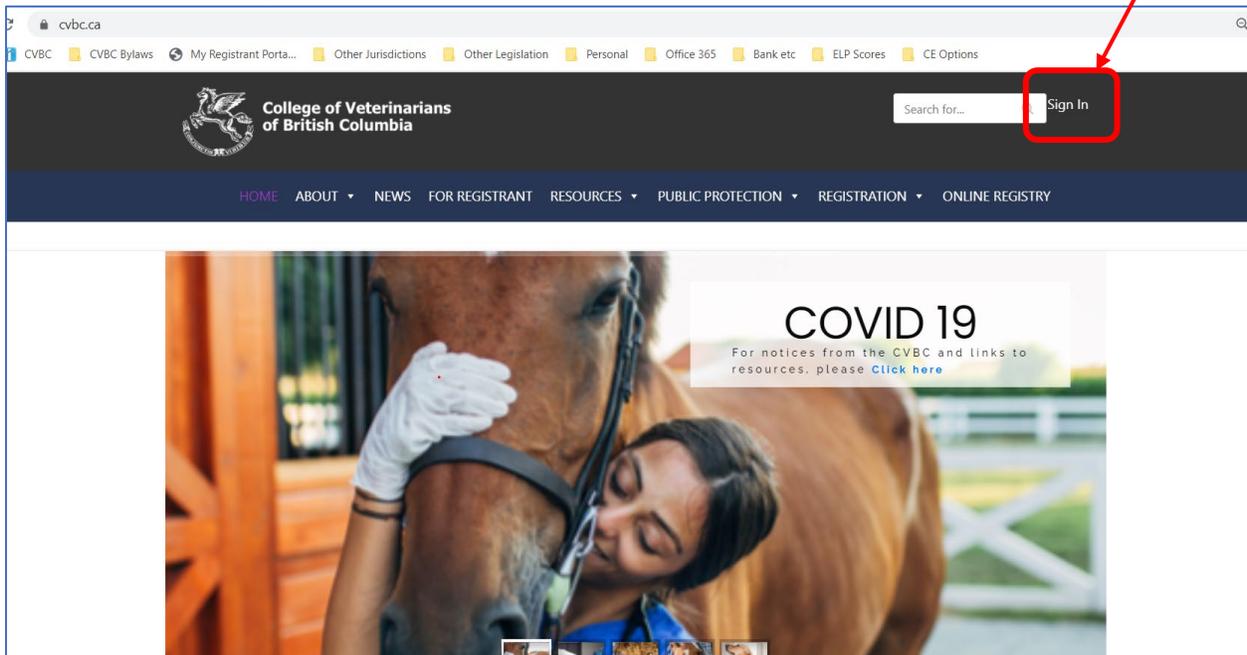
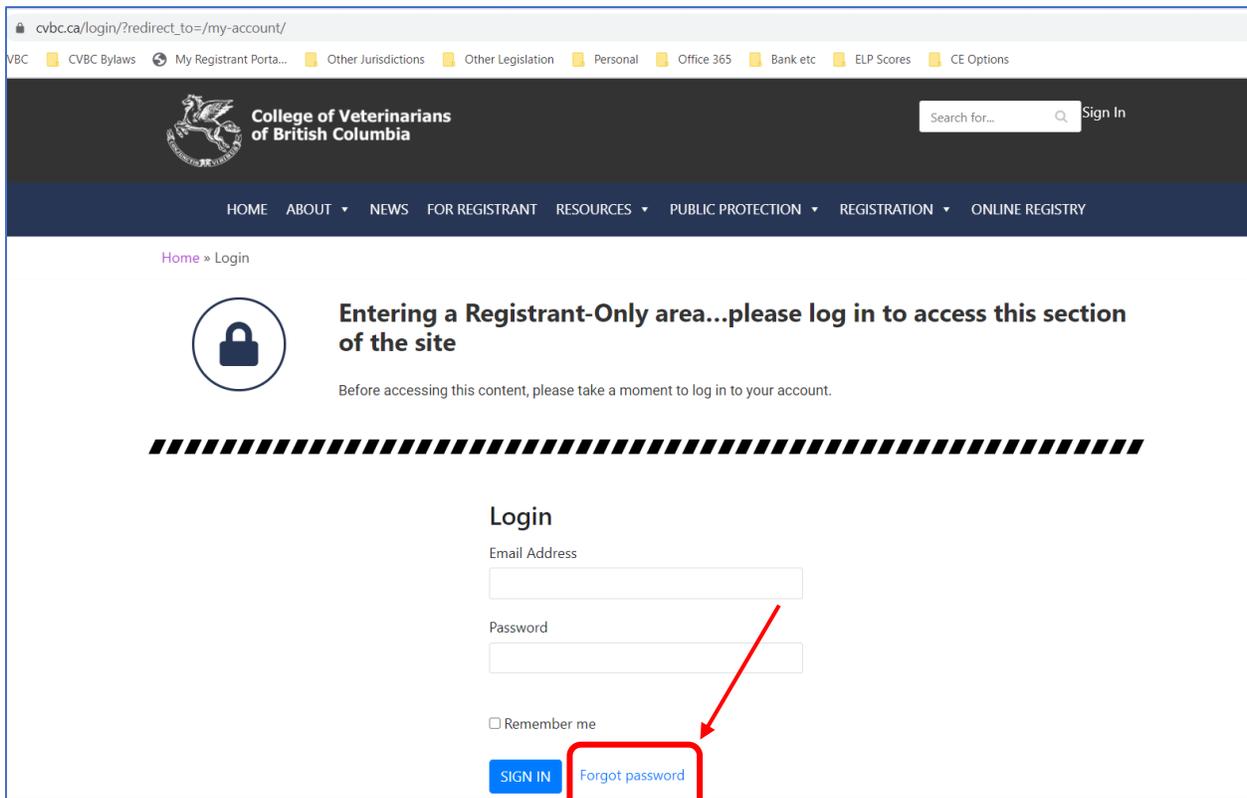


