



ARCHITECTURAL INSTITUTE OF BRITISH COLUMBIA

AIBC Registrant Portal FAQs

The AIBC has onboarded a new database system to manage registrant information. The new system is called the “AIBC Registrant Portal” and replaces the previous database.

Below are several helpful FAQs to assist registrants with activating and using the new AIBC Registrant Portal. If you have any questions not addressed below, please email support@aibc.ca.

General

What is the link for the new Registrant Portal?

portal.aibc.ca

Where do I find more information about the new Registrant Portal?

The AIBC Registrant Portal is easy-to-use and features intuitive navigation. To help registrants get acquainted with the new system and processes, several “Registrant Portal Quick Guides” have been created:

- [Register for an AIBC Event](#)
- [Review a CES Reporting Period Transcript](#)
- [Submit a Declaration of Out-of-Province CES Compliance](#)
- [Submit a Self-Reported Educational Activity](#)
- [Application for a Certificate of Practice](#)
- [Canadian Experience Record Book – Online Submission](#)

When did the new Registrant Portal launch?

As announced on [November 18](#), the new AIBC Registrant portal launched on Wednesday, December 1.

I have a question about the Registrant Portal that is not addressed in this FAQ document.

Who should I contact?

The AIBC encourages registrants to review this document thoroughly and the Registrant Portal Quick Guides for more information about the new system. If you have a question not addressed in any of the supporting resource documents, please email support@aibc.ca.

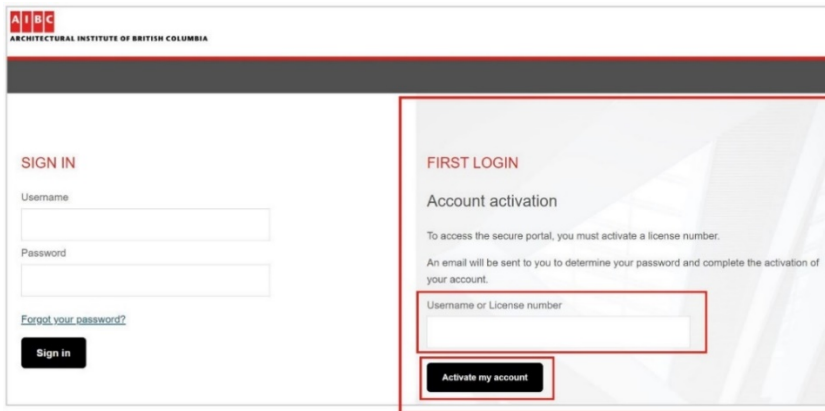
Activating your Account

How do I activate my account?

Registrants will receive an email (*subject line: ACTION REQUIRED: New AIBC Registrant Portal Account Activation*) with their username and instructions to activate their account.

For reference, the following outlines the instructions to activate your account:

1. Go to portal.aibc.ca
2. Under “**First Login**” (righthand side of screen), enter your **Username** and click the “**Activate my account**” button.



NOTE: Your username is the same as your previous AIBC login credential. Architects AIBC can also use their License Number to login to the new Registrant Portal.

3. Go to your email inbox, and you will have received an email with the subject line “*ACTION REQUIRED: New AIBC Registrant Portal Account Activation*”. Click the link “Set your password” and input your new password. Please note this step must be completed within 48 hours.
4. Your account setup is complete. You can now go to portal.aibc.ca and use the “Sign In” section (left-hand side of the screen) to log into the AIBC Registrant Portal with your username and password.

Do I need to input all of my information into the new system?

No – all registrant information will have been migrated from the current database, and there will be no account setup necessary. Resetting your password is the only action registrants are required to take to access the Portal.

I clicked “Activate My Account” button, but I didn’t receive an email.

Please ensure you are checking the email inbox that you have on file with the AIBC (primary email). The subject line will be “*ACTION REQUIRED: New AIBC Registrant Portal Account Activation*” and it will have been sent from noreply@aibc.ca. Registrants should also check their junk mail to ensure the email was not marked as spam. If you did not receive the email, please contact support@aibc.ca.

I’m a Firm Administrator and I am trying to access the Registrant Portal – why isn’t it working and why didn’t I receive any instructions?

Currently, only individual registrants (Architects AIBC, Architectural Technologists AIBC, Intern Architects AIBC, and Retired Architects AIBC), have access to the AIBC Registrant Portal. Access for Firms and non-registrants (e.g., Firm Administrators) will be coming shortly. Once available, individuals will be notified over email and the website.

If you need to update your contact information, change your firm size, or check your profile for any other reason, please email us at accounts@aibc.ca and the AIBC will assist you.

Username and Password

Where can I find my Username? Is it the same as my previous Username?

Your username is the same as the one you previously used to log in. Registrants should have also received an email on December 1 with subject line “*ACTION REQUIRED: New AIBC Registrant Portal Account Activation*” which includes their username.

I do not use the email the Registrant Portal used to send my Account Activation/Set Password instructions to – how do I change it?

If the email address is incorrect, please contact the AIBC at registration@aibc.ca with the subject line “Registrant Portal – Incorrect Email”.

Can the AIBC set my password for me? Or activate my account on my behalf?

No, the AIBC is unable to activate your account or set your password, for privacy reasons. This new policy will be in place permanently moving forward – registrants will need to set their own passwords.

How do I reset my password?

1. Go to portal.aibc.ca
2. Above the “SIGN IN” button (left hand side of screen), click “**Forgot your password?**” button.
3. Enter your username and click “SUBMIT.” An email will be sent to the primary email address on file to receive correspondence. Look for an email with the subject line “*AIBC Password Reset.*”
4. Click the link “Reset password” and input your new password.
5. Your account setup is complete. You can now go to portal.aibc.ca and use the “Sign In” section (left-hand side of the screen) to login to the AIBC Registrant Portal with your username and password.

Registrant Profile

Where is my BEA Assessment?

BEA Assessments will not be accessible through the new AIBC Portal. There will be a short down time after the database is launched on December 1, 2021, but instructions for how to access your assessment will be sent by email once it becomes available.

What can I do in the new Registrant Portal?

Currently, the following features are available:

- Reviewing a CES Reporting Period Transcript
- Submitting a Declaration of Out-of-Province CES Compliance
- Submitting a Self-Reported Educational Activity

- Updating your email, mailing address, and employment information
- Adding a new Mentor or Supervisor (Intern Architects AIBC only)
- Application for a letter of good standing

Upcoming Functionality

What features will be added to the Registrant Portal over the next several weeks?

The new Registrant Portal will encompass features previously only available as PDF forms. Some of the upcoming features you will have access to through the portal are:

- CERB Submissions
- Application for a Stamp/Seal
- Application for a Certificate of Practice or Inactive Firm
- Application to the Intern Architect Program
- Application For Registration via the Intern Architect Program
- Application for a Temporary License
- Application for a Confirmation of Registration