



# The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

## Candidate Portal User Guide

PEBC has introduced the Candidate Portal (“Portal”) to streamline the process for candidates moving through PEBC’s certification pathways. This Portal will be used to create a profile of their personal and professional details, apply for PEBC’s processes, and receive select communications from PEBC.

Important information about how to interact with the Portal will be provided through this document, including a step-by-step description of how to apply for an exam, using the Pharmacist Qualifying Examination Part II (OSCE) as an example.

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## Accessing the Portal Account

The process to accessing the Portal account will depend on whether candidates already have a PEBC ID or not.

### For Candidates **WITHOUT** a PEBC ID

There are self-enrolment links to the Portal which put candidates in the appropriate pathway for PEBC certification based on their country of education. Go to this [page](#) on PEBC's website to create a new account. **Note that this link is only to be used the first-time candidates create their account.** Afterwards, candidates will use the regular link on PEBC's website (see details below).

### Candidate Identification

Regardless of which pathway candidates are designated, there will be one step which will require them to print a PDF document which will be used to document their identity, where they will also include a recent photograph and a certified copy of their official, government identification. This document must be witnessed before being sent, by courier, to PEBC's office.

Once PEBC has received the document and validated the candidate's identity, PEBC will assign them a PEBC ID.

### For Candidates **WITH** a PEBC ID

PEBC has created accounts for pre-existing PEBC candidates.

To access this account, candidates must bookmark and use only the following link:

<https://pebc.certemy.com/entry/login>.

Input the email address that is on file with PEBC. Select **Reset Password** so that a new password can be created to access the account. Follow the instructions provided, including activating the account via the link sent to your email.

For these candidates, PEBC will upload a Status Summary into the Digital Wallet in the weeks following the launch of the Portal. This will provide candidates with a one-time, historical summary of their progress through the certification pathway. This Status Summary will not be updated, and any further progress will be updated through the Portal.

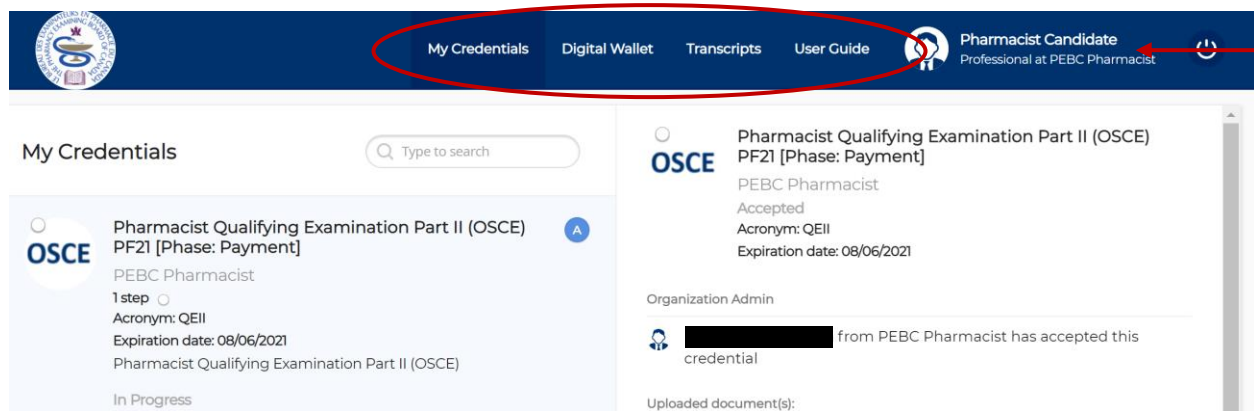
### Key Tips

- **Bookmark the Portal link for ease of access: <https://pebc.certemy.com/entry/login>**
- **The Portal is unavailable for daily maintenance between 3 AM and 5 AM Eastern Time.**
- **Add [support@pebc.certemy](mailto:support@pebc.certemy) email as a safe sender to your email service to ensure that automated notifications are received.**

## Overview of the Portal

Candidates are assigned a certification pathway based on their country of education. For example, international pharmacy graduates looking to achieve PEBC certification must successfully complete Document Evaluation, Pharmacist Evaluating Examination, Pharmacist Qualifying Examination Part I (MCQ) and Part II (OSCE). Each underlined activity will have multiple **Credentials** that are reflected within the Portal, including credentials for applying for the activity and for receiving results.

When candidates log in to the Portal, the top of the screen will show numerous headings.



