



**IBLCE**<sup>™</sup>  
*International Board of  
Lactation Consultant Examiners*

## **IBLCE Credential Manager Guide for Initial Applicants**

**This IBLCE Credential Manager Guide is for those who:**

- have never taken the IBLCE certification examination
- are applying to retake the IBLCE examination
- have held the IBCLC certification in the past, but are not currently certified

**As an International Organisation, IBLCE uses British English in its publications.**

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## Introduction

This IBLCE Credential Manager Guide is for those who:

- have never taken the IBLCE certification examination
- are applying to take the IBLCE examination again
- have held the IBCLC certification in the past, but do not currently hold the certification

IBLCE is pleased to provide you with this guide to assist you in becoming familiar with its online credential management system. The IBLCE Credential Manager is a web-based, secure database provided by Pearson Credential Manager, formerly Integral 7.

As you progress your way through the IBLCE Credential Manager, the vast majority of terms and language you encounter will be specific to IBLCE. However, on occasion, you may find references to Pearson Credential Manager or Integral 7. Pearson Credential Manager is the current name of the online, database software and Integral 7 is the former name.

Please note that the images in this guide represent images within the IBLCE Credential Manager system at a specific point in time and are for illustrative purposes only. Changes in the system may occur from time to time and therefore the text of forms and screens may be somewhat different than the text displayed in this guide.

### **Account Creation**

If you have ever been certified as an IBCLC or if you have ever applied for the IBLCE certification examination in the past, you may already have an account within the IBLCE Credential Manager system. You may login by using the “Forgot Password” feature on the login page. Please use the email address you have on file with IBLCE.

If you have never applied for the IBLCE certification examination, you will need to create an account in the IBLCE Credential Manager system. The link to the IBLCE Credential Manager system can be found on the IBLCE website at <http://www.iblce.org/certify/certification-application-information>. Once you open the IBLCE Credential Manager Login Page, please click on “New or First Time User” link found underneath the blue Login button (Figure 1). It is to your advantage to create an account as soon as possible because this will allow you to begin receiving certification information from IBLCE.

**Figure 1: IBLCE Login Page**



Once you have created an account, you can enter and leave the system as often as you wish. It is possible to begin an application form and click “Save for Later” so that you can return to it at another time.

After clicking on the New or First Time User link (Figure 1), agree to the Terms of Use and create a new account in the system by completing the Personal Information New Candidate Record form (Figure 2).

**Figure 2: IBLCE Personal Information Page**

The screenshot shows the IBLCE International website's 'Personal Information' page. The header includes the IBLCE logo and the text 'International Board of Lactation Consultant Examiners IBLCE International'. A navigation menu on the left lists 'Home', 'Contact Information', 'Demographic Information', 'Change Password', and 'Logout'. The main content area is titled 'Personal Information' and 'Test Tester - L-97281'. Below this is a 'Candidate Record' section with a message: 'Initially, and every 90 days, we like to verify your demographic information. Please verify your information or use the Update Personal Info link to the left to make the appropriate changes. Once verified, you may access the other areas of the site.' A note states 'Fields marked with an \* are required.' The form is divided into 'General Information' and 'Postal/Mailing Address' sections. The 'General Information' section includes fields for Prefix, Given/First Name (legal first name on ID), Second/Middle Name (legal middle name on ID), Family/Last Name (legal last name on ID), Suffix, Birth Date (07/11/1981), and Company Name. A table shows the candidate's ID information: Registry ID L-97281, last updated 09/24/2015. The 'Postal/Mailing Address' section includes fields for Country (UNITED STATES), Mailing Address (123 test), City (test), and State/Province (Arizona).

International Board of Lactation Consultant Examiners  
IBLCE International

Home  
▶ Contact Information  
▶ Demographic Information  
▶ Change Password  
▶ Logout

## Personal Information

Test Tester - L-97281

### Candidate Record

Initially, and every 90 days, we like to verify your demographic information. Please verify your information or use the Update Personal Info link to the left to make the appropriate changes. Once verified, you may access the other areas of the site.

**Fields marked with an \* are required.**

#### General Information

Prefix

Given/First Name (legal first name on ID) 

ID Name	ID	Last Updated
Registry ID	L-97281	09/24/2015

Second/Middle Name (legal middle name on ID)

Family/Last Name (legal last name on ID)

Suffix

\* Birth Date  (mm/dd/yyyy)

