details by clicking the **+add member insurance** details link to add a set of insurance details:

Add New Member Insurance Details

* Country
Country name

* Name of insurer
Insurer name

Policy number

Member ID

* Maximum insured value

* Expiry date

Copy of current policy renewal certificate
Choose File No files chosen



Cancel OK

3. Enter the following details for insurance by clicking the **+add indemnity details** link:
 - **Country** – enter country relevant to entered details
 - **Name of Insurer** - enter the Name of Insurer
 - **Policy Number** - enter the Policy Number
 - **Member ID** – enter your personal Member ID
 - **Maximum Insured Cash Value (\$)** – enter the Maximum insured cash value for the insurance
 - **Expiry Date** – enter the Expiry Date for the insurance
 - **Copy of current policy renewal certificate** - Attach a copy of current policy renewal certificate:
 - Click **Browse** and the document browser opens
 - Select the document you want to upload, click **Open**. A link to your document displays on the screen.
4. Note. Should Avant insurance be selected, the Member ID field will become mandatory.
5. Complete questions regarding current and previous indemnity insurance.
6. Enter any other Indemnity details in the *Other Indemnity* section:
 - **Name**- enter a name
 - **Description** – enter a description
 - **Type** – enter a type
7. Click **Next** to continue.

2.1.7 Academic Appointments / Teaching Experience (Step 7 of 10)


At Step 7, you can provide details of current and previous university or hospital teaching appointments held within the last five years.

Academic Appointments / Teaching Experience (Step 7 of 10)

Academic Appointments / Teaching Experience			
<i>i</i> Please provide details of current and previous university or hospital teaching appointments held within the last five years.			
Organisation	Status / Level	Term of Appointment	Action
Monash Health	Level 1	Jan 2010 to Mar 2007	 
+ add Academic Appointment			

[< Previous](#)
[Save](#)
[Cancel](#)
[Next >](#)

8. Click **+add Academic Appointment**, the Add New Academic Appointments pop-up window displays:





Add New Academic Appointments 

i All new credentialing candidates need to attach copies of all documentation they refer to while filling in this profile. All current employees need to attach any new supporting documentation since they were last credentialed. Originals may be requested during the credentialing process.

* Organisation

* Status / Level

* Term of appointment

(Month) 
 (Year) 
 To: (Month) 
 (Year) 

[Cancel](#)
[Save](#)

9. Enter details regarding your academic appointment using the following fields:

- **Organisation** - Type in the name of the Organisation.
- **Status / Level** - Enter the Status or Level of the appointment
- **Term of Appointment** - Select the dates for the Term of appointment.

10. Click **Save** to save the details. Repeat steps to add more academic appointments.

11. Click **Next** to continue.

2.1.8 Professional Development (Step 8 of 10)

At this step, you can provide details of any CPD you are currently or have previously completed, including:

- College CPD
- CPD
- Quality related activities
- Publications








NOTE

Usually you will need to complete at least one set of details against one of the above 4 sections.

Continuing Professional Development (Step 8 of 10)

College CPD Certificate			
No college CPD certificate have been added			
+ add college CPD certificate			

Continuing Professional Development			
Institute/location	Description of activity	Dates	Action
Royal Association of Medical Education	Anaesthetics	Mar 2014 to Feb 2015	 
+ add continuing professional development			

Quality Activities					
 If you regularly participate in formal clinical reviews, audits and/or peer review activities in any clinical setting, please enter the details below.					
Name	Clinical setting	Organization	Date	Attachment	Action
International Urology and Nephrology Inst.		Management of XYZ	Jan 2012	20130111_194057.jpg	 
+ add quality activity					

Publications	
No publications have been added	
+ add publication	

[< Previous](#)
[Save](#)
[Cancel](#)
[Next >](#)

12. Click **+add college CPD Certificate**, the Add New College CPD Certificate pop-up window displays. Enter the following details:

- **Name** – Enter the name of the institute at which the course was taken
- **Description** - Enter a brief description of the course undertaken
- **Dates**– Select the dates during which you participated in the CPD.
- **Attach** a copy of your documentation; Log Book, Activity and / or Certificates. Click **Browse** and the document browser opens.

13. Click **+add continuing professional development**, the Add New Continuing Professional Development pop-up window displays.

