



My Account

Enroll in courses

View your course certificates and transcript

Manage your profile

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ABOUT MY ACCOUNT

My Account helps you manage your profile information, your courses and your transcript. **My Account** also tracks your progress while you work toward your de Souza Designation.

ABOUT THIS DOCUMENT

The following is a short tutorial that will help you discover key features of **My Account**.

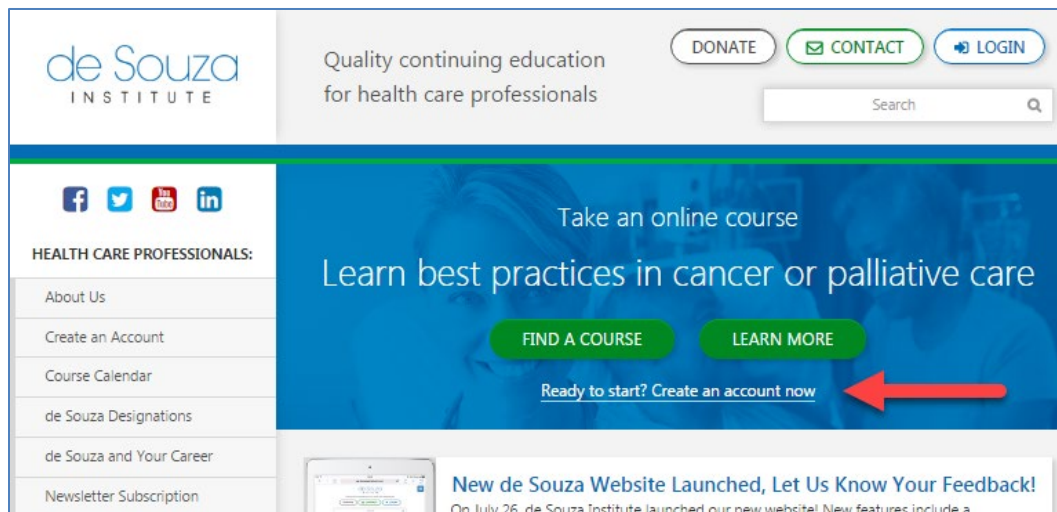
CONTACT US

If you encounter any difficulties while completing any of the steps in this tutorial please contact us at support@desouzainstitute.com.

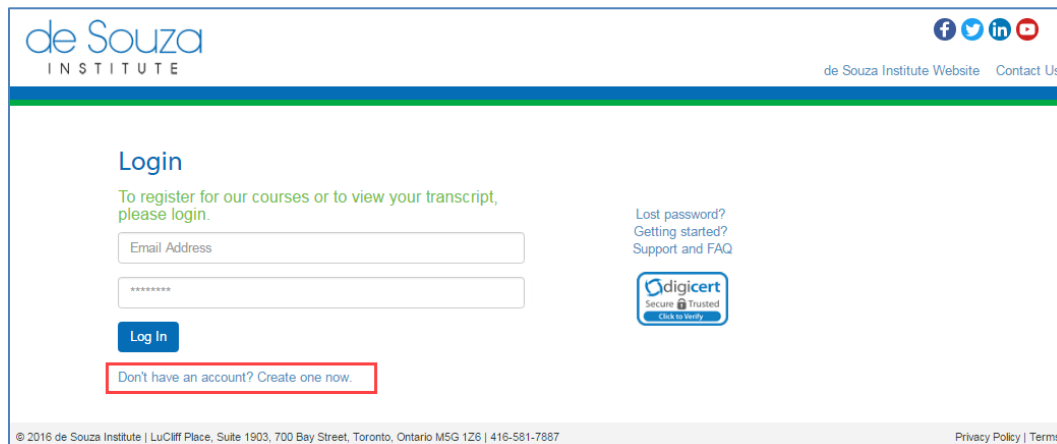
GETTING STARTED

CREATING A NEW ACCOUNT

- 1) Visit the de Souza Institute website at www.desouzainstitute.com then click on the link **Ready to start? Create an account now** as indicated below:



- 2) You can also go directly to **My Account** at my.desouzainstitute.com and click **Don't have an account? Create one now.**




- 3) Fill out and submit all of the necessary information and click the **Create my account** button.