**My Credentials** refers to the processes that candidates will go through as part of the overall certification process. PEBC will automatically assign the credentials for which the candidates are eligible. **Some credentials are optional.** See [Other Credentials](#) at the end of the document for more information.

**Digital Wallet** will be a place where documents from PEBC are stored such as the performance exam Admission Cards, examination result letters & feedback reports, and so on.

**Transcripts** will be a place to hold continuing education (CE) certificates for those who must complete remediation related to completion of CE credits. It is not currently being utilized at this time and PEBC will make an announcement when available.

**User Guide** will provide candidates with videos developed by Certemy on how to utilize the Portal. It is helpful to review these resources.

## Making Changes to Profile Information

Candidates can change certain pieces of information on the Portal by clicking on their name. Some changes require PEBC approval, such as name changes.

**Pharmacist Candidate**

Company name: PEBC Pharmacist

Primary email: pebcinfo@pebc.ca

The email address set as your "primary email" will be used for logging in and for any notifications sent from the platform.

[Change name](#)

[Change primary email](#)

[Click here to upload a photo of yourself](#)

Pharmacist Candidate

PEBC Pharmacist  
pebcinfo@pebc.ca

Personal Information

Profile Fields

Email Notifications Settings

### Information Changes:

- **Name Changes:** Candidates who would like to make a change to their name on file with PEBC, would need to provide official supporting documentation. This information must be validated by PEBC before being approved.
- **Email Address:** Candidates can readily change their primary email address with PEBC. The new email address must be validated before being approved.
- **Address Information:** Candidates who would like to change their mailing address on file with PEBC (see below) will click **Profile Fields**. This will lead to the screen below where candidates can click on the various fields that can be edited and enter the new information.

**Profile Fields**

PEBC ID / N° d'identification BEPC 630021 NAPRA ID# / N° d'identification ANORP

Profile Information

First & Middle Name(s) / Prénom(s) et second(s) prénom(s) Pharmacist	Surname(s)/Family Name(s)/ Nom(s)/Nom(s) de famille Candidate
Former Name(s) / Nom(s) (avant mariage ou autre changement de nom légal) No data	Date of Birth / Date de naissance 06/06/1994
Apt #, Street #, Street Name, P.O. Box # - Address Line 1 / N° d'appartement, n° et nom de rue, n° de boîte postale - Adresse ligne 1 717 Church St	Apt #, Street #, Street Name, P.O. Box # - Address Line 2 / N° d'appartement, n° et nom de rue, n° de boîte postale Adresse - Ligne 2 No data
City / Ville Toronto	Province/State / Province/État ON
Postal Code/Zip Code / Code Postal M4W 2M4	Country / Pays Canada

## Applying for PEBC's Processes through the Portal

To apply for one of the evaluations or examinations that must be completed within PEBC's certification pathways, candidates must be deemed eligible to do so. Upon logging in to the Portal, candidates will see whichever credentials are assigned to them. For an examination, the application credential will only be for the **upcoming** examination.

The process to work through a credential will be described below using the application for the upcoming Pharmacist Qualifying Examination Part II (OSCE) as an example.

**The structure of a Credential is as follows:**

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

Each Phase may have one or more Steps. The Phase(s) appear on the left-hand side under **My Credentials** while the individual Step(s) appear on the right-hand side of the screen.

Completing the final Step in a Phase will automatically move you to the next Phase.

The OSCE Application Credential has 3 Phases:

- **Acknowledgement**
- **Registration**
- **Payment**

In the image below, candidates will see the first Phase (**Acknowledgement**) of the credential which is to acknowledge the deadline date to complete the application for the OSCE. Candidates have the option to accept or reject the credential. Candidates intending to take the exam at the next administration will click **ACCEPT**. Candidates may also choose to **REJECT** it if they are **NOT** intending to take the exam at the next administration. If candidates do nothing, PEBC will delete the credential when the application window closes.

My Credentials

Type to search

OSCE

Pharmacist Qualifying Examination Part II (OSCE) PF21  
[Phase: Acknowledgement]

PEBC Pharmacist

1 step

Acronym: QEII

Pharmacist Qualifying Examination Part II (OSCE)

ACCEPTREJECT

OSCE

Pharmacist Qualifying Examination Part II (OSCE) PF21  
[Phase: Acknowledgement]

PEBC Pharmacist

Acronym: QEII

1 step

Acknowledgement

Dynamic form

Incomplete

Due: 07/15/2024

Please acknowledge the application deadline for the upcoming Qualifying Examination – Part II (OSCE).