Add New Continuing Professional Development

Institute/location

Description of activity

Website

Dates participated

(
Month
)
(
Year
)
To:
(
Month
)
(
Year
)

Attachment of logbook

Attachment of activities or certificates

Choose File

No fil...hosen

Choose File

No fil...hosen

Cancel

Save

Enter details regarding your professional development using the following fields:

- **Institute** – Enter the name of the institute at which the course was taken
- **Description** - Enter a brief description of the course undertaken
- **Website** – Enter a website for the course where relevant
- **Dates of Participation** – Select the dates during which you participated in the professional development.
- **Attach** a copy of your documentation; Log Book, Activity and / or Certificates. Click **Browse** and the document browser opens.
- Select the document you want to upload, click **Open**. A link to your document displays on the screen.
- Click **Ok**. Now your CPD has been added to your profile.

You can also add Quality Activities, Publications in the subsequent areas on this screen.

14. Click **Next** to continue.

2.1.9 Background Checks (Step 9 of 10)

The Background Checks page captures details relating to criminal record screens, working with children checks etc.



NOTE

Depending on the organisation to which you are submitting your profile, this page may be optional, or may be required. Where required, you will need to complete at least one set of details on this page.

Background Checks

Pre-Employment Checks

★ Have you completed any form of pre-employment screening?

☒ Yes
 ☐ No

Check Type	ID/Card Number	Result Date	Expiry Date	Description	Status	Attachment	Action
Australian National Police Check	123	18 Jan 2017	22 Jan 2017		Erred		 

 add pre-employment check

Update Expired Details with Registered Health Services

Mandatory Reporting of Child Sexual Abuse Training (Western Australia - Department for Child Protection)

Have you completed Mandatory Reporting of Child Sexual Abuse Training (Western Australia - Department for Child Protection)?

☐ Yes
 ☐ No

?

Identification Documents

Document Type	Attachment	Action
TEST	Test.docx	

 add identification document

Don't have a current National Police Check? Fit2work provides an individual National Police Check in easy 5 steps!(Optional)



15. For the questions 'have you completed any form of pre-employment screening?' select:
 - **Yes** – you will be asked for further details regarding the screening completed.
 - **No** – if you have not completed any pre-employment screening.
16. Add pre-employment check
 - **Check Type** – Select the relevant type of pre-employment screening
17. If Working with Children Check is selected:
 - **Is the working with children check included in your police check?** - Select yes or no.
 - **Card Number** – enter the card number
 - **Card Description**- enter a description where relevant
 - **Expiry Date** – enter the expiry date of the working with children check
 - **Attachment** – attach evidence of the working with children check

18. If international criminal history check is selected:

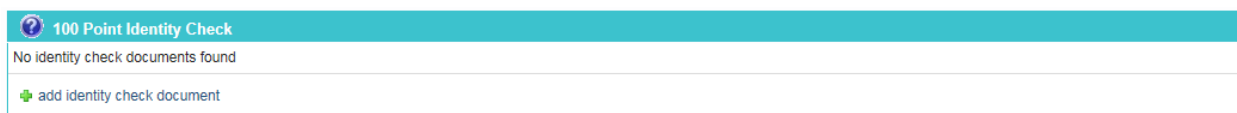
- **Country** – Outline the country for which the check was completed.
- **Id Number** – enter the id number for the screening
- **Result Date**- enter the result date for the screening
- **Expiry Date** - enter the expiry date for the screening
- **Status** – enter the status of the screening
- **Attachment** – upload evidence of your screening (optional).

19. If any other option is selected:

- **Id Number** – enter the id number for the screening
- **Result Date**- enter the result date for the screening
- **Expiry Date** - enter the expiry date for the screening
- **Status** – enter the status of the screening
- **Attachment** – upload evidence of your screening (optional).

