



THE UNIVERSITY OF BRITISH COLUMBIA
Faculty of Medicine

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Entrada: <https://entrada.med.ubc.ca/>

In postgraduate medical education, Entrada is the technology platform used to support the completion of workplace-based assessments called Entrustable Professional Activities (EPAs) in Competency Based Medical Education (CBME). In CBME, residents are required to request feedback from multiple assessors, which may include clinical faculty, hospital staff and other allied health care professionals. Entrada is also being used in the undergraduate medical program for curriculum and learning management.

To access Entrada, a UBC CWL is required.

What is a CWL?

The Campus Wide Login (CWL) account provides access to many of UBC's online resources, such as [eduroam](#) wireless, [UBC Library](#), TTPS and Entrada.

Entrada access for Clinical Faculty who already have a UBC appointment

Clinical faculty members will be provided with a CWL account once their HR representative processes their employee records in Workday. Faculty will receive an email prompting them to activate their CWL account. For privacy and information management purposes, UBC staff cannot set up or update CWL accounts on behalf of clinical faculty.

Guest Accounts: a guest account requires sponsorship and is only valid for one year, so it is not appropriate for UBC clinical faculty who are eligible for a Standard CWL Account.

Further information about creating a CWL account can be found [here](#).

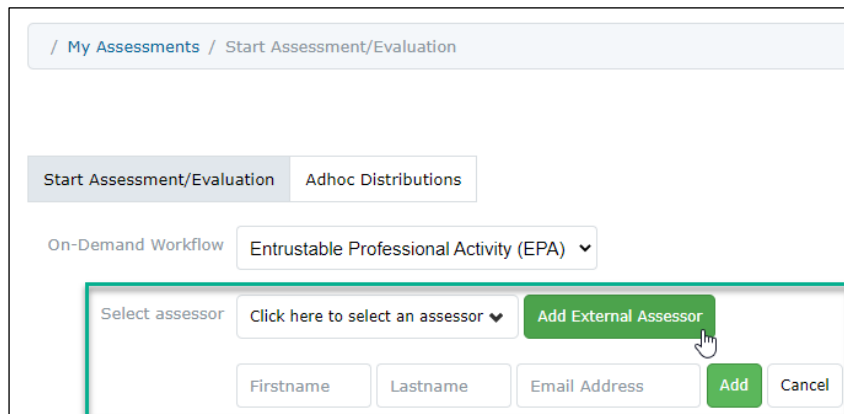
Entrada access for non-Clinical Faculty

(i.e. other hospital staff, clinical fellows, or allied health care professionals who don't have a UBC appointment and need to complete EPA's):

Non-Clinical Faculty may complete assessments without logging in to Entrada by creating an External Assessor Account. These individuals should connect with their Program Administrator to create this account. Alternatively, the resident who is initiating an assessment can create an External Assessor account upon submission of the assessment if the assessor does not have a CWL account.

Last updated August 20, 2021

To add an External Assessor account while completing an EPA, a resident enters name and email address:



The screenshot shows a web interface for starting an assessment. At the top, there is a breadcrumb trail: "/ My Assessments / Start Assessment/Evaluation". Below this, there are two tabs: "Start Assessment/Evaluation" (which is active) and "Adhoc Distributions". Underneath the tabs, there is a section for "On-Demand Workflow" with a dropdown menu currently set to "Entrustable Professional Activity (EPA)". A red box highlights a section for adding an assessor. This section includes a "Select assessor" dropdown menu with the text "Click here to select an assessor" and a green button labeled "Add External Assessor". Below these are three input fields: "Firstname", "Lastname", and "Email Address". To the right of these fields are two buttons: "Add" (green) and "Cancel" (grey).

FAQ

I forgot my CWL password.

Use the CWL Account Recovery tool [here](#)

I cannot access Entrada, what can I do?

- Make sure your CWL credentials are working, by going to www.myaccount.ubc.ca
- Log in to Entrada by using this link: <https://entrada.med.ubc.ca>
- If none of these options work, please reach out to the Entrada Support team including your CWL username.

How do I contact Entrada support?

- Please email entrada.support@ubc.ca to submit a ticket

What if I am waiting for my faculty appointment to be finalized?

Faculty who are waiting to have their appointment finalized, but still need to access Entrada, can sign up for a Basic Account first and then call UBC IT to have the employee ID added: **UBC IT Help Desk at 604-822-2008, option 1**. After your Employee ID is added to your CWL account, your affiliation status will prompt Faculty access to Entrada. Your Entrada account will be provisioned 24 hours your affiliation is set.

Currently using a guest CWL account?

Guest CWL Accounts expire after one year, and require a UBC staff member sponsorship. As a clinical faculty member, you can sign up for your own CWL Account and never have to worry about sponsorship or renewal. If you have been using a guest account, but have a UBC clinical faculty appointment, you can change it to a Standard Account:

1. Call the **UBC IT Help Desk** at **604-822-2008, option 1.**
2. Provide your **employee number**
3. UBC IT support staff will be able to assist with updating your affiliation

Forgotten CWL username

Go to <https://www.myaccount.ubc.ca/myAccount/> and click "Forgot CWL Login Name?" You will be asked to enter your recovery email, which is the email first used to sign up your CWL.

Issues resetting CWL Password

You may have issues resetting their password for a number of reasons:

1. You do not have a CWL
2. You are entering the incorrect username
3. You have answered the security questions incorrectly
4. You no longer have access to the original email used to sign up for your CWL
5. You think you have more than one CWL

If you are receiving an error that indicates that you do not exist in the system (due to reasons 1, 2) click "Forgot CWL Login Name." If you are having issues other issues (due to reasons 3, 4 or 5) contact the **FOM Entrada Support** entrada.support@ubc.ca.

Difficulty registering for CWL using provided information

Verify the provided information matches what is found in Workday, including:

- UBC ID/Employee Number
- PIN
- First Name
- Last Name
- Date of birth

Common errors include using a Health Authority ID/Employee # instead of a UBC ID or the information in Workday may have been entered incorrectly (e.g. a typo in their birthday).