



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

Candidate Portal User Guide

Welcome to the PEBC Portal. The Portal allows you to create a profile with your personal and professional details, apply for PEBC’s processes, and receive updates and results from PEBC. This user guide will help you successfully navigate the features of the Portal.

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Key Tips

- Bookmark the [Existing Portal Account](#) link after you have logged in the first time.
- The Portal is unavailable for daily maintenance 3-5 AM Eastern Time.
- Add support@pebc.certemy.email to your ‘Safe Senders’ emails to ensure portal notifications do not end up in your ‘Junk’ folder.
- Credential = Application - Please note that a “credential” in the Portal is what PEBC refers to as an “application”.

Accessing your Portal Account

How you access the Portal is determined by your application history with PEBC.

Existing Portal User - Account Login

If you have already completed the process of setting up your Portal account, please use the [Existing Portal Account](#) link to login only. Bookmark this link for easy access.

If you do not have a Portal Account or PEBC ID Number

There are 3 links to the Portal for account creation, based on where you graduated - [Canada](#), the [US](#) or [other international countries](#). You must select the appropriate link, as it will determine the application you have access to in your account.

Once your account is setup it is very important that you do not use that link again. If you do, you will create duplicate accounts and you will not be able to access anything completed or assigned in your original account. Instead, use the [Existing Portal Account](#) link and bookmark it.

Non-Certification Candidates– If your Provincial Regulatory Authority has asked that you take a PEBC exam, but registration is not the goal, please contact pebcinfo@pebc.ca for further instructions.

If you have a PEBC ID Number but no Portal Account

If you had an account with PEBC prior to the Portal and there was activity in your account within 4 years of July 2021, a new portal account has been created for you. Please bookmark and only use the [Existing Portal Account](#) link to access your account.

Logging in for the First Time

1. Enter the email address that is on file with PEBC.
2. Select 'Forgot password' so that a new password can be created to access your account.
3. Follow the instructions provided.
4. An activation email will be sent to you that you must use to activate your account immediately.
If you do not activate your Portal account, you will not be able to access it.

No Account due to Inactivity – If you have a PEBC ID number but find there is no Portal account for you to log in to using this method, please contact pebcinfo@pebc.ca.

Overview of the Portal

Main Menu

You will find the main navigation menu at the top of the screen.



My Applications – Applications will automatically be assigned to you based on your eligibility as you progress through your certification pathway. Please note that if you are eligible to apply for an exam, the application will only appear during the application period. See the ‘Portal Application Process’ section below for more information.

Digital Wallet – You will find all documents uploaded by you or PEBC here, including photos, Admission Cards, exam results letters, feedback reports, fee receipts, and more.

Transcripts – This function is not currently in use. In the future, Continuing Education (CE) certificates will be kept here for those who must complete remediation.

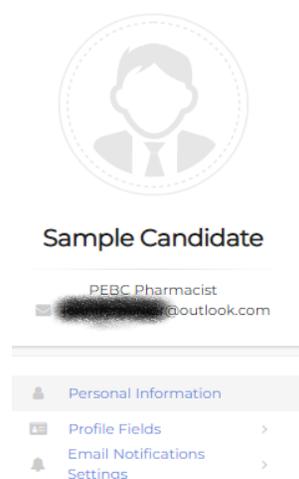
User Guide – These user guide videos have been created by Certemy, the Portal provider. Please note that some of the information does not apply to PEBC. Please consult the PEBC guide as a main resource.

Candidate Profile – Click on your name to view your profile and update your contact information. Please see ‘Candidate Profile Options’ below for more information.

Logout – Click on the ‘power’ symbol to the right of your name to logout of your account.

Candidate Profile Options

By clicking your name in the top menu, you will find the following profile options in the left sidebar menu:



Profile Photo – Above your name, in the left menu, you can click on the circle to upload a profile photo. This photo will not be used by PEBC, so adding it is optional.

Personal Information

- **Change primary email** – This is the email address you must use to login to your Portal account and to receive all correspondence from PEBC.
- **Change name** – Currently you cannot change your name using this method. Please see the identification information in the PEBC application instructions for the correct process.
- **Add mobile phone** - If you enter a number here, it will not be used by PEBC. PEBC will only use the phone number entered in your profile.