20. Select Yes or No against the question of Mandatory Reporting of Child Sexual Abuse Training. ***This question is relevant for Western Australian users only.***


21. Add 100 Point Identity check documents and details by clicking the **+add identity check document** link

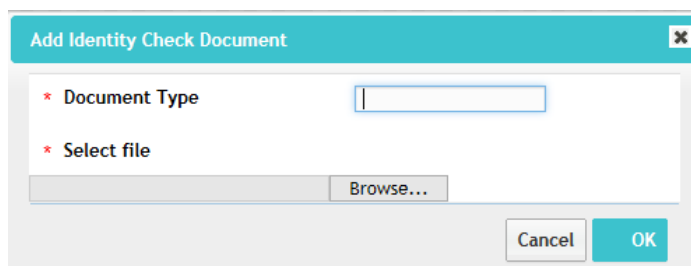


100 Point Identity Check

No identity check documents found

+ add identity check document

A downloadable PDF document is available by clicking the  against the 100 point ID check section, which outlines the points allocated for each type of identification document.



Add Identity Check Document

* Document Type

* Select file







Enter the following details:



- **Document Type** – enter a document type to display as a description.
- Attach a copy of your documentation by clicking **Browse**; the document browser opens

2.1.10 Referees (Step 10 of 10)

Enter referee contact details at Step 10. You can also attach references or additional referee details where required within the *Referee Attachments* section of this page.

22. Click **+add new reference**, the Add Referee page displays:

Referees			
 At least one referee should be a current employer			
Reference	Preferred contact method	Date created	Action
Dan Brown	Mobile Phone	05 Mar 2015	 
Tony Bain	Mobile Phone	05 Mar 2015	 
 add new reference			

Referee Attachments	
Attachment	Action
Job Description - .Net developer.docx	
 add referee attachment	

23. Enter the Referee contact and address details.

24. Click **Save** to add the referee details to your profile.



The number of referees you will need to submit depends on the organisation to which you are submitting your profile. Usually you will need to provide a minimum of **two referees**.

25. Once complete, click **Save and Complete**.

A message displays confirming your profile has been successfully updated.

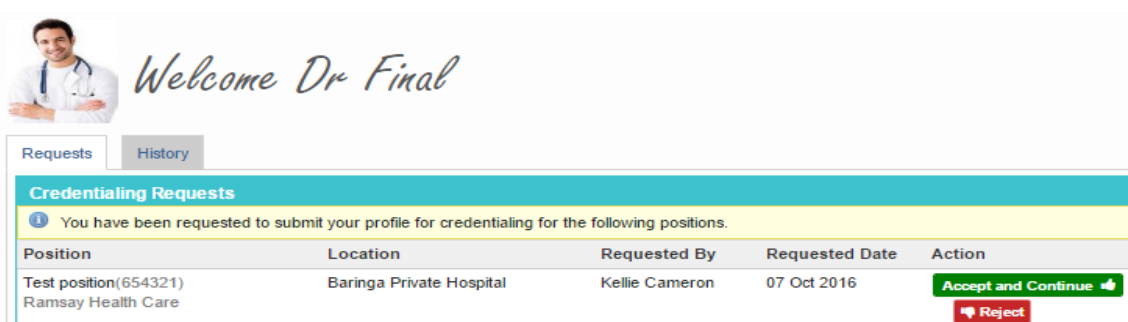
3 Submitting your profile for Credentialing

In this section learn how to:

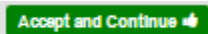

- Submit your profile for credentialing against a position in Mercury Credential
- Check the status of credentialing requests you have submitted.
- View your previous credentialing requests

3.1 Submit your Profile against a position

When you are invited to submit your profile for credentialing, your hospital will send you a credentialing request. Navigate to the Home screen to see any pending requests.

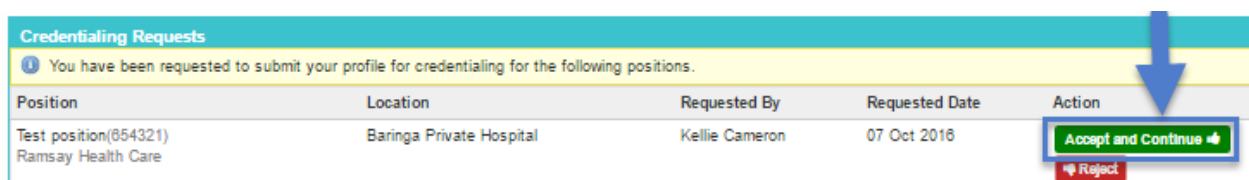


Within the **Credentialing Requests** section on this screen, any positions you have been requested to submit your profile to be credentialed against display.

Available options	
	Apply Now – start the submission process to send your profile to the organisation
	Reject – remove the application from the list- this will cancel this application.