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Create Your Account

To register for our courses, please create an account.
Already have an account? Click here to login.



* Required.

Email Address and Password

Your Email Address (Username)*

Re-enter Your Email Address*

Create Your Password*

Re-enter Your Password*

Password must be 8 characters minimum and contain at least one number and one uppercase character.

Mailing Address and Contact Information

Your First Name*

Your Last Name*

Subscribe to our Newsletter

Subscribe today to receive the latest news, promotions and course offerings via email. You may unsubscribe from this service at any time. See our [Privacy Policy](#) for more details.

☐ Yes, I consent to receiving electronic communications from de Souza Institute

How did you find out about us?*

Agreement

☐ Yes, I agree to the [Terms of Usage](#), [Privacy Policy](#), and other policies*

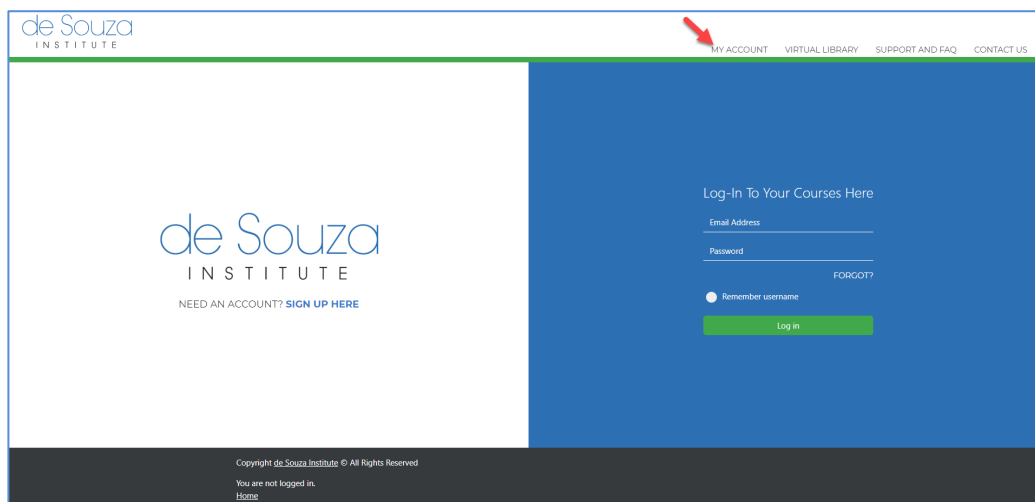
[Create my account](#)

Copyright de Souza Institute © 2022 [Privacy Policy](#) | [Terms](#)

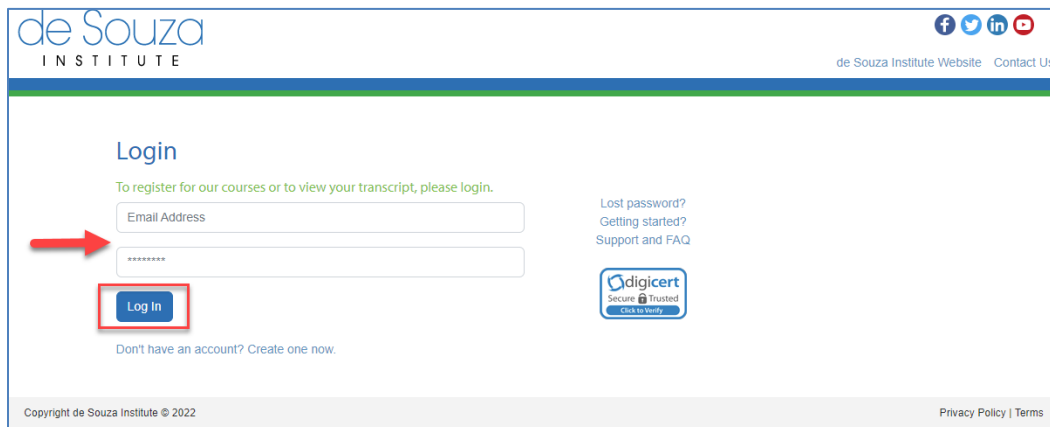
- 4) You will see a confirmation screen and an email will be sent to you shortly to confirm your email address.
- 5) Click the link in the email you receive (check your junk mail or spam folder if you have trouble finding it) to confirm your email address.
- 6) Your account will be reviewed and approved within one to two business days. Once it is approved, you will receive an email with login information that will give you access to the de Souza Institute sites including My Account, eLearning Centre and the Virtual Library.