Profile Fields

- **Address & contact number updates** – If your mailing address or contact number changes you should update it immediately on this page.
- **Preferred language change** – You can change your preferred language to either English or French at any time.
- **Application photo viewing and downloading** – If you wish to view or download the photo you uploaded for your application you can do so here once the related application is approved.
- **Representative name and email updates** – If you have decided to allow someone to email PEBC on your behalf or would like to, you can use this page to add, update or delete your representative's name and email address.
- **Uneditable information** – Only the information listed above can be edited. If you click on any other field, you will not be able to make any changes. You can make changes within your application if you have not completed the relevant portion of the application. If a change is needed that you cannot make through the portal, please contact pebcinfo@pebc.ca for information.

Email Notifications Settings

You can select which email notifications you receive from the Portal, but this is not recommended, as it could keep you from email alerts that are critical to your certification process.

You will receive email notifications from the Portal for most actions taken on your behalf. This includes any changes in status made by PEBC to a step in an application, so you will be aware of PEBC processing your application.

Portal Applications

When you login to your Portal account you will only see the applications you are eligible to complete.

Exam Application Assignment – If you are eligible to complete an exam application, it will only be available during the application period for the upcoming exam. Once the application deadline for the exam passes, an incomplete application will be deleted from your account. You will see the application for the next exam appear in your account once the next application period begins.

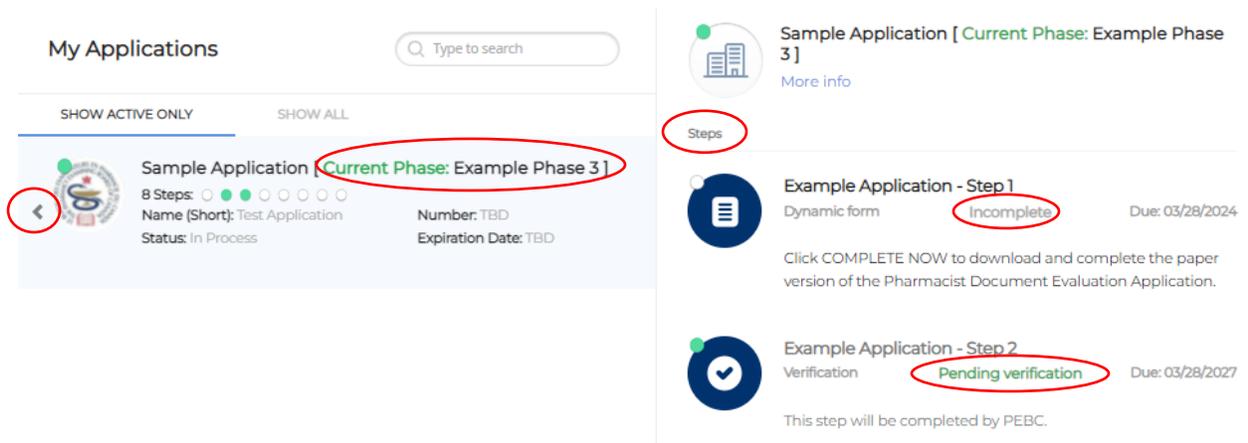
Application Listings – You will find all applications you are eligible to complete, under 'My Applications', in the left column. The phase of each application you are working on is displayed. At the top of the left

column, you can select 'Show Active Only' or 'Show All'. 'Show Active Only' will show you the applications that have not been completed and approved.

Application Structure – The Portal applications are broken into phases and then steps:

- **Application**
 - **Phase I**
 - **Step 1**
 - **Step 2, 3 ... (where applicable)**
 - **Phase II (where applicable)**
 - **Step 1**
 - **Step 2, 3 ... (where applicable)**

Each phase has one or more steps. Phases appear on the left side of the 'My Applications' page and steps appear on the right side.



Phases – Navigation and Status

Visible phases – If an application has more than one phase, after completing all steps in the first phase the next phase will appear for you in the left column. You can access the different phases using the arrows that appear to either side of the phase information. See the arrow pointing left in the image above.

Phase status – At the top of the 'phase' and 'step' columns you will see a status dot for the phase that is currently green. See the 'Step Status' information below for the appearance of different status types.