Submit your profile for credentialing by following these steps:

1. Click the **Accept and Continue** button next to the position you want to submit your profile for.



2. Your profile displays on the screen for you to review. If there are any areas of your profile which are mandatory and still require completion, you will see a reminder at the top of the screen:



Welcome Dr Final

i The information entered is incomplete, please complete all your information before submitting your profile.



- Qualifications required: [Click Here](#)
- Academic appointments required: [Click Here](#)

Requests

History

Credentialing Requests

i You have been requested to submit your profile for credentialing for the following positions.

Position	Location	Requested By	Requested Date	Action
Test position(854321) Ramsay Health Care	Baringa Private Hospital	Kellie Cameron	07 Oct 2016	Accept and Continue  Reject 

- A summary of your profile displays. Review your profile and click the **Edit** button next to any area you need to update on your profile.

i Please review your details below before submitting your profile for this position.

Personal Details

 edit

Title Dr

Professional Title

Given Name Grand

Middle Name

Family Name Final

Preferred name

Previous Name

Date of Birth 27/09/1980

Place of Birth

Residency Status Australian Permanent Resident

Curriculum Vitae [Credential Test.docx](#)
Date Last Uploaded: 26/09/2016

In which country did you receive your Primary Degree? Australia

Contact Details

 edit

[Save & Move Next](#) 

- Scroll to the bottom of the screen, and when your profile is ready, click **Next**. The Agreement/Undertakings screen displays.
- If the organisation you are submitting your profile to has some specific questions, these display for you to complete: *These questions are organisation-specific and generated specifically for the position against which you are submitting your profile.*

Additional Details

The following section relates to specific details that are required as a part of submitting your profile for credentialing at Ramsay Health Care

[Download RHC Facility Rules](#) [RHC Facility Rules.pdf](#)

[Save](#) [Next](#)

6. Respond to these questions, and then click **Next**
7. Review and respond to the Health Status questions by selecting **Yes** or **No**. Specific details regarding a disability or health issues can be entered in the text box provided.
8. Review and respond to the organisation specific declarations / By-Law questions. Complete the Declaration questions by selecting **Yes** or **No** for each question listed. Once all questions are answered, click **Next** to continue.
9. The *Submit For Credentialing* screen displays. In the Scope of Practice area select the procedures you are able to undertake. **Only select procedures you are capable of performing.**



NOTE At least one procedure must be selected on the scope of practice in order for you to submit your profile for the position.

Scope Of Practice

Please select your area of specialty and where listed, the core competencies and procedures which you are able to undertake.

Scope Of Practice (?)

Medical (?)

Anaesthesia (?)

Adults (?)

Cardiac – Adult Only (?)

Chronic Pain Management (?)

Neonatal (<1 year old) (?)


Obstetric (?)

Paediatric (>1 year old) (?)

Paediatrics >10 yrs (?)

Trans-oesophageal Echocardiography (TOE) – Adult Only (?)

10. Click **Submit Profile** to submit your profile for credentialing.
A message displays confirming your profile has been successfully submitted.



NOTE If you don't see a confirmation message, please review your submission to ensure you have completed the whole submission process.

11. Repeat this process for each position you have been requested to submit you profile to.

32 Submitting your profile for Credentialing | Mercury Credential- myclinicalprofile.com.au



Once you have submitted your profile for credentialing, your details will be reviewed by the organisation you submitted to.

If there are areas which require further clarification, you may be requested to supply more details, or documents. Your application will be returned to you for updating and can be accessed via the [Credentialing Requests that require further details](#) section within the Pending Requests screen.

3.2 Requests requiring further details




Once you have submitted your profile for credentialing, your details will be reviewed by the organisation you submitted to.

If there are areas which require further clarification, you may be requested to supply more details, or documents.

Your application will be returned to you for updating and can be accessed via the *Credentialing Requests that require further details* section within the Pending Requests screen:

Credentialing Requests that require Further Details			
You have been requested to provide further details for credentialing for the following positions.			
Position	Requested By	Requested Date	Action
Test position(854321) Ramsay Health Care	Kellie Cameron	07 Oct 2016	 Re-Submit  Reject

Action the request as follows:

Available options	
	Details Required – click to review comments from the requestor
Re-Submit 	Re-Submit – re-submit your details after updating the areas requiring attention
Reject 	Reject – remove the application from the list- this will cancel this application.