Company Name

#### Postal/Mailing Address

\* Country

\* Mailing Address

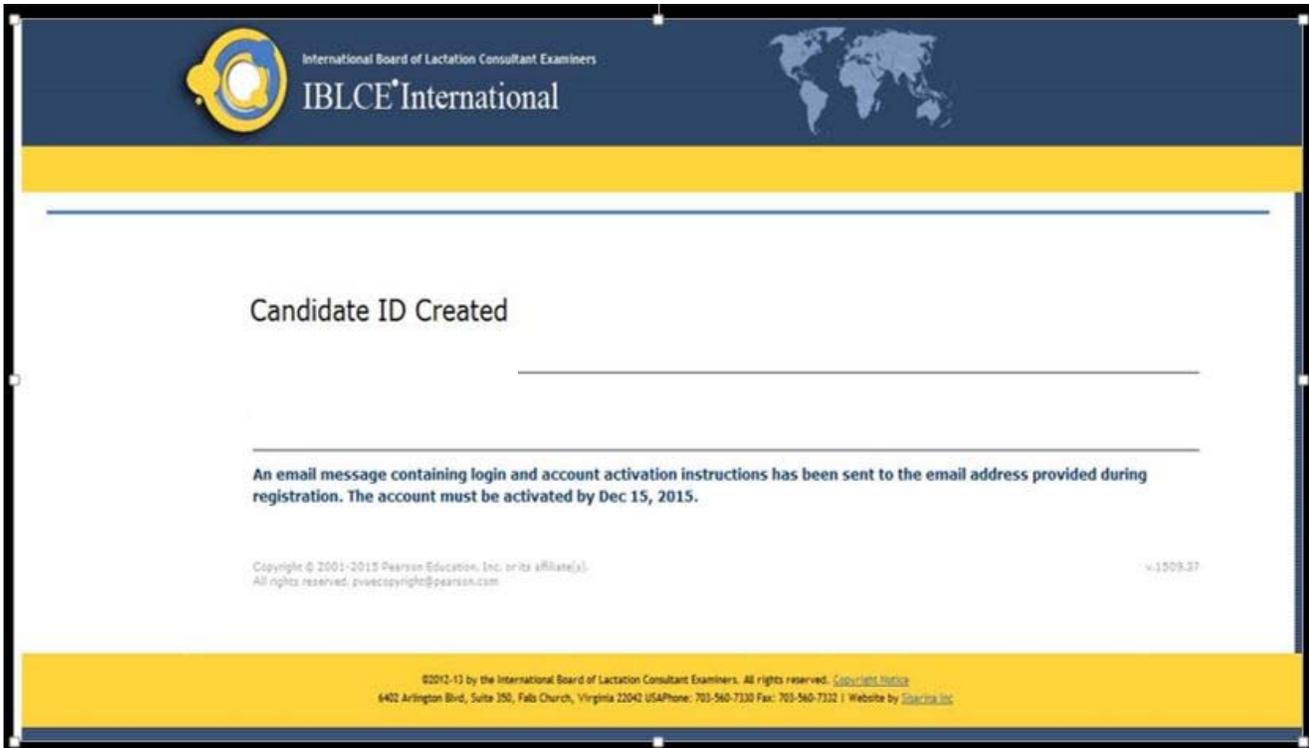
\* City

\* State/Province



A screen will appear verifying that your account has been created and that an email has been sent regarding how to activate your account (Figure 3).

**Figure 3: IBLCE Candidate ID Page**



To activate your account in the IBLCE Credential Manager system, you will receive an email similar to (Figure 4) Click on the one-time-use link to activate your account.

**Figure 4: IBLCE Confirmation Email**

Your user login to the IBLCE Credential Manager system has been created. To activate your account, please go to [www.---.com](http://www.---.com)

Your IBLCE ID is: L-####

Please note that the account activation link will expire on #####

Once you click on the above link, you will be asked to verify your username and set your password. The IBLCE ID listed above is your username. After activating your account, you will be able to access your account immediately by:

Opening your web browser

Clicking on the IBLCE Credential Manager Login Page: [www.----.com](http://www.----.com)

Logging in

**Please Note:** Once you have reached the Login Page, you should bookmark the Login Page for future use.

If you have questions regarding your IBLCE Credential Manager account activation, please contact your IBLCE regional office directly or fill out the form found at [www.---.com](http://www.---.com)

Thank you,

After clicking on the link provided in the email, you will be directed to a screen to create your account password (Figure 5).

**Figure 5: New Account Activation to Create a Password**

**New Registration**

Enter a new Username and Password below.

Username

Password

Confirm Password

- ▶ Username: You can enter any name for your Username, but it must be unique. If you enter a Username already in use, you will be asked to enter a different name until you enter a Username that is unique. Your Username IS NOT case sensitive.
- ▶ Password: You can create your own Password. It must meet the following requirements:
  - ▶ Password must be a minimum of 6 characters.
  - ▶ At least one special character. Special Characters that can be used are: (!@#%&\*()\_+){~-=':>?<,./\}
  - ▶ At least one lower case alphabetical character and one upper case alphabetical character.

After you have activated your account, you must enter your personal and demographic information and agree to the End User License Agreement as shown in Figure 6.

**Figure 6: Personal Information Page**



Home

- ▶ Contact Information
- ▶ Demographic Information
- ▶ Change Password
- ▶ Logout

### Personal Information

Zoe Candidate - L-54170

#### Candidate Record

IBLCE, and every IBC we hire, like to verify your demographic information. Please verify your information or use the Update Personal Info link to the left to make the appropriate changes. Once verified, you may access the other areas of the site.

Fields marked with an \* are required.

##### General Information

First Name	Zoe	ID Number	10	Last Updated
Middle Name		Registry ID	L-54170	12/05/2013
Last Name	Candidate			
* Birth Date	05/14/1971 (mm/dd/yyyy)			
Company Name				

##### Postal/Mailing Address

* Country	UNITED STATES
* Mailing Address	+56 Main Street
* City	Anytown
* State/Province	NE
* Postal Code	12345

##### Phone Numbers

* Home Phone Number	Phone Country Code	Number	ext
	USA (1)	(555) 555-5555	
Work Phone Number	Phone Country Code	Number	ext
	-Select-		
Mobile Phone Number	Phone Country Code	Number	ext
	-Select-		
Fax Number	Phone Country Code	Number	ext
	-Select-		

##### Email Addresses

Preferred Communications Address: Primary Email Address

* Primary Email Address	test@test.com
* Verify Email Address	test@test.com

Secondary Email Address	
Verify Email Address	

##### Custom Questions

Other State or Province	
-------------------------	--

Region

Verify

Click Here to Read Terms and Conditions

PLEASE READ THIS AGREEMENT CAREFULLY. CREDENTIAL SPONSORING CANDIDATE AND CERTIFICANT INFORMATION, INTEGRAL7, INC. ("INTEGRAL7") TO USE THE INTEGRAL7 SOFTWARE AND SYSTEM (THE "SYSTEM") TO MANAGE ITS CANDIDATE AND CERTIFICANT INFORMATION. INTEGRAL7, INC. IS WILLING TO GRANT TO EACH CREDENTIAL SPONSORING CANDIDATE AND CERTIFICANT A LICENSE TO ACCESS AND USE THE INTEGRAL7 CREDENTIAL MANAGER SYSTEM, BUT ONLY UPON HIS/HER ACCEPTANCE OF THE TERMS AND CONDITIONS OF THIS AGREEMENT. BY CLICKING ON THE "Verify" BUTTON, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO BE BOUND BY EACH OF THE FOLLOWING TERMS AND CONDITIONS YOU WILL NOT GET ACCESS TO THE SYSTEM.