Step Status

You can check your applications to see if steps show as incomplete, pending, rejected, or complete.

Incomplete – In 'Example Application - Step 1' in the image above, the word 'Incomplete' appears and there is a clear dot on the step icon. This means you have not completed this step.

Pending – To the left of 'Example Application – Step 2' in the image above, 'Pending verification' appears and there is a green dot on the step icon. This means you have completed the step and are now awaiting approval by PEBC. Some applications include steps that are automatically approved once the step is completed by you, so pending status would be skipped.

- **Two-part Pending Process** - There are older versions of applications that have a two-part process. For the first part, you will receive email notification that your requirements have been initially met and the step status will remain 'pending'. The second part includes verification of your application and credentials and then approval of your application, at which point the step will be updated to 'Completed'.

Completed – To the left of 'Example Step 1' in the image below, 'Completed' appears and there is a green dot with a checkmark on the step icon. This indicates the step has been approved by PEBC. You will see the related step summary in the phase information shows the same status.

The screenshot displays the 'My Applications' page. On the left, a search bar is present above 'SHOW ACTIVE ONLY' and 'SHOW ALL' filters. The main application card for 'Sample Application [Completed Phase: Example Phase 1]' shows '5 Steps' with five green checkmarks. Below this, it lists 'Name (Short): Test Application', 'Number: TBD', and 'Expiration Date: See current phase'. On the right, the 'Steps' section lists 'Example Step 1' (Dynamic form, Due: 03/28/2025) and 'Example Step 2' (Dynamic form, Due: 03/28/2025), both with 'Completed' status and a green checkmark icon.

Rejected – In the image below you will see that 'Example Application – Step 1' icon shows 'Rejected by Verifier' in red. This indicates that what you submitted for that step was not sufficient. If a step is rejected, you will receive an email with a description of what was incorrect and what should be submitted instead. You will need to complete all parts of the step again to resubmit it.

The screenshot displays the 'My Applications' page. The application card for 'Sample Application [Current Phase: Example Phase 3]' shows '8 Steps' with three green checkmarks and five empty circles. It lists 'Name (Short): Test Application', 'Number: TBD', and 'Expiration Date: TBD', with a status of 'In Process'. The 'Steps' section shows 'Example Application - Step 1' (Dynamic form, Incomplete, Due: 03/28/2024) with a red 'REJECTED BY VERIFIER' label and a red circle around the status.

Step summary – The phase information at the top of both columns shows the number of steps with an equivalent number of status dots to provide a summary. If the summary at the top of the right column does not show, click on 'More Info' to have it displayed along with other information related to the application.

Fee Payment

If an application requires payment it will include a 'Payment' phase.

Payment Types Accepted – PEBC only accepts payment by credit card - VISA or Mastercard. PEBC does not accept payment by AMEX, Debit, VISA Debit or Interac.



Example Step 1 - Fee

⚡ Incomplete ⓘ Fees 📅 03/28/2027

Click **Pay Fee** to pay by credit card for Document Evaluation.

If you have money on account with PEBC click **3rd Party Payment** instead of Pay Fee, indicate that you have money on account and how much. Please also contact pebcinfo@pebc.ca for instructions to pay the remainder of your fee. Do not use **3rd Party Payment** for any other reason.

Fees \$685.00

CLOSE

3RD PARTY PAYMENT

PAY FEE

Pay Fee – Select ‘Pay Fee’ and follow the instructions carefully if you plan to pay using VISA or Mastercard. These payments receive instant approval unless there is an immediate issue with your credit card.

3rd Party Payment – This option should only be selected if you have money on account with PEBC. Do not use it for any other reason, as it will only delay your application completion. Once you select this option a ‘Comments’ box will appear where you should indicate your intention to pay using your money on account. Once you have completed this step, PEBC will verify your funds before approving your payment.

Fee Receipt – Once your ‘Payment’ step shows as ‘Completed’ you can check your Digital Wallet for your fee receipt.

Application Instructions and Completion

- You must follow the instructions in all steps within each phase of an application for your application to be completed.
- Read all instructions in the Portal carefully for each application.
- To submit everything required for an application, you will also need to read the appropriate instructions on the [PEBC website](#). Any errors will slow down your application process and may lead to you missing an examination deadline.