LOGGING INTO MY ACCOUNT

- 1) You can access **My Account** directly at my.desouzainstitute.com.
- 2) You can also access **My Account** by going to www.desouzainstitute.com.
 - a. Click **LOGIN** (button, top right)
 - b. Then click on **My Account** (first button on the top right)



- 3) Enter your username (email address) and password then click **Log In**.



- 4) You are now logged into **My Account**.

YOUR MY ACCOUNT HOME SCREEN

- 1) After you have logged into **My Account** you will be taken to your *Home* screen. There are five main parts within your home screen:
 - a. The **Top Navigation Menu** contains a dropdown menu of links to other pages within My Account while you are logged in and a link to logout. It also contains links to the de Souza Institute main website and to the Contact Us page.
 - b. The **Left Navigation Menu** contains links to other pages within My Account while you are logged in and a link to logout.
 - c. The **Welcome Message** details what you can do while logged into My Account along with some common tasks such as registering for a course or downloading your transcript.
 - d. In the **Courses Block**, you will be able to see all of the current courses you are enrolled in and any enrollment that is pending approval from the course administrator. You will also be able to see your past courses and be able to print receipts or print course certificates you have earned.
 - e. In the **Inbox Block**, you can view emails sent from MyAccount.

The screenshot displays the 'My Account' home screen of the de Souza Institute. The interface includes a top navigation bar with a user profile dropdown (labeled 'a'), a left sidebar navigation menu (labeled 'b'), and a main content area. The main content area is divided into three sections: a 'My Account' overview section (labeled 'c') with links to current courses, pending enrollments, past courses, and recent emails; a 'Current Courses' section (labeled 'd') which is currently empty; and an 'Inbox' section (labeled 'e') showing a list of emails, including a payment confirmation and an enrollment confirmation for the 'Community-based Chemotherapy and Biotherapy' course.

MANAGING YOUR PROFILE

The *Profile* section on the left navigation menu lists actions you could take in managing your profile.

The screenshot shows the 'View My Profile' page of the de Souza Institute. On the left, a navigation menu is expanded, with the 'Profile' section highlighted by a red box. This section contains links for 'View', 'Edit', 'Change Username', and 'Change Password'. The main content area displays the following profile information:

Full Name	de Souza Institute
Username	support@desouzainstitute.com
Address	LuCliff Place, Suite 1903, 700 Bay Street Toronto ON Canada M5G 1Z6
Phone	4165817887
Alternate Phone	
Profession	RN (diploma)
Other (if specified)	
Registration Number	1234567891
Account Creation Date	Aug 24, 2011, 4:31 p.m.
Organization	de Souza Institute
Department	de Souza
Area of Practice	Unit Nurse
Alternate Email	
Bio	de Souza Institute Health Care Professional

At the bottom of the profile section, there is a button labeled 'Edit My Profile'. The footer of the page includes 'Copyright de Souza Institute © 2022' and links for 'Privacy Policy' and 'Terms'.

VIEWING YOUR PROFILE

- 1) Your Profile screen contains the following sections:
 - a. This area shows all the information that is required to complete your profile such as your name and address.
 - b. *Profile Picture* - This area displays your profile picture, if you have added one.