- **License Grant.** INTEGRAL7 grants to you a non-exclusive, non-transferable limited license, pursuant to the terms hereof, to access and use the System solely for the purpose of searching, managing or providing your own educational, certification, searching, or employment information. You do not receive any, and INTEGRAL7 retains all, ownership rights in the System. INTEGRAL7 reserves all rights in the System not expressly granted to you in this Agreement.
- **License Restrictions.** You may not copy, reverse engineer, translate, modify or make derivative works of any software that is part of, or used with, the System. You may not disclose, publish, sell, assign, lease, sublicense, market or transfer the System, or any component thereof, or use the System in any manner not expressly authorized by this Agreement. You shall not attempt to derive the source code, source files or structure of all or

Once you have verified your Personal Information, the IBLCE Credential Manager system will open at My Home Page with a Welcome message as shown in (Figure 7)

below.

Figure 7: My Home Page Welcome Message

International Board of Lactation Consultant Examiners  
IBLCE<sup>®</sup> International

**Home**

- ▶ My Home Page
- ▶ Contact Information
- ▶ Demographic Information
- ▶ Communications Preferences
- ▶ Activity History
- ▶ Payment History
- ▶ Change Password
- ▶ Logout

**Certification**

- ▶ Certification Progress
- ▶ Application Forms

**Help**

- ▶ FAQ
- ▶ Contact Customer Service
- ▶ Customer Service History

## My Home Page

test Candidate4 - L-96796

The changes to this candidate have been successfully saved.

IBCLC Certification Application

**Welcome and thank you for your interest in the International Board Certified Lactation Consultant® (IBCLC®) credential!**

**Steps to Apply to sit the Exam:**

- ▶ Go to the **Application Forms** link on the left-hand side navigation screen in the **Certification** section
- ▶ Click on the **Certification via Exam** form on the **New Forms** tab; review, complete, and submit this form
- ▶ Go back to the **Application Forms** link
- ▶ Click on the **Acknowledgements, Attestations, and Payment** form on the **New Forms** tab; review, complete, and submit this form
- ▶ Go to **My Home Page** to see the current status of your application (e.g. under review, selected for audit, or accepted for exam)

All applications must be submitted in full by the posted application deadlines.

If you are not ready to sit the exam and would like to have a Pathway 3 Plan reviewed before you apply to sit the exam, then submit the **Pathway 3 Plan Submission and Payment** form in the **Application Forms** section.

**Help!** If you have questions about how to use this online system, the **FAQ** section found in the left-hand navigation screen contains frequently asked questions with answers.

**For technical assistance** about this online application system, please use the Contact Customer Service function found in the left-hand navigation screen.

Regional Office Contact Information

IBLCE in the Americas serves North, Central & South America and Israel and is your IBLCE regional office.

- ▶ If you have a specific question about your certification eligibility or recertification requirements, please contact your regional office.
- ▶ For general information about the IBLCE certification program, please visit [ibclce.org](http://ibclce.org).
- ▶ All questions about the IBLCE Credential Manager system and your application process must be submitted through the **Contact Customer Service** link located on the left hand navigation screen.

IBLCE in the Americas  
6402 Arlington Blvd, Suite 350  
Falls Church, VA 22042 USA  
Phone: +1-703-560-7330  
Fax: +1-703-560-7332  
Email: [ibclce@ibclce.org](mailto:ibclce@ibclce.org)

Candidate Profile

Below is your personal profile information. Please keep this information up to date.

test Candidate4 (L-96796) [Update](#)

test  
test, OH 12345  
UNITED STATES  
(555) 555-5555  
[nmorris@ibclce.org](mailto:nmorris@ibclce.org) [Change Password](#)

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6402 Arlington Blvd, Suite 350, Falls Church, Virginia 22042 USA Phone: 703-560-7330 Fax: 703-560-7332 | Website by [Sisarna Inc](#)

At this point, you may begin the application process immediately. However, if you wish to wait or if you need to stop at any point in the process, you can find the link to the IBLCE Credential Manager system on the IBLCE website at

<http://www.iblce.org/certify/certification-application-information>

- It is very important to note that if you have questions about certification requirements, you should contact the IBLCE regional office that serves you. Contact information for your regional office can be found in the lower left area of the My Home Page screen.
- If you have questions about using the IBLCE Credential Manager system and/or completing your application, you must submit your questions by using the Contact Customer Service link found on the left-hand yellow navigation bar.

While you are on the My Home Page screen, please take a few minutes to familiarize yourself with the navigation links in the yellow navigation bar on the left side.

- **The Contact Information** page is where you can edit and update your contact information. You are personally responsible for keeping this information up-to-date so that IBLCE can keep you informed about important certification issues. If you have a change to your name on the account you must contact the IBLCE office to request this change, as well as provide documentation related to the change.
- **The Communications Preference** link allows you to request the system not to send you any notifications. [Not Recommended]
- **The Activity History** link shows your application and certification history from the time that the IBLCE Credential Manager system was initiated. [History prior to this time is not currently within the system.]
- **The Online Payment History** link shows payments that you have made online by credit card.
- **The Change Password** link is where you can change your username or password.
- **The Logout** link will close your session in the IBLCE Credential Manager. If you have not saved or submitted any forms you have been working on, then you will lose any information you have entered.

