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
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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**
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

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
- 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

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**
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**
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
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.ibl.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/iblce 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)
Figure 10: IBLCE Acknowledgement, Attestations, and Payment Form
Acknowledgements, Attestations, and Payment (Initial Applicant)

Application Audit Policy

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

I understand, acknowledge and agree that BLCE will audit initial applications and reconfirmation applications. Such audits will be conducted on a randomised and unannounced basis. It is understood that, with such audits, the candidate or candidates and/or the company requesting the application or reconfirmation will be subject to a randomised and unannounced audit process that involves an audit randomly selected for review from the total pool of applications or reconfirmation applications received. The audit may be conducted by trained and/or experienced auditors. BLCE specifically reserves the right to require any candidate or company to provide proof of education, experience, course work, and/or one of the above auditors or certification authorities to be used to conduct the audit. BLCE may also, in its sole discretion, deny approval of any application or reconfirmation application for any audit reasons. BLCE may also, in its sole discretion, deny approval of any application or reconfirmation application for any audit reasons.

I indicate below that you have read, acknowledge, and are prepared to comply with the BLCE audit policy.

Attestations and Acknowledgments

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

I acknowledge and affirm that you have read the BLCE Code of Professional Conduct for International Board Certified Landscape Ecologists and the BLCE Procedures and Rules. I understand that upon submission of your application, you will be subject to the Code of Professional Conduct for BLCE, BLCE Disciplinary Procedures, and all applicable BLCE policies and procedures. You agree to abide by the Code of Professional Conduct for BLCE and all applicable rules and regulations.

I understand that this application is an application only and does not constitute certification. I agree to submit to a randomised and unannounced audit process to verify the accuracy of the information provided in this application. BLCE specifically reserves the right to require any candidate or company to provide proof of education, experience, course work, and/or one of the above auditors or certification authorities to be used to conduct the audit.

I acknowledge and agree that BLCE may deny, in its sole discretion, any application for any audit reasons. I understand and acknowledge that any information concerning matters that may be relevant to your eligibility for certification or re-certification will be considered by BLCE.

I certify that the information you have provided on this application and in any supporting documents is accurate, true, and complete. I understand and agree to abide by the rules and procedures applicable to the certification process of BLCE.

I acknowledge and agree that BLCE will provide information about BLCE examinations, preparation courses, and other matters related to certification. If BLCE determines that I have provided false, misleading, or incomplete information, I agree to be disqualified from the examination and from consideration for certification.

I acknowledge and agree that all applications for certification, re-certification, and renewal are subject to an audit process and that the information provided in this application is subject to review by BLCE. I acknowledge and agree that BLCE reserves the right to require any candidate or company to provide proof of education, experience, course work, and/or one of the above auditors or certification authorities to be used to conduct the audit.

I agree to honor and adhere to BLCE and its policies and procedures, including any additional application data and all other conditions. I agree to be bound by this agreement and any subsequent certification or re-certification by BLCE.

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I understand, acknowledge, and agree that BLCE will audit initial applications and reconfirmation applications. Such audits will be conducted on a randomised and unannounced basis. It is understood that, with such audits, the candidate or candidates and/or the company requesting the application or reconfirmation will be subject to a randomised and unannounced audit process that involves an audit randomly selected for review from the total pool of applications or reconfirmation applications received. The audit may be conducted by trained and/or experienced auditors. BLCE specifically reserves the right to require any candidate or company to provide proof of education, experience, course work, and/or one of the above auditors or certification authorities to be used to conduct the audit. BLCE may also, in its sole discretion, deny approval of any application or reconfirmation application for any audit reasons.

I understand and agree that BLCE may deny any application for any audit reasons. I understand and agree to abide by the Code of Professional Conduct for BLCE and all applicable rules and regulations.

I certify that I have disclosed any and all officers and actions related to the required questions for this application and understand that I am obligated to inform BLCE of any future officers and actions.

I acknowledge and agree to abide by BLCE and all applicable rules and regulations.

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I understand and agree to abide by BLCE and all applicable rules and regulations.
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**

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
To submit the required supporting documentation, you will use the Supporting Documentation form (Figure 14) to upload your documents to your IBLCE Credential Manager account.

**Figure 14: IBLCE Supporting Documentation Form**

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**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

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.