ACCEPTREJECT

If candidates choose to **ACCEPT** the credential, they will receive the following pop-up. Click **Proceed in Certemy** to continue. PEBC does not accept EXISTING EVIDENCE at this time.

OSCE

Do you currently hold this Credential?

If you would like to complete the process for a new credential or renewal of an expired credential, please click **PROCEED IN CERTEMY** to continue.

If you have previously completed all steps required to receive your credential outside of the Certemy platform and wish to upload proof for completion, please select **UPLOAD EXISTING**. (THIS FEATURE SHOULD ONLY BE USED TO PROVIDE A COMPLETE SET OF EVIDENCE, OTHERWISE YOU MUST SELECT PROCEED IN CERTEMY TO COMPLETE ALL REQUIRED STEPS)

CLOSE

UPLOAD EXISTING

PROCEED IN CERTEMY

This will lead candidates into the credential itself.

The credential below has a single Step which can be seen on the right.

The credential itself indicates that it is **In Progress**. On the right, the individual Step(s) are visible and indicate that the Phase, as well as the Step, are **Incomplete**. The due date is also visible. **Another way to see that the Phase or Step is Incomplete is if the circles are not colored.**

The screenshot shows the 'My Credentials' interface. On the left, a list of credentials is displayed. The first credential, 'Pharmacist Qualifying Examination Part II (OSCE) PF21 [Phase: Acknowledgement]', is highlighted. Below its details, the status 'In Progress' is circled in red. On the right, the details of this credential are shown. It includes the OSCE logo, the title 'Pharmacist Qualifying Examination Part II (OSCE) PF21 [Phase: Acknowledgement]', and the role 'PEBC Pharmacist'. Below this, it states 'Accepted' and 'Acronym: QEII'. The 'Organization Admin' section shows a message from 'Mahmoud Suleiman from PEBC Pharmacist' stating 'has accepted this credential'. Under the '1 step' section, the 'Acknowledgement' step is listed with a status of 'Incomplete' (circled in red) and a due date of '07/15/2024'. A red arrow points from the 'In Progress' status in the list to the 'Acknowledgement' step details.

Candidates will click on the Step that they would like to complete. In this case, **Acknowledgement**.

The modal window displays the 'Acknowledgement' step. It features a blue circular icon with a document symbol. To the right of the icon, the word 'Acknowledgement' is written in a large font. Below this, there are three status indicators: a lightning bolt icon followed by 'Incomplete', a circular icon with a dollar sign followed by 'Dynamic form', and a calendar icon followed by the date '07/15/2024'. The main text of the modal reads: 'Please acknowledge the application deadline for the upcoming Qualifying Examination – Part II (OSCE)'. At the bottom right, there are two buttons: 'CLOSE' and 'COMPLETE NOW'.

Click **Complete Now** to continue.



## Acknowledgement



Incomplete



Dynamic form



07/15/2024

Please acknowledge the application deadline for the upcoming Qualifying Examination – Part II (OSCE).

The application deadline for the upcoming Qualifying Examination - Part II (OSCE) is **August 6, 2021**.

I acknowledge the Qualifying Examination - Part II (OSCE) application deadline. \*

☐

I Confirm.

BACK

CONTINUE

Candidates will see the information about the application deadline and will check the tick box to confirm and click **Continue**. After clicking the confirmation, a further screen will appear to confirm their submission.

Once that **Acknowledgement Phase** is complete, candidates are automatically assigned the **Registration Phase** to apply for the upcoming OSCE.

The **Registration Phase** below shows that there are 2 Steps on the right-hand side:

- **Step 1: OSCE Application**
- **Step 2: Declaration & Attestation**

### My Credentials

Type to search



Pharmacist Qualifying Examination Part II (OSCE)  
PF21 [Phase: Registration]

PEBC Pharmacist

2 steps

Acronym: QEII

Expiration date: 08/06/2021

Pharmacist Qualifying Examination Part II (OSCE)

In Progress

Uploaded document(s):

Credential\_Pharmacist Qualifying Examination Part II (OSCE) PF21.pdf 243 KB

2 steps



Pharmacist Qualifying Examination - Part II  
(OSCE) Application

Dynamic form

Incomplete

Due: 08/05/2021

Click COMPLETE NOW to complete the application for the Pharmacist Qualifying Examination - Part II (OSCE).