- **The Application Forms** link is where you can view all forms that need to be completed, as well as forms that you have completed and those that are saved for later.
- **The Upload Documents** link is where you can find all documents that have been uploaded to your account. This area is for office use only; please disregard.
- **The FAQ** link provides answers to Frequently Asked Questions about the IBLCE Credential Manager system and/or the IBLCE application processes.
- **The Contact Customer Service** link allows you to submit an incident request for IBLCE staff to contact you with an answer to your questions or concerns. This is the feature you must use if you have questions about using the IBLCE Credential Manager system or completing your application forms.
- **The Customer Service History** link provides you with a record of your communication with IBLCE staff through the IBLCE Credential Manager system.

### Password or Username Recovery

If you forget your username or password, go to the IBLCE Credential Manager Login page (Figure 1) by clicking on the link found at <http://i7lp.integral7.com/ibfce> and click on the link called Forgot Username or Forgot Password.

An email will be sent the email address on record and you will be allowed to reset your username and/or password.

### Before You Begin the Application Process

Before you begin filling out application forms, you should know that you will need information about the following topics:

- Which pathway you will be following—Pathway 1, 2 or 3
- Whether or not, in the past five years, you have completed the required 90 hours of lactation specific education specified by Pathway 1 or Pathway 3 or whether or not you have completed your Pathway 2 academic program
- How you will demonstrate completion of the [Health Sciences Education](#)

- By demonstrating that you are educated in one of the professionals listed on the [Recognised Health Professions List](#)
- Or, by providing transcripts and certificates of completion that demonstrate completion of courses in the 14 health science courses
- Or, by providing documentation that demonstrates you are recognised by your national, state or provincial government to practice as a clinical health professional
- How many hours of clinical practice in lactation and breastfeeding care you have completed in the past five years (minimum requirements)
  - 1000 supervised hours for Pathway 1
  - 300 directly supervised hours for Pathway 2
  - 500 directly supervised hours for Pathway 3
- In addition, you will need to provide personal information such as birth date, country of citizenship and professional background and information about exam preferences such as whether you require accommodations during the exam administration and/or where you want to sit the examination. If you require accommodations, you will need documentation that supports the need for accommodations.
- Also if you respond “Yes” to one or more of the Required Questions, you will need to provide explanations for your responses.

If your application is selected for audit, you will be required to provide documentation that supports your completion of the following requirements:

- Health Sciences Education
- Lactation Specific Education
- Clinical Practice in providing care to breastfeeding families

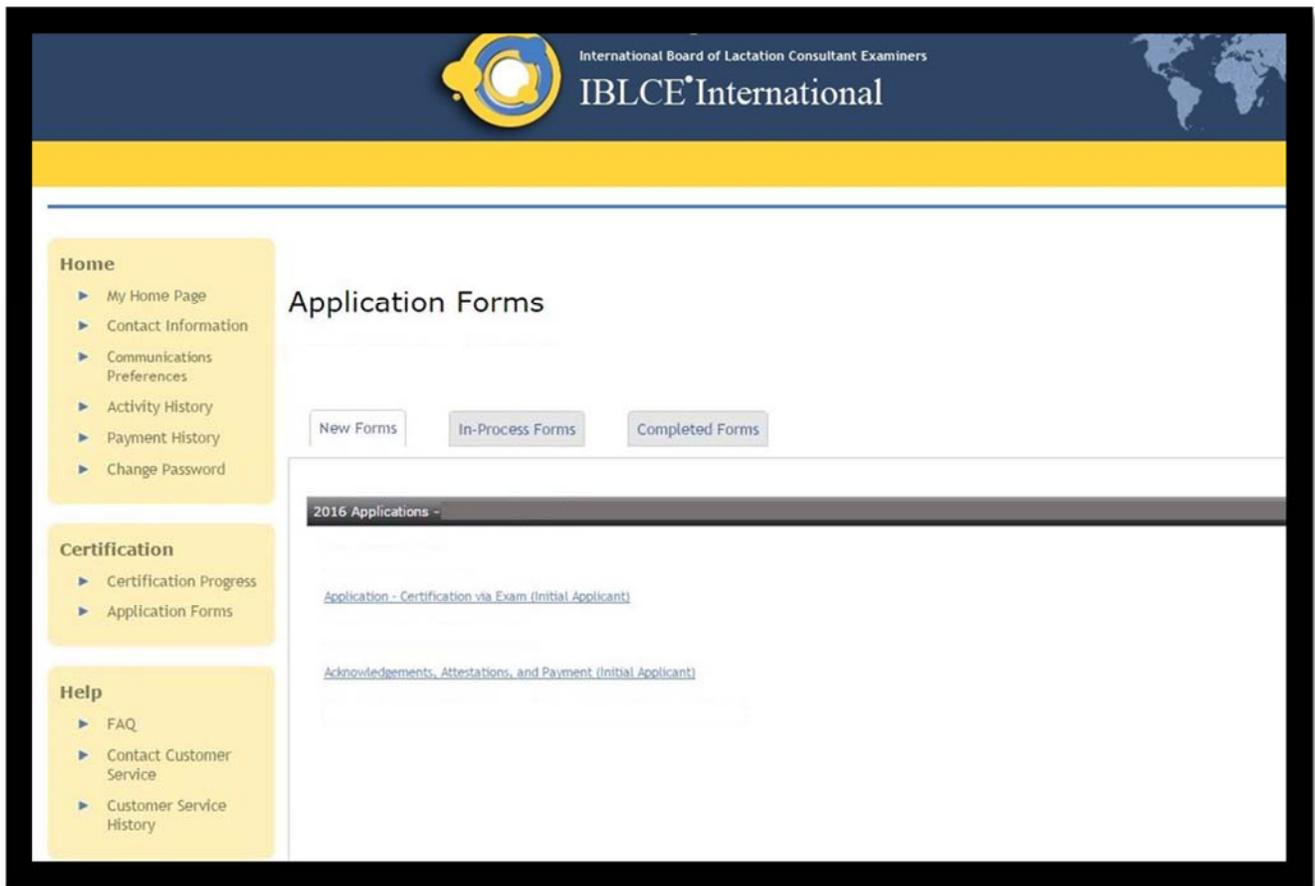
As you respond to questions on application forms, you can save the form for later use by clicking on the “Save for Later” button. This convenient feature allows you to come and go from the system as your schedule permits. The only exception to this rule is the Contact Information Form which requires certain specific information and cannot be saved for later.