The screenshot shows the 'View My Profile' page of the de Souza Institute. The page layout includes a sidebar on the left with navigation links: 'My Account', 'Profile', 'View', 'Edit', 'Change Username', 'Change Password', 'Courses', 'Pricing', and 'Logout'. The main content area is titled 'View My Profile' and contains a table of user information. A red box labeled 'a' highlights the table, and another red box labeled 'b' highlights the profile picture placeholder.

Full Name	de Souza Institute
Username	support@desouzainstitute.com
Address	LuCliff Place, Suite 1903, 700 Bay Street Toronto ON Canada M5G 1Z5
Phone	4165817887
Alternate Phone	
Profession	RN (diploma)
Other (if specified)	
Registration Number	1234567891
Account Creation Date	Aug 24, 2011, 4:31 p.m.
Organization	de Souza Institute
Department	de Souza
Area of Practice	Unit Nurse
Alternate Email	
Bio	de Souza Institute Health Care Professional

Below the table is an 'Edit My Profile' button. To the right of the table is a profile picture placeholder, which is a square with the de Souza Institute logo and a red box labeled 'b' around it.

EDITING YOUR PROFILE

From the left navigation menu, under *Profile*, click **Edit**. Enter any changes you would like to make and click **Submit**.

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My Account / View My Profile / Edit My Profile

My Account

Profile

View

Edit

Change Username

Change Password

Courses

Pricing

Logout

Edit My Profile

* Required.

Name and Contact

First Name* de Souza

Last Name* Institute

Phone* 123456789

Username (Primary Email)* support@desouzainstitute.com

Alternate Email (for password recovery)

SIN

Social Insurance Number

The de Souza Institute at UHN collects your personal information on this form to administer programs of education in accordance with the University Health Network Act. The Institute is required by the Income Tax Regulations (s. 203) to collect your social insurance number in order to file a T2202, Tuition and Enrolment Certificate. Should have any questions please contact the Institute's IT and Operations Manager at support@desouzainstitute.com.

Address

Address

Start typing your address...

Street

LuCliff Place, Suite 1903, 700 Bay Street

City* Toronto

Postal Code* M5G 1Z6

State* Ontario

Country* Canada

Professional Details

Profession* Nurse

Organization* de Souza Institute

RN (diploma)

Department* de Souza

Registration Number: 1234567891

Area Of Practice

Unit Nurse

BIO - If you would like to share some information about yourself with other learners please enter a bio here.

de Souza Institute Health Care Professional

Submit Cancel

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CHANGING YOUR USERNAME

From the left navigation menu, under *Profile*, click **Change Username**. Fill out the form and click **Change Username/Email**.

The screenshot shows the de Souza Institute user interface. The top header includes the logo and navigation links. The left sidebar contains a 'My Account' dropdown menu with options: Profile, View, Edit, Change Username (highlighted in green), Change Password, Courses, Pricing, and Logout. The main content area is titled 'Change My Username/Email' and includes a breadcrumb trail: 'My Account / View My Profile / Change My Username/Email'. A note states: '* Please note that your email address is your username in our system. Changing your username would change your primary email address as well.' Below this, the 'Current Username/Email' is 'support@desouzainstitute.com'. The 'New Username/Email' field contains the same address. At the bottom of the form, there are two buttons: 'Change Username/Email' (highlighted with a red box) and 'Cancel'. The footer shows 'Copyright de Souza Institute © 2022' and links to 'Privacy Policy' and 'Terms'.

CHANGING YOUR PASSWORD

From the left navigation menu, under *Profile*, click **Change Password**. Fill out the form and click **Submit**.

The screenshot shows the de Souza Institute user interface for the 'Change Password' page. The left sidebar is identical to the previous screenshot, with 'Change Password' highlighted in green. The main content area is titled 'Change Password' with a breadcrumb trail: 'My Account / View My Profile / Change My Password'. The form contains three input fields: 'Enter Your Current Password', 'Enter Your New Password*' (with a red asterisk), and 'Confirm Your New Password*'. Below the 'Enter Your New Password' field, there are two buttons: 'Submit' (highlighted with a red box) and 'Cancel'. The footer is the same as the previous screenshot.

