

FREQUENTLY ASKED QUESTIONS (FAQ) — 2019 CMPA COUNCIL ELECTIONS

Who can vote? Where are the elections?

All CMPA members in the following Areas are eligible to vote in the 2019 Council elections:

- **British Columbia and Yukon**
- **Alberta**
- **Ontario**
- **Québec**
- **New Brunswick**

All members can vote for Division A and Division B positions, regardless of whether they practice in Division A or B.

Council representation – Divisions A and B

To ensure the representation of general and family practice, and of the different medical specialties, the Association's By-law requires that members interested in seeking election to council be considered to practice in two Divisions, as follows:

1. Division A—Certification from CFPC, or CMQ (Specialists in Family Medicine), or physicians without CFPC or RCPSC certification
2. Division B—Specialist certification from RCPSC or CMQ, not including Specialists in Family Medicine

How do I vote?

To access the election ballot, CMPA members will be required to sign in to the CMPA member portal (www.cmpa-acpm.ca/Vote2019) using their member number and password. The CMPA uses a web-based election format, with a secure, dedicated website of an independent election agency to ensure the integrity of the voting process. Election information, is emailed to the email address on record with the CMPA to members in Areas where elections are being held. For members who do not have an email address on file, they will receive the election information by mail, and will be directed to the CMPA member portal to sign in and vote.

When can I vote?

Voting opens on Wednesday, March 20, 2019 and closes on Wednesday, April 24, 2019 at 11:59 p.m. (local time). All voting is online.

Members in Areas where elections are being held will receive election information by email¹, beginning on March 20, 2019. To access the election ballot, CMPA members will be required to sign in to the CMPA member portal (www.cmpa-acpm.ca/Vote2019) using their member number and password.

When will I receive the voting information and instructions?

Election information will be sent to CMPA members in Areas where elections are being held by email, beginning on March 20, 2019. Election reminder emails will be sent to members who have not yet voted throughout the election period.

All CMPA members can read about the election and review the candidate profiles on the CMPA's website at <https://www.cmpa-acpm.ca/en/about/council/council-elections> (beginning March 20, 2019).

How do I get to the voting website to cast my ballot?

To access the election ballot, CMPA members in Areas where elections are being held will be required to sign in to the CMPA member portal using their member number and password. Voting opens on March 20, 2019.

What information do I need to provide to vote?

To vote, CMPA members in Areas where elections are being held will be required to sign in to the CMPA member portal using their member number and password. Members can obtain their member number from the email notification that is sent to each member who is eligible to vote, or by calling 1-800-267-6522. Emails are sent to the email address on file with the CMPA.

Where can I find information about the election candidates?

CMPA members can read about the election and review the candidate profiles on the CMPA's website at <https://www.cmpa-acpm.ca/en/about/council/council-elections> (beginning March 20, 2019).

1. CMPA members in Areas where elections are being held, and who do not have an email address on file, will receive election information by mail.

For members eligible to vote, the dedicated online voting website will also provide election candidate information, and members can review at their leisure before voting.

I don't have a home computer. How can I vote?

Members can vote from any computer – it could be from a neighbour's or friend's house, by using a colleague's computer or by using one of the computers at the public library.

Can I vote from a mobile device?

Yes. Any mobile device may be used to vote. Members may also vote using a laptop or desktop computer.

Is it safe to click on the link in the election notification email?

Yes. The link directs users to the CMPA member portal where they will be required to sign in using their member number and password. The CMPA uses a web-based election format, using a secure, dedicated website of an independent election agency to ensure the integrity of the voting process.

Who do I contact if I have questions regarding the election and how to vote?

Questions related to the election may be directed by email to elections@cmpa.org or by calling 1-800-267-6522.

I need to change my contact information at the CMPA. How do I do that?

CMPA members may change their contact information through the [member-self-service](#) options offered on the CMPA website or by calling 1-800-267-6522.

Adding an email address to your safe sender list

You can allow email from specific email addresses to safely come into your inbox without it being placed in your junk or spam folder by whitelisting email addresses within your email client or Internet security software and adding email addresses to a safe senders list. Each security software program has different steps in order to do this. [Check for your security software](#) and then follow the applicable instructions.

Unable to sign in to the CMPA member portal

From our experience, we have found that the following troubleshooting tips have resolved the majority of issues.

1. If you have access to another browser, try to access the link from another browser. For example, if you are not successful with Chrome, and you also have Firefox, try loading the page in Firefox. Sometimes there are script- or ad-blocking extensions that prevent the content from loading and using another browser is often a viable workaround.
2. You may need to clear your cache and/or cookies if you are presented with "loading please wait" for an extended period of time.
3. Access to the CMPA's member portal may be blocked by your firewall security protocols. If you have access to another network, try to access the page from that network. For example, by signing in from your home computer.
4. If you are using Firefox, Safari or Google Chrome, please ensure you are using the most up-to-date version of these browsers. Our website is especially compatible with Internet Explorer (IE).

If you continue to experience any difficulties after using the suggestions above, please contact us at 1-800-267-6522.

How do I re-set my password?

To get a password and sign in to the self-service section of the CMPA website, please proceed as follows:

Go to www.cmpa-acpm.ca and click *Member sign in* (from the top right-hand side). Your username is your membership number.

Set or reset your password by clicking *Need a password?* Please note that the password must be at least 8 characters long, including 2 numerical characters and is case sensitive.

Should you experience any further problems, feel free to call us at 1-800-267-6522 or 613-725-2000.

Cannot find the election notification email

CMPA members in Areas where elections are being held can access the election ballot by signing in to the [CMPA member portal](#) using their member number and password – no need to wait for the election notification email!

If you cannot find your notification email, it may be that your computer or organization's email security settings are directing your election notification emails to your junk or spam folder. Check this folder to see if the notification is there or request assistance from your organization's IT (Information Technology) support team.

If you would like to provide an alternative email address, please email elections@cmpa.org or call 1-800-267-6522 for assistance.