Please note, you must meet all requirements at the time of application.

### Application Process

The Application Forms link in the left side navigation bar is where applicants can open the various forms that need to be completed or view forms that have been completed. Note that this screen (Figure 8) has three tabs: New Forms, In-Process Forms and Completed Forms. Forms that have no data entered can be found under the New Forms tab, forms that have been started and saved for later can be found under the In-Process Forms tab and Completed forms can be found under the Completed tab. Completed forms will display an approval or pending status.

**Figure 8: IBLCE Application Form**



The first step all applicants should take is to complete the Application- Certification via Exam (Initial Applicant) Figure 9.

**Figure 9: IBLCE Certification via Exam (Initial Applicant Form)**



Home

- ▶ My Home Page
- ▶ Contact Information
- ▶ Demographic Information
- ▶ Communications Preferences
- ▶ Activity History
- ▶ Payment History
- ▶ Change Password

Certification

- ▶ Certification Progress
- ▶ Application Forms

Help

- ▶ FAQ
- ▶ Contact Customer Service
- ▶ Customer Service History

Advanced

- ▶ Document Library
- ▶ Close Candidate

Test Tester - L-97281

Save for Later Submit Form

### Application - Certification via Exam (Initial Applicant)

Please provide all applicable information below. You **MUST** meet all IBLCE eligibility requirements at the time of application. If you do not, then please do not continue with your application.

You are applying for the following exam ONLY:

- ▶ April 4-6, 2016 - please note this exam will **ONLY** be offered by Computer Based Testing (CBT) and in English. Candidates in the United States and Territories will only sit the exam on Monday, April 4, 2016

#### Professional and Health Sciences Education

**\* How have you fulfilled the requirements for the Health Sciences Education?**

- Completed coursework in each of the 14 subjects in accordance with the Health Sciences Education Guide.
- Educated in a clinical health profession that is recognised by the country, state or province in which I practice the profession.

**\* Please select the option that BEST describes your professional education.**

-Select-

#### Eligibility Pathways

#### Lactation Specific Clinical Experience Information

Please provide the following information about your clinical practice experience. If you need assistance in calculating your clinical practice hours, you may find the [Lactation-Specific Clinical Practice Calculator](#) helpful.

Figure 10: IBLCE Acknowledgement, Attestations, and Payment Form



**Home**

- ▶ My Home Page
- ▶ Contact Information
- ▶ Demographic Information
- ▶ Communications Preferences
- ▶ Activity History
- ▶ Payment History
- ▶ Change Password
- ▶ Logout

**Certification**

- ▶ Certification Progress
- ▶ Application Forms

**Help**

- ▶ FAQ
- ▶ Contact Customer Service
- ▶ Customer Service History

test Candidate4 - L-96796

[Save for Later](#) [Submit Form](#)

**Acknowledgements, Attestations, and Payment (Initial Applicant)**

**Application Audit Policy**

Please read the following audit policy notification carefully and indicate your acknowledgement by clicking on the checkbox.

I understand, acknowledge and agree that IBLCE will audit initial applications and recertification applications. Such audits will be conducted on a standardized and randomized basis. If selected for such an audit, the candidate or certificant must furnish the complete requested information in a timely manner. Failure to do so could result in a delay or denial to sit the IBLCE examination and/or disciplinary action. In addition to the randomized and standardized audit process set forth above, IBLCE specifically further reserves the right to require any candidate or recertificant to provide proof of education, employment, course work or proof of any of the initial eligibility or recertification requirements in a timely and complete manner. Failure to do so could result in a delay or denial to sit the IBLCE examination and/or disciplinary action. In the event IBLCE determines that documentation submitted in support of an application or in support of recertification is inaccurate or fraudulent, IBLCE specifically reserves the right to bar a candidate from sitting the examination and/or disciplinary action.

**\* Indicate below that you have read, acknowledge, and are prepared to comply with the IBLCE audit requirements.**

I have read the audit policy notification and am prepared to comply with IBLCE audit requirements.

**Attestations and Acknowledgements**

Please read the following statements carefully, indicate your agreement, and enter your complete legal name.

By submitting an application to IBLCE for review, you:

- ▶ Expressly acknowledge and agree that you have read the IBLCE<sup>®</sup> Code of Professional Conduct for International Board Certified Lactation Consultants and the IBLCE Disciplinary Procedures. You understand that upon submission of your application, you will be subject to the Code of Professional Conduct for IBLCEs, IBLCE Disciplinary Procedures, and all applicable IBLCE policies and procedures, including, but not limited to, the timely payment of all applicable fees, and satisfaction of all certification and recertification requirements.
- ▶ Understand that this is an application only and does not guarantee certification. Agree to submit to a multiple choice examination and supply further information as determined by IBLCE.
- ▶ Understand that all documents, communications, and other information received by IBLCE become the property of IBLCE and will not be returned.
- ▶ Expressly understand and acknowledge that any false statement or misrepresentation that you may make in the course of the application or examination process, or otherwise in connection with IBLCE matters, may result in the revocation of this application, disciplinary action pursuant to the Code of Professional Conduct for IBLCEs and/or suspension or revocation of the opportunity to reapply for certification.
- ▶ Expressly understand and agree that IBLCE, in its discretion, may request from you or others information concerning matters that may be relevant to your eligibility for certification or recertification.
- ▶ Certify that the information you have provided on this application and in any supporting documents is accurate, true, and correct. You acknowledge and agree to abide by and with the policies and procedures promulgated and/or modified from time to time by IBLCE regarding examination irregularities, cheating, and cancellation of scores.
- ▶ Acknowledge and agree that you are prohibited from transmitting information about IBLCE examination questions or content in any form to any person or entity at any time, either prior to, during, or following the examination, and that your failure to comply with this prohibition, or your failure to report any information about suspected violations of such prohibitions or otherwise about any possible examination irregularities by yourself or others, may result in your scores being cancelled or your certification being revoked in accordance with IBLCE policies and procedures and/or legal action against you, including criminal prosecution.
- ▶ Agree to inform and release to IBLCE and its designated agents all pertinent information about your qualifications or about other matters that may arise in connection with your application and/or your subsequent certification or recertification by IBLCE.
- ▶ Expressly acknowledge and agree that IBLCE may communicate to state, provincial, federal, national or other authorities, as well as your current and former employers concerning your eligibility for certification or recertification.
- ▶ Expressly consent to the personal jurisdiction of the courts of the Commonwealth of Virginia, United States, with respect to any dispute in connection with this application or your certification, if awarded.
- ▶ Expressly understand and agree that IBLCE reserves the right to revise or update this application; and the Code of Professional Conduct for IBLCEs and that it is your responsibility to be aware of and comply with all current requirements. You further understand and agree that you are obligated to inform IBLCE of changed circumstances that may materially affect your application. You further understand and expressly acknowledge that it is your responsibility to provide any requested documentation in connection with this application.
- ▶ Expressly understand and agree that you will promptly notify IBLCE of any change of address or other contact information. You expressly acknowledge and agree that this is your sole responsibility.
- ▶ Expressly understand and agree that if you are certified following acceptance of this application and successful completion of the examination, such certification does not constitute a warranty or guarantee of your fitness or competency to practice as an IBLCE. If you are certified, you authorize IBLCE to include your name in a list of certified individuals and agree to use the IBLCE<sup>®</sup> designation, RLC<sup>®</sup> designation and/or related trade names, trademarks and logos only as expressly permitted by IBLCE. Furthermore, you understand and agree that, should your certification as an IBLCE and/or RLC lapse or be revoked, you will immediately discontinue using the designations IBLCE and/or RLC. Failure to do so will subject you to legal action by IBLCE.
- ▶ Understand and agree that IBLCE may also use anonymous and aggregate application and examination data for statistical and research purposes.
- ▶ Attest that you have disclosed any and all offenses and actions covered in the Required Questions Section of this application and understand that you are obligated to inform IBLCE of any future offenses and actions.
- ▶ Acknowledge and agree to abide by IBLCE exam fee refund policies.
- ▶ Expressly understand and agree that, without limitation, IBLCE may deny, revoke, suspend or otherwise take action with regard to your eligibility for certification or recertification in the case of irregularity in connection with any IBLCE examination.

If you are a MILCC candidate or have special circumstances, you may be required to enter a Coupon Code (Figure 11) as payment. Please refer to the IBLCE Office in your region if you have questions regarding your eligibility to apply a Coupon Code.

**Figure 11: IBLCE Payment Form**

International Board of Lactation Consultant Examiners  
IBLCE® International

Home

- ▶ My Home Page
- ▶ Contact Information
- ▶ Demographic Information
- ▶ Communications Preferences
- ▶ Activity History
- ▶ Payment History
- ▶ Change Password
- ▶ Logout

### Complete Form - Payment

test Candidate4 - L-96796

Order Details

Item	Description	Quantity	Price	Item Total
Exam_Full_T1	IBLCE Exam Application Fee (Tier 1 USD)	1	\$660.00 (USD)	\$660.00
<b>Total</b>				<b>\$660.00 (USD)</b>

Payment Type

Pay with Credit Card

Pay with Coupon  Coupon Code:

Fields marked with an \* are required.

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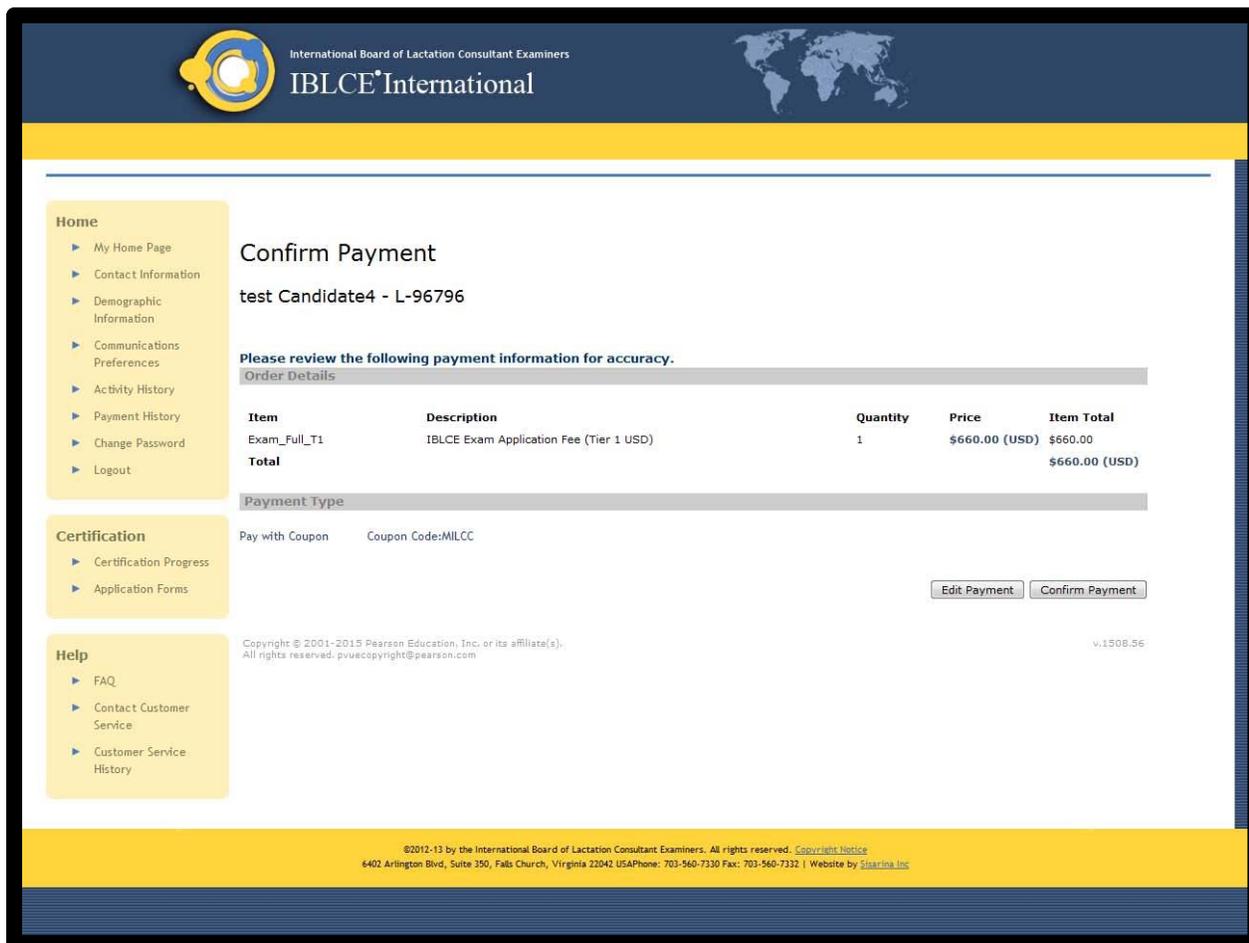
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6402 Arlington Blvd, Suite 350, Falls Church, Virginia 22042 USA Phone: 703-560-7330 Fax: 703-560-7332 | Website by Sisarina, Inc