MANAGING YOUR COURSES

- 1) You can check the status of your courses from the *Courses Block* on your *Home* screen.

The screenshot displays the 'My Account' page of the de Souza Institute. The left sidebar contains a navigation menu with the following items: Home, View All Courses, Certificates & Receipts, Download Transcript (pdf), Designation Credits, Profile, Courses, Pricing, and Logout. The main content area is titled 'My Account' and includes a 'This page contains:' section with links to 'your current courses', 'your pending enrollments', 'your past courses', and 'recent emails'. To the right, there is a section titled 'You may also want to do the following common tasks in managing your course portfolio:' with links to 'Register for a course', 'View your certificates & receipts', 'Download your transcript (pdf)', and 'View your de Souza Designation credits'. The 'Current Courses' section shows 0 items and states 'No current courses found.' The 'Pending Courses' section shows 1 item and lists reasons for pending status, such as 'Payment is pending', 'Your manager and/or invigilator have yet to approve/endorse your enrollment', 'We have yet to check if you have met all the prerequisites of the course', 'The workshop location you have selected cannot accommodate you', and 'Any other reason that prevents your enrollment in the course'.

- 2) You can also check the status of your pending, current, past courses by clicking each of the options under *Courses* on the left navigation menu.

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My Account / My Courses / Current Courses

Pending Courses 0

This section lists courses that you have registered for but are still pending due to **ANY** of the following reasons:

- Payment is pending, **and/or**
- Your manager and/or invigilator have yet to approve/endorse your enrollment, **and/or**
- We have yet to check if you have met all the prerequisites of the course, **and/or**
- The workshop location you have selected cannot accommodate you, **and/or**
- Any other reason that prevents your enrollment in the course

No pending courses found.

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ENROLLING IN COURSES

You can enroll in a course from the course information pages in the *Course Calendar* section of the de Souza Institute website (links.desouzainstitute.com/calendar). You can also enroll yourself in a course while you are logged into My Account.

- 1) To enroll in a course:
 - a. Click *View All Courses* in the left side menu. Locate the course you wish to enroll in from the list that appears
 - b. You can use the search bar to find a specific course, or
 - c. Use the dropdown menu to filter the available courses by the domains of practice
 - d. Once you have found the course, click on the course tile. (You will be taken to a new screen.)

All Courses

[Download the latest calendar \(pdf\)](#)

Discover funding options available to you.

Search for courses...

Search

Filter by

Advanced Pain Assessment and Management



This course is designed for participants who are already familiar with the WHO ladder for pain management. Participants will learn the pathophysiology of cancer pain, cancer pain syndromes, pharmacological and non-pharmacological interventions for intractable pain in palliation and how to conduct educational and advocacy work.

24 hours

\$539 CAD

Available now

Cancer Care Basics



Reviews foundational knowledge and concepts in cancer, current treatments and common side effects. It also addresses some of the issues that cancer patients face: sexuality and survivorship. The content is tailored to the needs of clinicians who look after cancer patients in general hospitals and in the community.

25 hours

\$479 CAD

Available now

Cancer in Pregnancy



Designed to prepare health professionals who are about to provide maternity care to patients who are newly diagnosed with breast cancer. There are 9 concise mini modules, including genetic considerations, obstetrical and neonatal monitoring, surgery, systemic therapy, psychosocial support and lactation support. The content was developed by clinicians from oncology and maternity programs.

5 hours

Available now

- 2) The next screen will take you to the Course view page. Click on the course name tile to proceed enrollment.

The screenshot shows the 'Course Calendar / CANB' page. The left sidebar contains a 'My Account' menu with options: Home, View All Courses, Certificates & Receipts, Download Transcript (pdf), Designation Credits, Profile, Courses, Pricing, and Logout. The main content area is titled 'Cancer Care Basics (CANB)' and includes a description of the course, its accreditation by the Canadian Nurses Association (CNA), and a table of course details. A red box highlights the table, which has columns for Course, Format, and Fee (CAD). The table lists the course 'CANB00ODM22' with a fee of \$ 479.00. A mouse cursor is pointing at the 'Format' column.