## - YOUR CVBC ONLINE ACCOUNT - LOGGING IN AND NAVIGATING

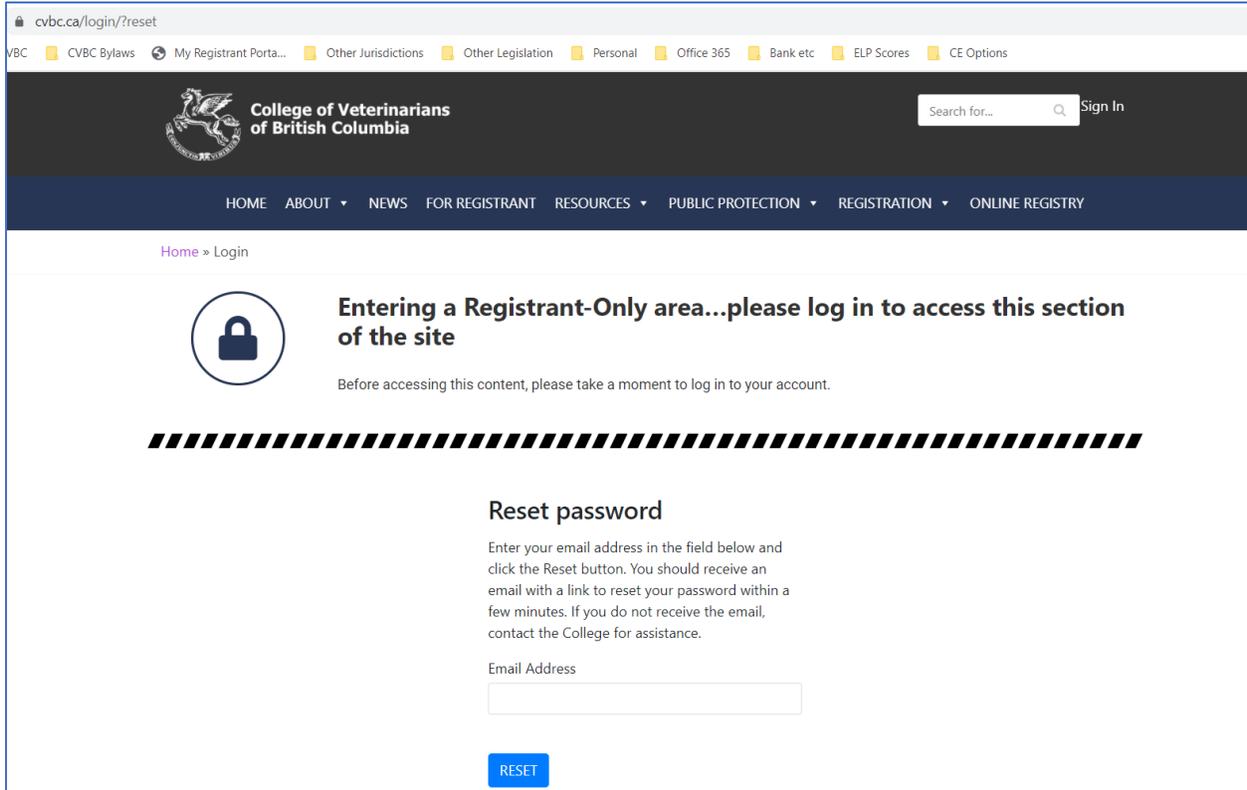
1. Sign in to your online registrant account through the CVBC website, [www.cvbc.ca](http://www.cvbc.ca)



