

Your Training Delegate Guide

Everything you need to view your bookings, download your certificates and manage your training record.

THIS GUIDE IS FOR

Employees and delegates attending GTS MedOH training

Welcome

Once you have attended a GTS MedOH course, everything related to your training — your bookings, certificates, CPD record and upcoming sessions — is available in your personal delegate portal. This guide explains how to use it.

i Your delegate portal is at gts-medoh-booking.pages.dev/my-bookings.html. You can sign in with the email address used when your booking was made.

Signing In for the First Time

If this is your first time accessing the portal, you will need to create an account. Use the **same email address** that appears on your booking confirmation — this is how the system connects your account to your training records.

- 1 Go to the delegate portal**
Open your web browser and visit your portal link. You will see a sign-in screen.
- 2 Click "Sign Up" if you are new**
Enter your name, email address and choose a password. Use the same email address that was used when your booking was made.
- 3 Your records appear automatically**
As soon as you sign in, the system links your account to your booking history. Your certificates, upcoming sessions and CPD record are all immediately visible.



Booked by someone else? If your organisation's training coordinator made the booking for you, sign up using the email address they used when booking your place. Your records will link automatically.

Your Dashboard

When you sign in, you see your personal training dashboard. At the top are four summary figures at a glance:

TOTAL BOOKINGS

12

All training sessions booked in your name

UPCOMING

2

Confirmed sessions still to attend

CPD POINTS

24

Points earned from completed courses

Below your summary figures, you will see your upcoming sessions — each one shows the course name, date, time and location. Online sessions include a joining link.

Viewing Your Upcoming Sessions

Each upcoming booking card shows you everything you need to prepare:

- **Date and time** — including the session start and end times
- **Location** — with a Google Maps link for in-person sessions
- **Online joining link** — for virtual sessions via Microsoft Teams
- **What to bring** — any preparation instructions for the course

i You will also receive full joining instructions by email when your booking is confirmed. Check your spam folder if you haven't received it.

Getting Your Certificate

Your certificate is issued automatically after you attend a session and submit your course feedback. Here is how it works:

- 1 Attend your session**
Your attendance is recorded by the trainer or administrator.
- 2 Submit your course feedback**
After the session, you receive a feedback email with a link. You can also find the  **Submit Feedback** button on the booking card in your portal. This takes about 2 minutes.
- 3 Download your certificate**
Your certificate appears immediately after submitting feedback. Click **Download Certificate** to save it as a PDF. It also arrives by email.



Sharing with employers: Each certificate has a unique verification link. Share this link instead of the PDF and employers can confirm the certificate is genuine without needing the document.

Your Certificates

All your certificates are stored in your portal permanently. Each one shows:

- The course name and the date you attended
- Your CPD points awarded
- The expiry date (where the certificate has a validity period)
- A download button and a verification link

Certificates that are approaching expiry show a coloured badge:

- **Expires in 90 days** — renewal recommended soon
- **Expires in 30 days** — renewal booking recommended now
- **Expired** — this certificate is no longer valid



Certificate not visible? If you attended a session but your certificate isn't showing, check whether you have submitted your course feedback. Certificates are only issued after feedback is received.

Requesting a Reschedule

If you need to move your booking to a different date, you can send a reschedule request directly from the portal.

1. Find the booking you want to change
2. Click **Reschedule Request**
3. Enter the reason and any preferred alternative dates
4. Submit the request

The GTS MedOH team will contact you with available alternatives. You will receive a confirmation email when your reschedule is arranged.

Cancelling a Booking

You can cancel an upcoming confirmed booking directly from your portal, as long as the session date is in the future.

1. Find the booking you want to cancel
2. Click **Cancel Booking**
3. Confirm the cancellation

i Cancellation policies set by your employer or the booking terms may apply. If you are unsure, contact your training coordinator before cancelling.

Frequently Asked Questions

I can't find my certificate. What should I check?

Two things: (1) Have you submitted your course feedback? The certificate isn't released until feedback is received. (2) Are you signed in with the same email address used on your booking? If you used a different email to sign up, your records won't be linked.

My certificate has expired. What do I do?

Contact your training coordinator or manager. They can arrange a renewal booking through GTS MedOH. Your expired certificate remains visible in your portal for reference.

I can't sign in. What should I do?

Click **Forgot password** on the sign-in screen. You'll receive a password reset link by email. Check your spam folder if it doesn't arrive within a few minutes.

Will I get a reminder before my certificate expires?

Yes. If your employer has set up compliance tracking through GTS MedOH, automatic reminder emails are sent at 180, 90, 30 and 7 days before your certificate expires. Your training coordinator will also be notified.

My employer booked the training — can I still access my certificate?

Yes. Sign up using the email address your employer used when booking your place. Your records link automatically. If you don't know which email was used, ask your training coordinator.