Course	Format	Fee (CAD)
CANB00ODM22		\$ 479.00

- 3) The next screen will show you additional information of the course. Click on **Enroll** to proceed.

The screenshot shows the 'Cancer Care Basics (CANB00ODM22)' course detail page. The left sidebar is identical to the previous page. The main content area provides detailed information about the course, including the facilitator (Donald MacDonal), a description of the course, its accreditation, and a list of learning objectives. A red box highlights the 'ENROLL' button in the 'To enroll in this course:' section. The right sidebar contains a 'Discover funding options available to you.' button, a 'You will immediately gain access to the course materials and have 12 weeks* after enrollment to complete all required activities.' message, and a table of course details including duration, fee, international fee, and learning hours.

Course	Format	Fee (CAD)
CANB00ODM22		\$ 479.00

- 4) The next screen will prompt you for any additional information that is required for this course – this information varies from course to course. Once you have filled out all of the necessary information, click **Enroll** and your enrollment request will be sent.

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My Account / Course Calendar / CANB00ODM22 / Enrollment Form

Enrollment Form

Cancer Care Basics (CANB00ODM22)

This online course will introduce health care professionals to oncology. Oncology patients receive care from all health care settings – including tertiary care centres, general hospitals, community care clinics, long term care and home care. They receive care from many health care professionals, depending on their disease, treatment and needs. Given the increasing complexity of this growing patient population, caring for people with cancer and their families involves a particular set of...
[read more]

Please select the area of the Geographic Region or Local Health Integration Network (LHIN) you work in. If you do not know your organization's region, please click on this link to locate it.

Select

Policy Agreement

Please make sure you can complete all course requirements listed in the course syllabus. If you will miss more than one class/module, please consider enrolling in this course at another time when you can make the full commitment.

☐ Yes, I agree to the Cancellation, Incomplete or No Show Policy, Academic Honesty and Copyright Policy, and other policies

Enroll

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- 5) If payment of course fee is required, you will be taken to the payment options screen. Select your payment option to complete your enrollment.

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My Account / Course Calendar / CANB000DM22 / Enrollment Form / Payment

Select Payment Method

Cancer Care Basics (CANB000DM22)

This online course will introduce health care professionals to oncology. Oncology patients receive care from all health care settings – including tertiary care centres, general hospitals, community care clinics, long term care and home care. They receive care from many health care professionals, depending on their disease, treatment and needs. Given the increasing complexity of this growing patient population, caring for people with cancer and their families involves a particular set of...
[read more]

Please note: We do not apply special pricing or refund the difference in price after you have paid for this course.

For more information, read our article on [special pricing](#) and other savings opportunities that may be available to you.

Please select a payment method:

[I will pay by credit card](#) [I will send a cheque](#)

If you have received an access code to enroll in this course from us or from your organization, please click the button below:

[I have an access code](#)

If you wish to cancel your enrollment in this course, please click the button below:

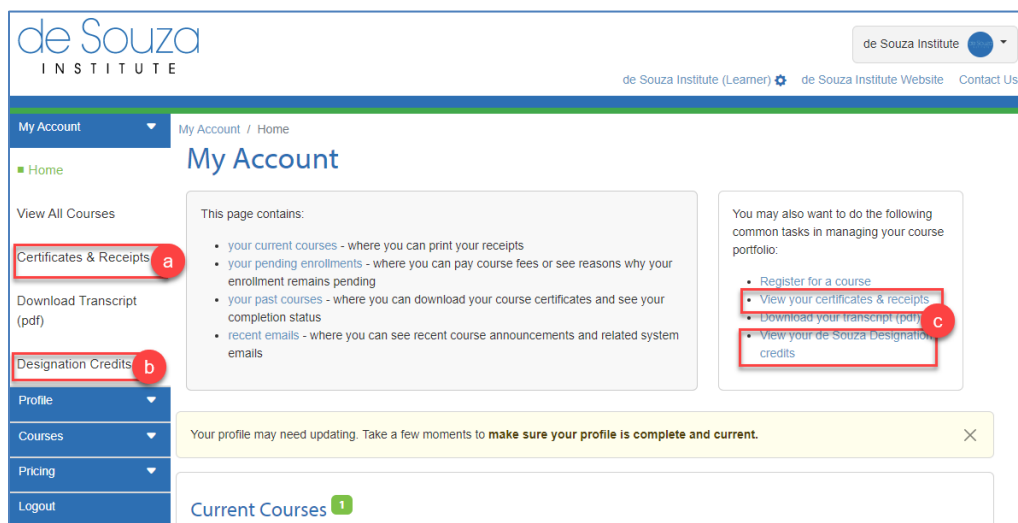
[Please cancel my enrollment](#)