2. This will take you to the log in page. You may have logged in before and already set up your password. If not (or you have forgotten your password), click on “Forgot Password”



3. This will bring you to the following screen, to set your password. Your “Email Address” will always be the main email address that is recorded in your file. If you cannot remember what address is on file with us, please call or email the office (604-929-7090 or [reception@cvbc.ca](mailto:reception@cvbc.ca))



Once you have your password set, you can return to the log in screen and log in to you account profile.

#### 4. Your Online Account

You are able to verify and update a lot of your registrant information through this site. A screenshot of the main page is on the next page of this document. You will find:

- A. Your basic profile, which includes the main email address that we have on file for you, as well as your license status
- B. These links will allow you to :
  - i. download and/or print off your wallet card and annual certificate of licensure
  - ii. move directly to the "For Registrant" page of the website, which is where you will find most of our forms, archived newsletters & eblasts, instructions on ordering Duplicate Prescription pads, information on the Homewood Health program available to all active and Non-Practising registrants, and a redirect to the Continuing Education page
  - iii. change your email address settings
  - iv. change your password for your account
- C. Addresses - this shows the address that we have on file as your mailing address (whether it is your home address or a facility address). You can edit this information -- change whether mail goes to your work or home, or update your personal contact information.
- D. Current Facilities -- lists all facilities with which you are associated in our database. You can add or remove facilities from this list by selecting "Change", and you can also decide which facility is your "Primary Facility"

E. If you are Designated Registrant of a Facility, you will also find "Edit" and "Billing" options next to the facility you are DR of. You can update contact information for the facility, and can access invoices that have been assessed to the facility.

You will also be able to choose how much contact information for your facility appears in the Online Facility Registry. As a default, this option is currently set to "Only Business Name and Phone Number" -- while the registry will show the City and Postal Code, it will not publish the street address. This option may be desirable, for example, for a mobile practice based out of a registrant's home.

F. CE Transcripts -- this is where you can see how many CE hours you have reported in a 2-year cycle. By clicking on the hyperlinked cycle period (eg "2019 - 2020") you will be brought to a page where you can add new entries.

G. Receipts -- you will find receipts of paid invoices here (just dating back to the when the migration to our new database happened last year.

The screenshot shows the 'My Account' page with a dark blue navigation bar at the top containing links for HOME, ABOUT, NEWS, FOR REGISTRANT, RESOURCES, PUBLIC PROTECTION, REGISTRATION, and ONLINE REGISTRY. Below the navigation bar is a breadcrumb trail 'Home » My Account' and a 'Logout' link. The main content area is titled 'My Account' and is divided into several sections:

- Profile:** Contains a user icon (labeled A), a name field, and details for Main Email, Registrant Type (Veterinarian), Registration Category (Private Practice), Effective Date (Jan 01, 2021), and Expiry Date (Dec 31, 2021). A list of links (labeled B) includes Wallet Card, Certificate of Licensure For Registrant Content, Change Password, and Change Email.
- Mailing Address:** Shows a location pin icon, the label 'Mailing Address', a 'HOME' indicator, a redacted address field, and a 'Change' link (labeled C).
- Current Facilities:** Features a building icon, the label 'Current Facilities', a description of practice facilities, and a 'Change' link. A facility entry is shown with 'Edit' and 'Billing' links (labeled D and E).
- CE Transcripts:** Includes a graduation cap icon, the label 'CE Transcripts', and instructions to click on a transcript to view and add courses. It lists two cycles: '2019 - 2020' (Credits Required: 0, Total Credits: 19) and '2017 - 2018' (Credits Required: 0, Total Credits: 55.5) (labeled F).
- Receipts:** Features a dollar sign icon, the label 'Receipts', and instructions to click on a payment to print or view a receipt. It lists two invoices: 'INV-000306' (Dec 19, 2019) and 'INV-002252' (Oct 13, 2020) (labeled G).