3.3 Manage who has access to your Account

On occasion, you may require assistance with your profile, or an organisation may offer to load details against your account on your behalf. To do this, an organisation may request temporary access to your account.






You can manage who has access via the **Manage Account Access** menu, which will appear in the main toolbar when a request is submitted.




Each organisation has the ability to request access to your account – for the purpose of assisting you with completing your profile. There are two types of access:

Access types	
Temporary Access Request	<p>Organisations for which you have granted access, will be provided with 14 days access to modify your profile on your behalf, after which their access will expire.</p> <p>The organisation cannot view your applications or application history.</p>

On Behalf of Access	<p>Organisations for which you have granted access, will be able to update your profile and submit applications on your behalf.</p> <p>Where the organisation submits on your behalf, you will receive an email notification which you must review and approve before your profile will be submitted for credentialing.</p>
---------------------	---

From the Manage Account Access page, you will see pending and historic Access requests as follows:

On Behalf Of Access Requests				
<p> The following organisations have requested access to update your profile and submit applications on your behalf. Approval of a request provides the organisation with access to modify your profile and submit applications on your behalf.</p>				
Organisation	Permission Type	Requested By	Requested Date	Action
Ramsay Health Care	On Behalf Of	Kellie Cameron	07 Oct 2016	Approve  Reject 

Available options	
Approve 	Accept the request and provide access to the requesting organisation
Reject 	Reject the request
	Revoke the access previously provided to an organisation.

4 Update Expired Details with Registered Health Services

In this section, learn how to:

- Update your details which are expiring, or have expired.
- Submit your updated details

Each time you submit your profile for credentialing against a position to an organisation, Mercury Credential captures a snap-shot of the details you submit.

A number of areas within the clinical profile include dates which may expire. For example, Police checks, training certifications, visas, passports etc.

Whilst you may only be credentialed once every couple of years, various insurances/training etc. may expire in the interim.

You can update dates within their profile, and push these new details through to organisations with which you have previously submitted your profile by using the **Update Expired Details with Registered Health Services** option.



NOTE

Please note: This function sends updated details to all **active** positions for which you have been credentialed or are currently being credentialed. This will only push **Expiry Date-related** details through to the Health Service/s – please see table below. Other information will not be submitted.

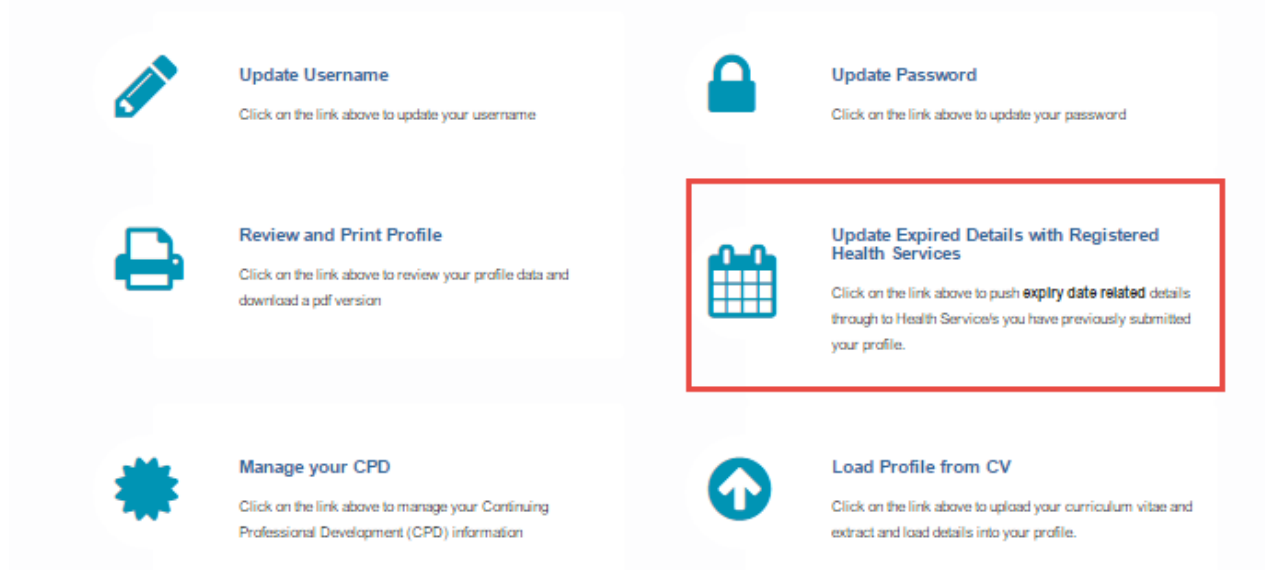
The following details can be updated within your profile and re-submitted to organisations to which you have previously submitted your profile:

Area	Fields included in the update
Visa Details	Residency Status, First Name (on Visa), Last Name (on Visa), Visa Type, Visa, Date of Issue, Visa Expiry Date, Visa Number, Occupation (ANZSCO) Code, Passport Number, Passport Expiry Date, Visa Attachment
Additional Registrations	Type, Number, Description, Expiry Date, Attachment, Last Updated
Aged Care Check	Completed (yes/no), ID Number, Result Date, Expiry Date, Status
Criminal Record Screening	Completed (yes/no), ID Number, Result Date, Expiry Date, Status
Working With Children Check	Card Number and Description, Expiry Date, Policy Check (yes/no), Attachment
Insurance Details	Name, Policy Number, Maximum Insured Cash Value, Expiry Date, Primary (yes/no), Attachment

To push updated details, you can use either:

- The bulk option of sending all updated details at once via the **Update Expired Details with Registered Health Services** link available under the 'Manage Account' option of your profile:

Manage Account



Or,

- Individual sets of details by using the **Update Expired Details with Registered Health Services** button which displays against sections which can be re-submitted:

Update Expired Details with Registered Health Services

For the **bulk submit** option, a summary screen of expiry related details display, as well as the last submitted dates. You can then choose which sections to re-submit.

Update Expired Details with Registered Health Services

i Send updated details to all active positions for which you have been credentialed or are currently being credentialed.
Please note: This will only push **expiry date related** details through to the Health Service/s

Visa Details

Residency Status	Australian Temporary Resident
Do you currently hold a visa?	Yes
First Name (on Visa)	Kellie
Last Name (on Visa)	Speechley
Visa Type	Skilled - Regional Sponsored(Provisional)Visa(subclass 487)
Visa Date of Issue	21 Oct 2013
Visa Expiry Date	30 Oct 2013
Visa Number	VISA1234567
Occupation (ANZSCO) Code	Medical Oncologist (253314)
Passport Number	2934823094898
Passport Expiry Date	19 Oct 2017
Visa Attachment	
Name	Applynow1.png

Visa Details data last update submitted on 08 Feb 2016 13:14:14 **Submit**

For the single area option, a pop-up window displays to allow you to review the details being submitted:

When successfully submitted, the screen logs the last date of submission:

Visa Details data last update submitted on 08 Feb 2016 13:14:14 **Submit**

The details you submit will be sent to each organisation with which you have previously submitted your details.

5 Index

Logging in for the first time.....	8	Residential Address.....	16
Managing your profile		Continuing Professional Development (CPD).....	24
Completing your profile.....	14	College CPD.....	24
Create a new account.....	4	Publications.....	25
Submit your profile for credentialing.....	29	Quality Activities.....	25
Update your password.....	11	Employment History.....	18
Mercury Credential		Image -Upload / Change / Delete profileimage.....	12
Access Mercury Credential		Personal details.....	14
system.....	3	Passport Details.....	15
Deactivate account.....	12	Residency Status.....	14
Log into Mercury		Visa Details.....	15
Credential.....	7	Professional Indemnity Insurance.....	21
Passwords		Qualifications.....	16
Update your Password.....	11	Referees.....	28
Forgotten.....	8	Registration Details.....	19
Reset.....	8	AHPRA Number.....	19
Profile		Medicare Provider Number.....	19
Academic Appointments / Teaching Experience...	23	Overseas Registrations.....	20
Background Checks.....	26	Prescriber Number.....	19
Contact details		Review, print, download profile.....	11
Email Addresses.....	16	Username	
Postal Address.....	16	Change username	
Professional Address.....	16	(Applicant).....	10