



National Institute for Health Specialties (NIHS)

NIHS ePortfolio Platform Frequently Asked Questions (FAQ) (August 2025)



Contents

General Questions	3
Trainees	4
Supervisors & Faculty	6
Program Directors / Coordinators.....	7
Technical Support Questions.....	8



FAQ list with questions and answers categorized by user type and functionality:

General Questions

Q1: What is the NIHS ePortfolio platform?

A: The NIHS ePortfolio is a digital platform designed to track the progress, assessments, and professional development of medical trainees across the UAE. It supports documentation of Entrustable Professional Activities (EPAs) and procedures log.

Q2: Who can use the ePortfolio platform?

A: The platform is intended for use by trainees (residents, fellows, interns), faculty, program directors, and coordinators affiliated with the National Institute for Health Specialties (NIHS).

Q3: How do I log in to the platform?

A: You can log in using your institutional email address. A link and login credentials will be sent to your email once your account is activated by the coordinator.

Q4: What devices and browsers are supported?

A: The platform works best on Google Chrome, Firefox, Safari, and Microsoft Edge. It is responsive and accessible on desktops, tablets, and mobile devices. The mobile App is available on both Google play and App Store.



Trainees

Q5: How do I document an EPA observation?

A: Go to the “your pgy” tab, select the relevant EPA that you want to be observed, and request feedback from your faculty. You have to fill up the key features of this case before handing over your mobile phone to the faculty. In case the assessment cannot be entered into the ePortfolio at the same time, you can select the email option to send to this faculty who agreed to assess you.

Steps to be followed by Trainees:

- Learn the components and tasks of each EPA thoroughly.
- Choose the right cases and invite assessors—ensure variety in feedback sources.
- Perform consistently well so excellence becomes habit.
- Accept feedback non-defensively and apply it in your next performance.
- Track entrusted EPAs and repeat them as required in specified in the EPA document to achieve the required numbers.

Q6: How do I get the EPA observation documented if the faculty has no time to fill the eportfolio at the same time?

A: If the faculty is unable to fill the form at the same time, still this faculty can assess you and provide verbal feedback. You can click the email option, and the faculty will get an email notification to fill your form at home. If he has not filled, you can remind the faculty the next day.

Q7: What are Procedures Logs and how do I fill them?

A: The Procedures Logs are used to record performance of procedures. Navigate to the “procedures Log” section, enter details such as date, patient type, procedure, and reflection, then submit review to the supervising faculty immediate scoring or for later scoring by email. Please see the Procedure Log Guidelines on the website.



Q8: Can I edit a submitted EPA or procedures Log?

A: You can edit the case details and key features before it is reviewed and assessed by your faculty. After submission, it becomes read-only. However, you can discuss the constructive feedback with the faculty to enhance learning.

Q9: How do I track my progress?

A: Use the dashboard to view EPA completion rates, feedback summaries, and milestones. The visual progress bar shows how close you are to meeting program requirements.

Q10: How do I know what are the minimum required numbers of EPAs for each phase of my training?

A: The EPAs document on the NIHS website clearly provides details on how many observations with which conditions are necessary for each EPA. The phase in which each EPA is mandatory is clear on the ePortfolio.

Q11: Can I get EPAs of other phases be assessed?

A: Yes you can view all the EPAs for your specialty, and you have the option to get additional EPAs to be assessed. These are considered optional and will not compensate for a mandatory EPA for this phase. Please note that the completion of the EPAs specified for that particular PGY is mandatory for you to be promoted to the next PGY.



Supervisors & Faculty

Q12: How do I assess and score an EPA?

A: When a trainee approaches you to assess a specific EPA, and you agree, the trainee will fill in the required key features and hand over their mobile device to you.

At the bedside, observe the trainee as they perform the EPA-related activity. Using the ePortfolio on the trainee's device, assess their performance and assign a score for each listed task and the final rating using the 5-point entrustment scale provided.

Steps to be followed by Assessors:

- Familiarize yourself with the full EPA and expected performance before observing.
- Objectively observe and assess all tasks and the Level of Supervision on a scale of 1-5.
- Provide constructive narrative feedback that is specific, actionable and encouraging.
- Verbally provide your feedback after the observation to reinforce learning.
- Enter assessments promptly and sign off your name and email in the ePortfolio. Click Submit.

Q13: If I do not have time to score the trainee's performance at the bedside, how should I complete the EPA assessment in the ePortfolio?

A: In such cases, you may ask the trainee to use the “**Email Assessor**” option within the ePortfolio system. However, it is essential that you observe the EPA task and provide **immediate verbal feedback** at the time of the encounter.

To facilitate accurate scoring later, you are advised to make a brief note of the trainee's name and your intended entrustment rating on a device of your



choice—such as your mobile phone, tablet, or personal notebook—so that you can refer to it when completing the assessment later.

You will receive an email notification with a link to the pending assessment. To complete it, go to the **“Review Requests”** tab in the ePortfolio, open the trainee’s submitted EPA request, enter your rating and written feedback, and then submit the form.

Q14: If I find some tasks mentioned under the EPA are not relevant for this particular case, what do I score?

A: There is an N/A option for the individual tasks. It is mandatory to fill the **Level of Supervision** from 1 to 5, as this will be reflected in the trainee and program Director dashboards.

Q15: How do I authenticate my assessments reflected on the PD dashboard?

A: Faculty can view "Faculty dashboard", to see that all the documented EPAs, the candidates and the time are reflected authentically as you intended to score. These are the scores that will be reflected on the PD Dashboard and will be used for promotion. It is advisable to check in very frequently especially if you assess trainees in multiple programs.

Program Directors / Coordinators

Q16: How do I add or update trainee information?

A: Use the “User Management” tab to add trainees manually or upload a list in bulk using the Excel template.



Q17: How do I assign faculty or link them to a group?

A: Go to “Groups & Roles,” select the organization, then assign faculty accordingly.

Technical Support Questions

Q18: I forgot my password. How do I reset it?

A: Click on “Forgot Password” on the login page and follow the instructions to reset via your registered email.

Q19: I found a technical issue or error. What should I do?

A: Contact the NIHS IT support team at Alhanouf.s@uaeu.ac.ae

Q20: Will there be training or help resources?

A: Yes, we will provide video tutorials, user guides, and webinars to help you get started.

Q21: Can the platform be used offline?

A: Yes, the platform doesn’t require an internet connection to function.