- 6) If approvals are required, emails will be sent out soliciting approvals.
- 7) After your enrollment has been completed, you will receive an email informing you of the date that you will get access to course content on the eLearning Centre.

VIEWING YOUR COURSE CREDITS AND CERTIFICATES

Some de Souza course offerings allow you to obtain course credits toward one of the four [de Souza Designations](#) upon completion. With My Account, you can view your course credits and download your course certificates and transcripts. (For a printable table of the course categories, courses and credits, view our [Course Table](#).)

- 1) There are three ways to view your course credits:
 - a. Click **Certificates & Receipts** under *My Account* on the left navigation menu.
 - b. Click **Designation Credits** under *My Account* on the left navigation menu.
 - c. From your *Home* screen, locate and click **View your certificates & receipts** or **View your de Souza Designation credits**.



DOWNLOADING YOUR COURSE CERTIFICATE

1) You can download your course certificate(s) from the *Certificates & Receipts* page:

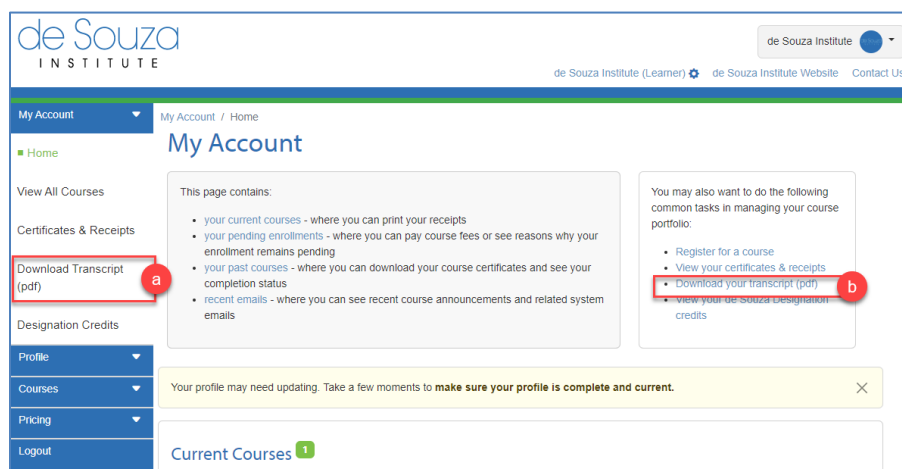
The screenshot shows the 'My Certificates & Receipts' page on the de Souza Institute website. The page has a sidebar with navigation links: Home, View All Courses, Certificates & Receipts (selected), Download Transcript (pdf), Designation Credits, Profile, Courses, Pricing, and Logout. The main content area is titled 'My Certificates & Receipts' and features a 'Download Transcript (pdf)' button. Below this, there are three columns: Courses, Receipts, and Course Certificates. The Courses column lists several courses, including 'Provincial Standardized Chemotherapy and Biotherapy Course (PSCB01JUL22) GRRCC', 'Cancer Care Basics (CANB00ODM22)', 'Certificate in Palliative and End-of-Life Care (CPEC00CRD21)', 'Chemotherapy Competency Challenge Exam (CCCE03JAN19)', 'Ontario Renal Network Vascular Access Education Program (VAEP00ODM16)', 'Radiation Oncology (RAON01NOV11)', 'Advanced Pain Assessment and Management (APAM01JAN12)', and 'eHealth Nursing and Oncology (EHNO01JUL11)'. The Receipts column shows 'View Receipt' buttons for the first three courses. The Course Certificates column shows 'View Certificate' buttons for the last three courses. The 'View Certificate' button for the 'Certificate in Palliative and End-of-Life Care' is highlighted with a red box. The footer of the page includes 'Copyright de Souza Institute © 2022' and 'Privacy Policy | Terms'.