Declaration & Attestation

Dynamic form

Incomplete

Due: 08/05/2021

Please acknowledge the Declaration Statements and PEBC's Refund Policies to complete your application. You will first need...

Both steps are **Incomplete**. Candidates will click on each one to complete the steps.





## Pharmacist Qualifying Examination - Part II (OSCE) Application

Incomplete Dynamic form 08/05/2021

Click **COMPLETE NOW** to complete the application for the Pharmacist Qualifying Examination - Part II (OSCE).

CLOSE

COMPLETE NOW

When candidates click **Complete Now**, they will read important information about the exam that must be reviewed before proceeding.

For the OSCE, candidates will select:

- which language they intend to take the exam in, English or French
- which language they would like their PEBC certificate, upon successful completion of the certification process
- all the sites where they would be willing to travel for the upcoming examination
- whether they intend to apply for exam accommodations

Once candidates confirm their submission, they will see that the first Step is complete.

**My Credentials**

Search: Type to search

**OSCE** Pharmacist Qualifying Examination Part II (OSCE) PF21 [Phase: Registration]

PEBC Pharmacist

2 steps

Acronym: QEII

Expiration date: 08/06/2021

Pharmacist Qualifying Examination Part II (OSCE)

In Progress

credential

Uploaded document(s):

Credential\_Pharmacist Qualifying Examination Part II (OSCE) PF21.pdf 243 KB

2 steps

**Pharmacist Qualifying Examination - Part II (OSCE) Application**

Dynamic form **Completed** Due: 08/05/2021

Click **COMPLETE NOW** to complete the application for the Pharmacist Qualifying Examination - Part II (OSCE).

**Declaration & Attestation**

Dynamic form **Incomplete** Due: 08/05/2021

Please acknowledge the Declaration Statements and PEBC's Refund Policies to complete your application. You will first need...

Candidates will then complete the second Step, **Declaration & Attestation**, to review the terms that they are required to abide by, to take the examination, as well as PEBC's Refund Policies.

Check the  
boxes

Declaration Statements: I make these solemn declarations conscientiously believing them to be true and knowing that they are of the same force and effect as if made under oath. \*

☐ I Declare

I have read and understand PEBC's Refund Policies. \*

☐ I Confirm

BACK

CONTINUE

After candidates make the Declaration and confirm their understanding of the Refund Policies, they will be asked to provide an electronic signature acknowledging both statements. Candidates may sign using a touchscreen or their mouse.



## Declaration & Attestation

⚡ Incomplete    Ⓢ Dynamic form    📅 08/05/2021

Please acknowledge the Declaration Statements and PEBC's Refund Policies to complete your application. You will first need to read PEBC's Refund Policies found [here](#).

Signature

Clear

Sign above

BACK

SUBMIT

After clicking **Submit** the second Step is complete and candidates will be moved to the **Payment Phase**.

### My Credentials

Pharmacist Qualifying Examination Part II (OSCE)

PF21 [Phase: Payment]

PEBC Pharmacist

1 step

Acronym: QEII

Expiration date: 08/06/2021

Pharmacist Qualifying Examination Part II (OSCE)

In Progress

PEBC Pharmacist

Accepted

Acronym: QEII

Expiration date: 08/06/2021

Organization Admin

from PEBC Pharmacist has accepted this credential

Uploaded document(s):

Credential\_Pharmacist Qualifying Examination Part II (OSCE) PF21.pdf 243 KB

1 step

OSCE Examination Fee

Fees Incomplete Due: 08/05/2021

Select Pay Fee to pay the exam fee by credit card.

In this Phase, candidates are required to pay the examination fee. The Portal only accepts payment by credit card, **VISA** or **Mastercard**. Debit, VISA Debit or Interac payments are not currently accepted.

## OSCE Examination Fee

Incomplete
 Fees
 08/05/2021

Select **Pay Fee** to pay the exam fee by credit card.

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](mailto:pebcinfo@pebc.ca) for instructions to pay the remainder of your fee.