## Payment Notification

**PLEASE NOTE:** The IBLCE Credential Manager system is designed to accept payment online. Please note that online payment is in US dollars only; no other currencies are accepted. Payment may be made by credit card, debit card and prepaid credit cards.

**Please Note:** Once payment is submitted, you will be taken to an additional screen requiring you to confirm the payment (Figure 12).

**Figure 12: IBLCE Confirm Payment**



Once payment is completed, you are finished with the application process and your My Home Page will inform you of your application status (accepted for exam or selected for audit). Please note that your My Home Page also displays the IBLCE office that serves you, as well as a summary of your personal information.

## Application Audit

If your application is randomly selected for audit, you will be notified by a message on My Home Page, as well as by an IBLCE staff member (Figure 13).

Figure 13: IBLCE Home Page Messaging

The screenshot displays the IBLCE International website's "My Home Page". The page features a navigation menu on the left with sections for Home, Certification, and Help. The main content area is titled "My Home Page" and contains a notification titled "IBLCE Certification Application". The notification text reads: "Thank you for submitting IBLCE certification/recertification application forms. You are seeing this message for one or both of the following reasons: You have chosen a coupon code to start the payment process. If you have chosen to use a coupon code to start your payment process, your application will remain in a pending status until your payment is complete. Your application has been randomly selected for audit. If your application has been selected for audit, you will need to provide proof of meeting the Health Science Education, Clinical, and Lactation Specific Education requirements. You do not need to contact IBLCE staff about this, as you will be contacted via email by an IBLCE staff member with further instructions." Below the notification, there are two expandable sections: "Regional Office Contact Information" and "Candidate Profile". The "Regional Office Contact Information" section provides details for IBLCE in the Americas, including the address (6402 Arlington Blvd, Suite 350, Falls Church, VA 22042 USA), phone (+1-703-560-7330), fax (+1-703-560-7332), and email (iblce@iblce.org). The "Candidate Profile" section displays personal information and includes "Update" and "Change Password" links.

IBLCE International

### Home

- ▶ My Home Page
- ▶ Contact Information
- ▶ Demographic Information
- ▶ Communications Preferences
- ▶ Activity History
- ▶ Payment History
- ▶ Change Password
- ▶ Logout

### Certification

- ▶ Certification Progress
- ▶ Application Forms

### Help

- ▶ FAQ
- ▶ Contact Customer Service
- ▶ Customer Service History

## My Home Page

#### IBLCE Certification Application

**Thank you for submitting IBLCE certification/recertification application forms.**

You are seeing this message for one or both of the following reasons:

- ▶ You have chosen a coupon code to start the payment process
  - ▶ If you have chosen to use a coupon code to start your payment process, your application will remain in a pending status until your payment is complete.
- ▶ Your application has been randomly selected for audit
  - ▶ If your application has been selected for audit, you will need to provide proof of meeting the Health Science Education, Clinical, and Lactation Specific Education requirements. You do not need to contact IBLCE staff about this, as you will be contacted via email by an IBLCE staff member with further instructions.

#### Regional Office Contact Information

IBLCE in the Americas serves North, Central & South America and Israel and is your IBLCE regional office.

- ▶ If you have a specific question about your certification eligibility or recertification requirements, please contact your regional office.
- ▶ For general information about the IBLCE certification program, please visit [iblce.org](http://iblce.org).
- ▶ All questions about the IBLCE Credential Manager system and your application process must be submitted through the **Contact Customer Service** link located on the left hand navigation screen.

