

Frequently Asked Questions

Prior to contacting MD Voice support, please confirm if your question has been answered below:

MD Voice General Overview

What is the MD Voice Research Community?

MD Voice is an online community exclusive to Canadian physicians and is managed by the Insight team at MD Financial Management, a subsidiary of the CMA.

Why should I join the MD Voice community?

By joining the MD Voice community, you will be sharing your insight, knowledge, and experience to help shape future products and services for the evolving financial needs of Canadian physicians.

Who can join this panel and how do I join?

To join MD Voice, you must be a member of the Canadian Medical Association. The “Join Now” link located below will direct you to a short survey that asks you to answer questions about yourself, which must be completed in order to become a member.

About the Surveys

What topics will the surveys cover?

The surveys will cover a range of topics in financial management of relevance to Canadian physicians.

Who are these surveys conducted for?

MD Voice Members’ collective feedback is shared anonymously with administrators of MD Financial Management.

How many surveys will I be asked to complete in a year?

You will be invited to participate in a maximum of 12 surveys each year.

How do I complete a survey?

You will receive emails inviting you to participate in surveys. Each survey will contain a unique link which you can click on or paste into your browser’s address bar to access the survey.

For how long do surveys remain open?

We attempt to provide members with plenty of opportunity to complete surveys. However, the email invitation will outline if there is a pre-determined close date/time for a survey.

Are there any rewards for filling out surveys?

If there is a reward opportunity being offered for participating in a survey or in the panel, full details will be provided in either your email invitation to the survey or within the survey. A copy of the rules & regulations will also be included for your review. Please be sure to read the information provided so you are familiar with the terms and procedures for rewards.

Privacy Policy

Why does MD Voice ask profiling questions and what are they used for?

The personal questions we ask help us to make sure that we have CMA members from all stages of the physician lifecycle: medical students, residents, practicing physicians, semi-retired physicians, and completely retired physicians.

In addition, we may also analyze survey results by demographic segment. In all instances, the answers you provide are amalgamated with those of other members; we never release personally identifiable information without your consent.

How will my privacy be protected?

All of your personal information will remain strictly confidential and are only used for legitimate research purposes. Your personal data will never be distributed to external parties without your express consent.

For more information, please refer to our privacy policy:

<https://mdm.ca/multimedia/pdf/mdf-privacy-policy-f.pdf>

Technical Questions

I cannot log in.

If you have just joined the panel and have not yet received a confirmation email you will not be able to login to the panel. Please check your inbox and click the link in your confirmation email to complete your registration and gain access to the panel.

If you are already a member of the panel, please make sure that you do not enter extra blank spaces when typing/pasting in your email address or password. The password is also case sensitive. As such, please ensure the characters are entered in the correct case.

You will be able to change your password once you are logged into the portal by clicking on 'Update' on the top of the screen by the logout button or by clicking the 'Change Password' link.

I cannot remember my password or my password does not work.

If you cannot remember your password, simply enter the email address you registered with into the email address box on the panel login page and click on the 'Forgot Password' or 'Reset Password' button.

A temporary password will be sent to you via email. You will be able to change your password once you are logged into the portal by clicking on 'Update' on the top of the screen by the logout button or by clicking the 'Change Password' link.

Please make sure you do not enter extra blank spaces when typing/pasting in your email address or password. The password is also case sensitive. As such, please ensure the characters are entered in the correct case.

Please note, we strongly recommend that you avoid clicking the 'Forgot Password' button more than once as each time the button is clicked, a new password is generated and emailed to you. Passwords can take up to 20 minutes to arrive, depending on your email provider. If your password does not arrive it may be that you entered an email address which is not identical to the one you used to register.

I would like to update my email address and/or password.

You can update your email address and/or password anytime by logging into the panel and clicking on the 'Update' link at the top of the page. This will allow you to modify your email address or password. Please ensure you choose a new password that includes 6 to 12 characters, and at least one number. An example: (login7). The password is case sensitive and must not include any spaces. If you are changing a temporary password please enter that password in the 'old password' box and the new password in the 'new password' box.

I did not receive my confirmation email or I am not receiving emails from you.

Depending on your email provider and your personal email settings, some emails sent from an automated system may be diverted directly into your Junk Mail folder. Please check your Junk Mail folder for our email. To avoid this situation, you can add our email address to your safe sender list, safe recipient list, white list (different names are used in different email programs) or to your address book.

If you have checked your Junk Mail folder and have not been able to find a copy of any email from us, please contact Support.

Did you receive my survey responses?

Most likely, we received your survey responses. You can confirm this for yourself in one of the following ways:

1. Click on the survey link in your email invitation. If any questions remain, they will be presented to you. Any other page means that your survey was completed.
2. You can log into the panel and look under 'Take a Survey' to see if see if the survey is still pending.

If you were returned to the panel portal page after completing a survey, this also means your responses were submitted.

My page is blank, not loading, or I cannot move to the next page.

Please allow 2 minutes for the page to load. The page may take a few minutes to load depending on your connection speed.

Refresh the page: Please try to either restart, or click the refresh/reload button on your browser. In most cases, this will load the question properly and will allow you to complete the survey.

Ensure you have a current version of Adobe Flash. To ensure your browser is working correctly with Flash, go to the link below, check your version number and follow any instructions on this page to install or update Flash: <http://www.adobe.com/software/flash/about/>

If your browser has any add-ons that block Flash such as Click2Flash, Flashblock, Adblock or Privoxy, please turn these applications off to allow our system to access Flash.

Finally, if you have another browser on your computer, please try accessing the survey on that browser to see if that makes a difference.

How can I opt out of the panel?

Simply click the “**unsubscribe**” link at the bottom of any email communications sent to you by MD Voice, and follow the instructions on screen to complete the process. Once this action has been completed, you will be immediately removed from the MD Voice panel.

Did you not find the answer to your question?

Contact our dedicated support team here: <https://www.mdvoice.ca/R.aspx?a=613&as=i7E00im3Lt>