



**HALLAM MEDICAL**

# **Getting Started with Credentially**

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**A guide for Hallam  
Medical clinicians**



# Frequently Asked Questions

This FAQ guide is designed to support Hallam Medical clinicians throughout their onboarding process with Credentially.

## I have more than one Credentially account. Do I still need to upload my documents?

Yes. Your Credentially profile is not shared between organisations, so you will need to upload the requested documents to your Hallam Medical profile.

## I haven't received my Credentially invitation. What should I do?

First, check your junk or spam folder. If you still cannot find the invitation, please contact Hallam Medical so we can check that we have the correct email address for you and resend the invitation if required.

## What documents do I need to upload?

The documents you need to provide will be listed within your Credentially profile. Please make sure you upload all requested documents and that they are clear, legible and in date.

## How do I know if my documents have been accepted?

Once you have uploaded a document, it will go through the relevant verification process. If further information or a replacement document is required, you will receive a notification asking you to take action.

## What happens if one of my documents is rejected?

If a document is rejected, check the reason provided and upload a suitable replacement or updated document as soon as possible. If you are unsure why your document has been rejected, please contact Hallam Medical on 0333 800 0395 for guidance.

## Can I update a document after I have uploaded it?

Yes. If a document has expired or you have received an updated version, you should upload the new document to keep your profile up to date.

## How will I know when my mandatory training is expiring?

You will receive email communications reminding you when training or other compliance documents are approaching their expiry date. Please make sure Credentially emails are not going into your spam or junk folder.



### How often will I receive reminders about expiring documents?

Reminder emails are sent at different intervals depending on the type and length of validity of the document. These can include 6 months, 3 months, 2 months, 1 month and 7 days before expiry. For example, indemnity and appraisal reminders are sent at specific intervals.

### What happens if I don't complete my requirements before they expire?

It is important to complete any outstanding requirements before their expiry date. An expired document or training certificate may affect your compliance status and could impact your ability to work. Please action reminder emails as soon as possible.

### Who should I contact if I have a problem with Credentially?

If you are unsure about what you need to upload, cannot access your account, or have another issue with your Credentially profile, please contact the Hallam Medical team on 0333 800 0395 for support. When contacting us, please provide details of the issue and, where possible, a screenshot so we can help you quickly.

## Top 5 Things to Remember

- 1. Check your emails regularly** - Credentially will send you important reminders and requests for action. Check your inbox, junk and spam folders regularly.
- 2. Keep your documents up to date** - Make sure your professional documents, certificates and training are renewed before they expire.
- 3. Respond to requests promptly** - If Credentially asks you to upload, update or amend something, complete the action as soon as possible to avoid delays.
- 4. Check your Credentially profile** - Log in regularly to make sure your information and compliance documents are complete and up to date.
- 5. Don't leave it until the last minute** - If you know a document or training certificate is due to expire, start the renewal process early. This gives you time to resolve any issues before the expiry date.