*****Note:** If you cannot open your certificate after you have downloaded it, you may not have the proper PDF software installed on the computer. Adobe Reader is a free program you can install to open PDF documents. You can download it from the link below but **only do this if you were unable to open the certificate**.

<https://get.adobe.com/reader/>

DOWNLOADING YOUR TRANSCRIPT

- 1) There are three ways to download your transcript:
 - a. From your *Home* screen, locate and click **Download your transcript (pdf)**.
 - b. Or click **Download Transcript (pdf)** under *My Account* on the left navigation menu.



- c. Or click Download Transcript (pdf) from the *Certificates & Receipts* page.

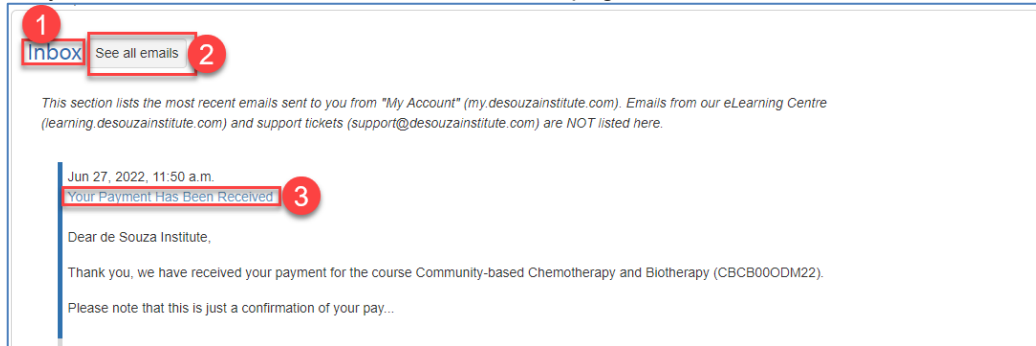
The screenshot shows the 'My Certificates & Receipts' page of the de Souza Institute. The page has a sidebar with navigation links: Home, View All Courses, Certificates & Receipts (active), Download Transcript (pdf), Designation Credits, Profile, Courses, Pricing, and Logout. The main content area is titled 'My Certificates & Receipts' and contains a table with columns for Courses, Receipts, and Course Certificates. The table lists several courses, including 'Provincial Standardized Chemotherapy and Biotherapy Course (PSCB01JUL22) GRRCC', 'Cancer Care Basics (CANB000DM22)', 'Certificate in Palliative and End-of-Life Care (CPEC000CRD21)', 'Chemotherapy Competency Challenge Exam (CCCE03JAN19)', 'Ontario Renal Network Vascular Access Education Program (VAEP000DM16)', 'Radiation Oncology (RAON01NOV11)', 'Advanced Pain Assessment and Management (APAM01JAN12)', and 'eHealth Nursing and Oncology (EHN001JUL11)'. Each course has a 'View Receipt' or 'View Certificate' button. A red box highlights the 'Download Transcript (pdf)' button in the top right corner of the page. The footer of the page includes 'Copyright de Souza Institute © 2022' and 'Privacy Policy | Terms'.

*****Note:** If you cannot open your certificate after you have downloaded it, you may not have the proper PDF software installed on the computer. Adobe Reader is a free program you can install to open PDF documents. You can download it from the link below but **only do this if you were unable to open the transcript.**

<http://get.adobe.com/reader/>

MANAGING YOUR EMAILS

- 1) To view your emails, see **Inbox** section in the Home page



- 2) Click the **See all emails** button to view all emails.
- 3) Click the title of the email to view it.