



THE
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The South African Dental Association Newsletter
Informing Oral Healthcare Professionals

Bulletin



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Dear Esteemed SADA Members

We hope that this correspondence finds you in good health. In furtherance of our continuous dedication to enhancing your interaction with the South African Dental Association (SADA), we are delighted to provide you with the following operational updates that are designed to bolster your engagement and contentment. Kindly allocate some time to peruse and acquaint yourselves with the following:

Personnel Movement

Tshepo Moletsane's departure from our organisation is formally announced, with sincere appreciation for his previous contributions.

Ruth Boice, who commenced her employment with SADA on April 3, 2019, has been cordially accepted as his immediate successor in the capacity of Event co-ordinator. Ruth's expertise and exuberance establish her as a valuable asset to SADA; therefore, we extend our sincere wishes to her.

In addition, we extend our congratulations to Zama Mangesi, our current receptionist from Jan 2020, on her promotion to Membership Support, effective April 1st. By assuming this crucial duty, she is supporting our continuous endeavours to provide superior service to our members. The date of her replacement announcement will approach.

I am confident that you will see even better service in the coming weeks as these changes are implemented.

Overpayment, Allocation, and Refunds

Earlier this year, we encountered a situation where members of the debit order system inadvertently made entire payments via the cash system, causing some challenges. We have assiduously addressed these concerns, and I can confirm that all these issues have been resolved. Should you still be impacted, or that we inadvertently overlooked you, kindly reach out to us through finance@sada.co.za. For the avoidance of similar duplications or complications in the future, we request that members consult with our Membership Administration before converting debit orders to cash/card/EFT. This ensures a seamless process without duplications. Remember, current debit orders are perpetual until officially withdrawn by the member.

Enhanced Communication

Considering apprehensions regarding the protracted nature of replies to inquiries and electronic correspondence, we have conducted a thorough examination of our operational frameworks and enacted provisional remedies. In the coming weeks, we are working on introducing a ticketing system to enhance efficiency in handling essential emails and telephone calls, providing transparency and timely updates. Anticipate a more streamlined approach to resolving member concerns and remain informed of additional information regarding these improvements. Once this system is in place, it will allow tracking of queries, time span taken to resolve issues and give management, particularly myself a better view for oversight purposes.

Mitigating Load Shedding Impact

We hereby notify you of the extended duration of load shedding and assure you that the management team is conscientiously developing an all-encompassing resolution. One can expect a discernible enhancement in response times, thereby guaranteeing continued accessibility to SADA. We are certain that our proactive measures will effectively mitigate the adverse consequences of electricity difficulties, ensuring a smooth and efficient experience during your engagement with the association.

Payments and Invoices: Statements detailing the invoices and payments associated with your account have been issued. Kindly examine the following at your earliest convenience, and if any concerns emerge, please contact us without delay. Please check your "junk" mail or the email associated with your membership portal if you have not received your statement. To obtain additional support, please contact us at info@sada.co.za; we assure you that any inquiries will be promptly addressed.

We are dedicated to ensuring that every interaction with our organisation provides value and satisfaction, and these strategic initiatives are designed to enhance your overall experience with SADA. We greatly appreciate your valuable feedback and are committed to consistently improving our services to meet your needs.

World Oral Health Day 20 March 2024

This annual global event promoted by the FDI is here again, join in the fun and download information supplied by "Toothie":

- [Media Statement](#)
- [Posters for print and display](#)
- [Instagram posts to share with your patients](#)
- [Clicks Radio Interview Information to share with your patients](#)
- [SADA Webinar hosted by Sensodyne and Paradontax 19 March 2024](#)
- [Middle East Africa Webinar hosted by Haleon Group 20 March 2024](#)

GlueUp Accounts and Passwords

This is a plea to all Drs, Professors, Ladies, Gents, Practice Managers, Receptionists, Bookkeepers, and anyone managing a MyGlue account. SADA implores you not to create more than one MyGlue account. We are constantly merging multiple GlueUp accounts into one account. Creating multiple My Glue accounts creates absolute havoc with your records and payments.

If by chance, you are a member of another organization utilizing MyGlue, you still only require one username and password.

For example, suppose in your particular case you are a member of the Paedodontic Society of South Africa and a member of SADA, both of whom utilize GlueUp to manage their members. You will use the same email address, and password for both memberships. The MyGlue application will recognize that you should have access to both organizations. You do not need to use different Passwords.

We have found that some users are logging into MyGlue with their Username and a Password they created for SADA. When they want to login to another Organization they attempt to log in with the Username and Password they believe are correct for that account. Meanwhile, the system is generic and has recorded the last Password created against the user's email address. We trust this will assist with some of the frustration experienced regarding Passwords not appearing to work.

The frustration of password updating has been discussed with the GlueUp Development Team, as promised. The team has advised that they are investigating this, and they hope that system administrators will, in the future, be able to adjust the password reset window to a maximum period of 12 months.

We do not have a release date; however, we have been informed it is in the pipeline and something to look forward to.

Where, who, what - CPD Records

The HPCSA as members are aware has circulated to practitioners that many seem to be non-compliant with their CPD portfolios. This has created a wave of enquiries which we clarify processes for members below.

1. Member attends Activity – online or physically, such as a SADA branch event, CPD meeting, etc.
2. The service provider of the activity records attendance and informs the HPCSA via email of the attendees and the CPD points earned listing all details of the attendee including their professional registration number.

Service providers are no longer required as per the HPCSA NAF Regulations to issue certificates to attendees.

Please note SADA does not supply certificates for activities.

When completing an online SADJ MCQ it is possible to receive your certificate for that MCQ. We suggest you download the certificate and keep it in a safe place.

3. The HPCSA logs all CPD earnings per registrant to the professional profile and sends the registered practitioner an SMS that this has been done.

HPCSA Profiles

Ensure that you have a profile on the HPCSA platform and that your correct contact details are included. SADA has been receiving requests to assist with contacting the HPCSA, as registered practitioners are receiving no response to their attempts either telephonically or via email.

To access your HPCSA profile

To log in go to

<https://hpcsaonline.custhelp.com>

If you do not remember your Username or Password

Click on - Forgot your username or password?

This will take you to a page which will allow the following:

- Reset your password
- Request your username using Registration Number
- Request your username using Email Address
- Recover Your Account

How do I check my CPD status?

To check your CPD status, go to the Account Settings page, click on your name in the top right-hand corner and select Account Overview, 9. Click on the My CPDs tab on the Account Overview page.

Registered practitioners can also access CPD information by clicking on Online services ---> CPD update request ---> Click here to proceed

Please assist a colleague by completing this survey

Dear Colleague

I, Marietjie Weakley, am conducting research on Molar Incisor Hypomineralization at the University of the Western Cape, and humbly ask your participation in my research titled: "Validation of a Questionnaire on Knowledge, attitudes, and practices of oral health care providers regarding Molar Incisor Hypomineralisation: A South African Study."

Please find attached information about the nature and purpose of the study. If you voluntarily wish to participate, after reading the information provided, please complete the questionnaire on this link: <https://redcap.link/eckf6xx3>

It will take 5 – 10 minutes to do!

Thank you in advance for your valuable input.

Dr Marietjie Weakley

M: [+27 79 755 3810](tel:+27797553810)

E: marietjieweakley@gmail.com

Upcoming Events

19
Mar

WEBINAR: The synergistic link between great oral care and excellent health (WEB187)

30
Aug

2024 SADA Dental & Oral Health Congress and Exhibition





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