IBLCE in the Americas  
6402 Arlington Blvd, Suite 350  
Falls Church, VA 22042 USA  
Phone: +1-703-560-7330  
Fax: +1-703-560-7332  
Email: [iblce@iblce.org](mailto:iblce@iblce.org)

#### Candidate Profile

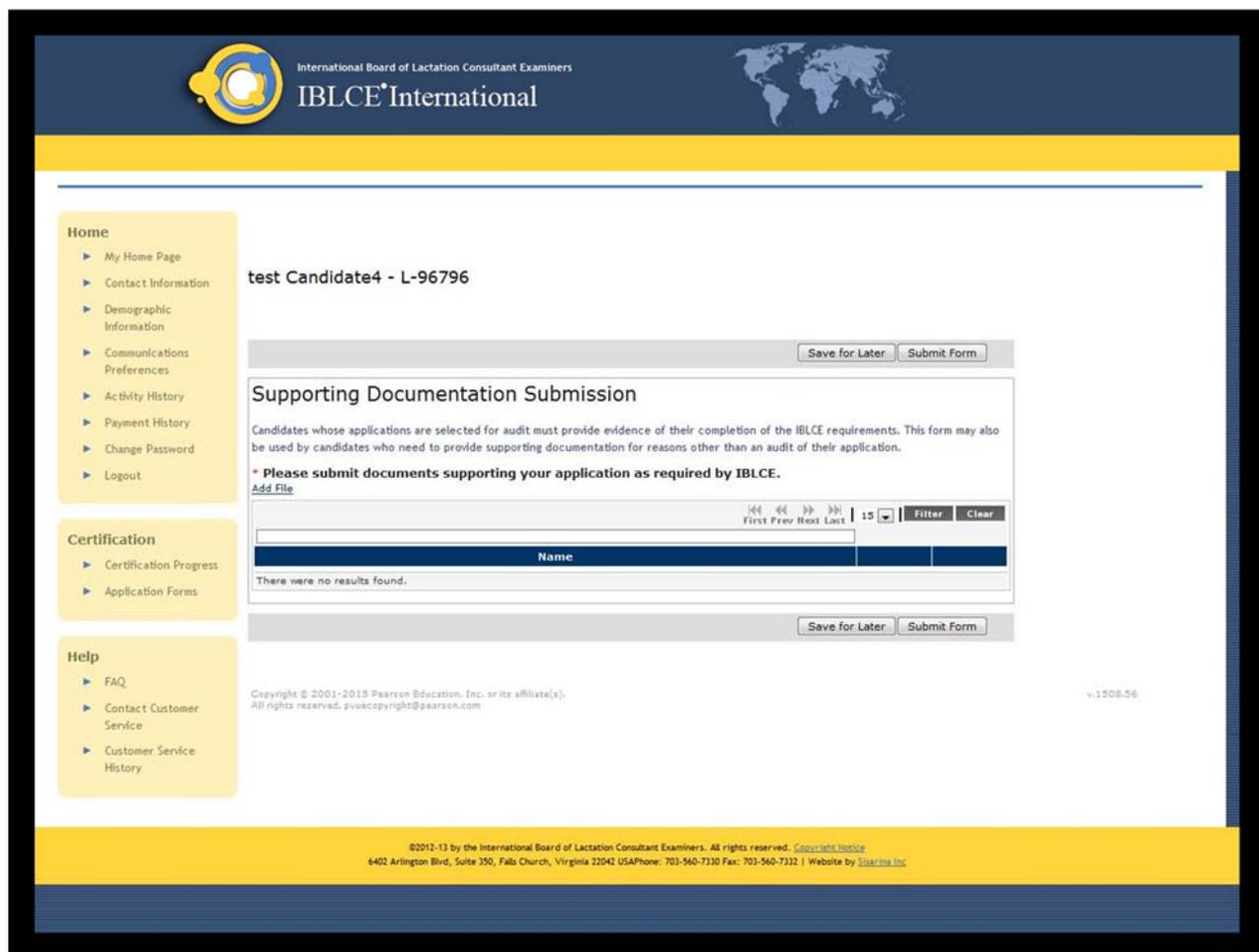
Below is your personal profile information. Please keep this information

[Update](#)

[Change Password](#)

To submit the required supporting documentation, you will use the Supporting Documentation form (Figure14) to upload your documents to your IBLCE Credential Manager account.

**Figure 14: IBLCE Supporting Documentation Form**



**Please Note:** When submitting your supporting documentation, upload each document then click on the “Save for Later” button so that you can continue to use the form. Once you have uploaded all of the documents that you believe that you need, please do NOT click “Submit Form.” Instead, click on Contact Customer Support and let your IBLCE staff support person know that you are ready for your audit documentation to be reviewed. By following these instructions, if additional

documentation is needed, you will be able to continue using the Supporting Documentation form.

## Eligibility Notification

After all application forms, payment and/or audit requirements are completed, your eligibility for the IBLCE examination will be displayed on the My Home Page screen of your IBLCE Credential Manager account (Figure 15).

**Figure 15: IBLCE Accepted for Exam Message**

The screenshot displays the 'My Home Page' interface. On the left, there is a navigation menu with sections: Home (My Home Page, Contact Information, Communications Preferences, Activity History, Payment History, Change Password), Certification (Certification Progress, Application Forms), Help (FAQ, Contact Customer Service, Customer Service History), and Advanced (Document Library, Close Candidate). The main content area features a header 'My Home Page' and a prominent message box titled 'IBLCE Certification Application'. The message states: 'You have been accepted to take the IBLCE certification examination.' It details 'Computer Based Testing' (CBT) and 'Paper and Pencil Testing' options, including exam dates and locations. Below the message, there are sections for 'Regional Office Contact Information' and 'Candidate Profile'. The 'Regional Office Contact Information' section provides contact details for IBLCE in the Americas. The 'Candidate Profile' section includes links for 'Update' and 'Change Password'.

## Exam Testing Centre

IBLCE staff will notify you regarding how to register for a computer-based testing centre or to which paper and pencil exam site you have been assigned.

Once payment is completed, you are finished with the application process and your My Home

Page will inform you of your application status. Please note that your My Home Page also displays the IBLCE office that serves you, as well as a summary of your personal information (Figure 5).

- It is very important to note that if you have questions about examination eligibility requirements, you should contact the IBLCE regional office that serves you.
- If you have questions about using the IBLCE Credential Manager system and/or completing your application forms, you must submit your questions by using the Contact Customer Service link found on the left-hand yellow navigation bar.