Recertification Credential Manager Guide

This IBLCE Credential Manager Guide is for:

• IBCLCs Recertifying by Exam
• IBCLCs Recertifying by Continuing Education Recognition Points (CERPs)
• Individuals Whose IBCLC Certification Lapsed with the Past Year

As an International Organisation, IBLCE uses British English in its publications.
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Introduction
This IBLCE Credential Manager Guide is for:

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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 forms may be somewhat different than those displayed in this guide.
Account Activation
To activate your account in the IBLCE Credential Manager system, you will receive an email similar to the one below.

Your user login to the IBLCE Credential Manager system has been created. Your IBLCE ID is: L-####

To activate your account, please go to: http://i7lp.integral7.com/iblce

Once you activate your account, you will be asked to verify your username and set your password. Your IBLCE ID is your username. After activating your account, you will be able to access your account immediately. Please note that the account activation link will expire on (90 days from the date the email was sent).

If you have questions regarding your IBLCE Credential Manager account activation, please contact IBLCE by filling out the form found at http://www.iblce.org/contact

Thank you, IBLCE

http://www.iblce.org
After activating your account, you will be asked to update and verify your Personal Information as shown in (Figure 1). In addition, you will be required to agree to the system End User License Agreement.

Figure 1: IBLCE Personal Information Page
My Home Page
Once you have verified your Personal Information, My Home Page will open (Figure 2).

Figure 2: Welcome Message for IBCLC Due to Recertify or Lapsed Candidate
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://i7lp.integral7.com/iblce

- It is very important to note that if you have questions about recertification 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 may 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 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 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 may 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 by clicking on the link found at [http://i7lp.integral7.com/iblce](http://i7lp.integral7.com/iblce) and click on the link called Forgot Username or Forgot Password.

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

**If you continue to experience problems logging in, please fill out the Contact IBLCE form found under Customer Service on the login page. Or at [http://www.iblce.org/contact](http://www.iblce.org/contact).**

**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:

**If Recertifying by CERPS**

• 75 CERPS within the past 5 years. 50 L, 5 E, 20 L, E, or R (R CERPS are optional)
• In addition, you will need to provide personal information such as birth date, country of citizenship and professional background.

• Also if you respond “Yes” to one or more of the Required Questions, you will need to provide documentation for your responses.

**If Recertifying by Exam**

• No CERPs Required

• 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 documentation 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:

**If Recertifying by CERPS:**

• Proof of Obtaining 75 CERPS within the past 5 years. 50 L, 5 E, 20 L, E, or R (R CERPS are optional)

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
(Figure 2) above shows an example of how the My Home Page looks for IBCLCs due to recertify and for individuals whose certification lapsed within the past year. Click on the “Application Forms” link in the left- hand yellow navigation bar under “Certification” to open a screen that displays the various forms (Figure 3) below to be completed by a recertifying IBLCE or a lapsed candidate. Please note that an IBCLC who is due to recertify by exam or an individual whose certification has lapsed would NOT see the form called “CERPs Information.”

Figure 3: IBLCE Application Forms Screen
If Recertifying by Exam, begin the application process by completing the Application-Recertification by Exam (Figure 4).

**Figure 4: IBLCE Application Recertification Via Exam**
After you have complete the **Application form Recertification via Exam**, the completed form will be moved to the Completed Forms tab (Figure 5).

**Figure 5: IBLCE Completed Forms Tab**
You may now go to the Home Page Link to view the Next Steps for Completing the Exam Application (Figure 6)

Figure 6: IBLCE: Thank You for Beginning the Application Process
If you are eligible to recertify by CERPs, you have a choice of taking the exam or recertifying by CERPs. If you are recertifying by CERPs, complete the CERPs Information form (Figure 7).

**Figure 7: Application- Recertification via CERPs**
The Acknowledgements and Attestations and Payments form will become visible on the Application Forms screen (Figure 8).

**Figure 8: IBLCE Application Forms**
Select the Acknowledgement, Attestations, and Payment Form (Figure 9). Please carefully read each of the statements and indicate your agreement where necessary.

Figure 9: Acknowledgements Attestations and Payment Form
If you are a MILCC candidate or have special circumstances, you may be required to enter a Coupon Code (Figure 10) as payment. Please refer to the IBLCE Office in your region if you have questions regarding your eligibility to apply a Coupon Code.

**Figure 10: IBLCE Payment Form**

![IBLCE Payment Form](image)

**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 11).

Figure 11: 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, successfully recertified, 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 12).

Figure 12: IBLCE Home Page Messaging
To submit the required supporting documentation, you will use the Supporting Documentation form (Figure 13) to upload your documents to your IBLCE Credential Manager account.

**Figure 13: IBLCE Supporting Documentation Form**

![IBLCE Supporting Documentation Form](image)

**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 click “Submit Form.”
Eligibility Notification

After all application forms, payment and/or audit requirements are completed, your eligibility for the IBLCE examination or Recertification will be displayed on the My Home Page screen of your IBLCE Credential Manager account (Figure 14 & Figure 15).

Figure 14: 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.

- 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 may submit your questions by using the Contact Customer Service link found on the left-hand yellow navigation bar.