Fees	\$1,835.00
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CLOSE

3RD PARTY PAYMENT

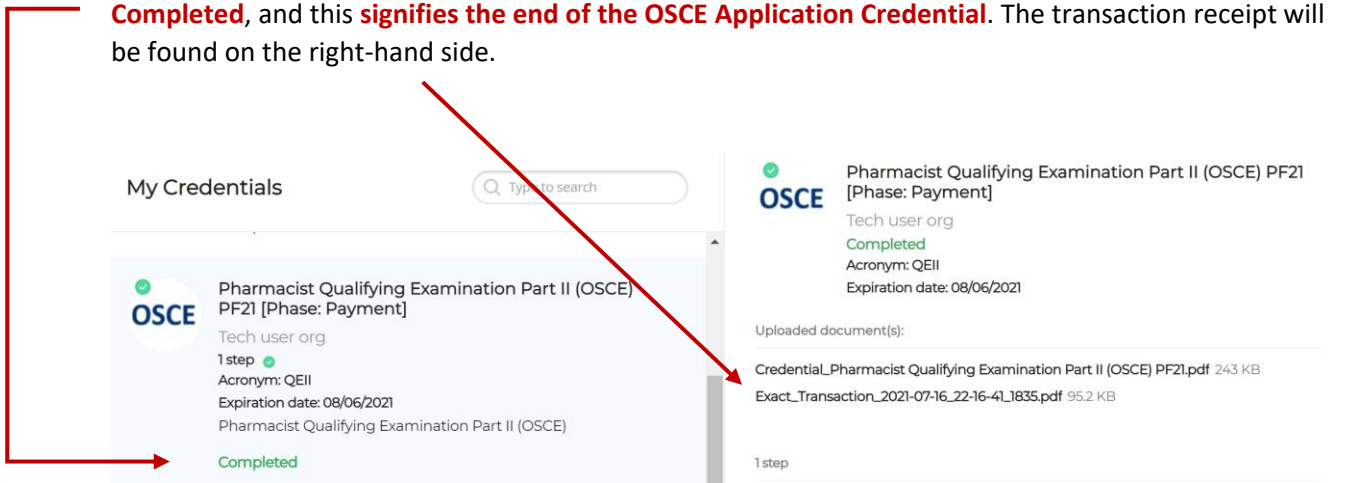
PAY FEE

There are 2 options for payment. The primary one is by clicking **Pay Fee** where candidates are directed to a secure payment page to input their credit card information. The other option, **3rd Party Payment**, is only used by candidates who have money on account with PEBC. **Please note that for candidates who chose the 3rd party payment option, this will have to be first verified by PEBC before the payment phase is complete.**

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## Completion of a Credential

When payment is complete, candidates will see under **My Credentials** that the **Payment Phase** is **Completed**, and this **signifies the end of the OSCE Application Credential**. The transaction receipt will be found on the right-hand side.



PEBC no longer requires paper PDF applications to be submitted to its office. The OSCE application is now complete. **Candidates will not receive an email confirmation indicating that the credential is complete.**

Candidates will receive an email a few weeks before the OSCE with their Admission Card that includes details about where they will be taking the OSCE and other relevant information. A copy will also be placed in their **Digital Wallet**.

## Important Points for Application Credentials

- **Making Changes to a Credential**
  - Once any Step or Phase is complete within the Credential, it cannot be changed.
  - Contact PEBC by email via [pebcinfo@pebc.ca](mailto:pebcinfo@pebc.ca) to make the change request.
- **Changing Site locations**
  - **For MCQ exams**, sites that were selected on the Credential are not fixed as they are only used for capacity estimates. When candidates receive their *Invitation to Schedule*, they can select whichever site they prefer.
  - **For OSCE / OSPE exams**, sites cannot be changed on the Credential. Email requests for site changes will only be considered on a case-by-case basis and PEBC reserves the right to refuse a candidate's request.
- **Withdrawing from an Exam**
  - If candidates wish to withdraw from the examination, they must contact PEBC by email via [pebcinfo@pebc.ca](mailto:pebcinfo@pebc.ca). PEBC's standard Refund Policies apply.

## Other Credentials

As mentioned previously, there are multiple credentials available to candidates as they progress through the PEBC certification pathways.

**Most credentials are required while some are optional.** Optional ones are made available as some candidates may require it. Such an example would be the **Educational Credential Assessment (ECA) Report** credential for U.S. and International Pharmacy Graduates proceeding through Canadian immigration processes.

There are credentials to apply for each of PEBC's evaluations and examinations that are relevant to the candidates' pathways to certification. There are also separate ones to indicate candidates' results on the exam. There are also credentials that apply to candidates under certain circumstances, such as those candidates who are required to complete remediation prior to re-attempting an exam.