NIDR Portal User Guide

For questions about the NIDR Portal, email nidr@ismpcanada.ca.

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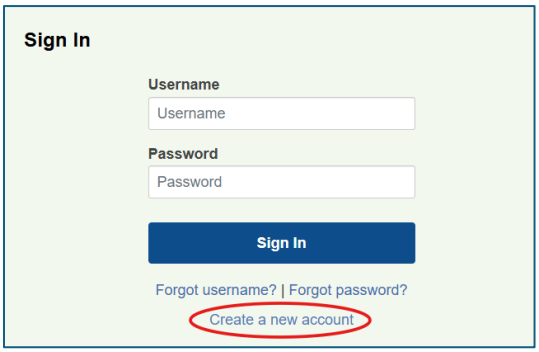
1. User Account Setup

A. New NIDR User Account Setup

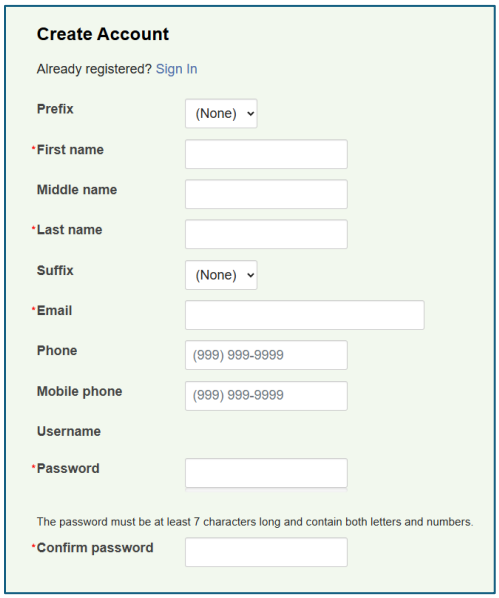
Follow these steps if you have never signed up for an NIDR Portal account and are signing a Data Sharing Agreement (DSA) for the first time.

> If you have previously submitted a Data Sharing Agreement (DSA) and are the current pharmacy manager of your pharmacy, your account was already created for you (as of October 19, 2026). Please follow the instructions for **1B. Initial Log in of an Existing NIDR User.**

1. Go to the NIDR Portal login page: https://services-en.ismpcanada.ca (English) **or** https://services-fr.ismpcanada.ca (French). Click on “Create a new account”.



2. Enter your information and set a password. Please note that the email address you enter will become your login username.



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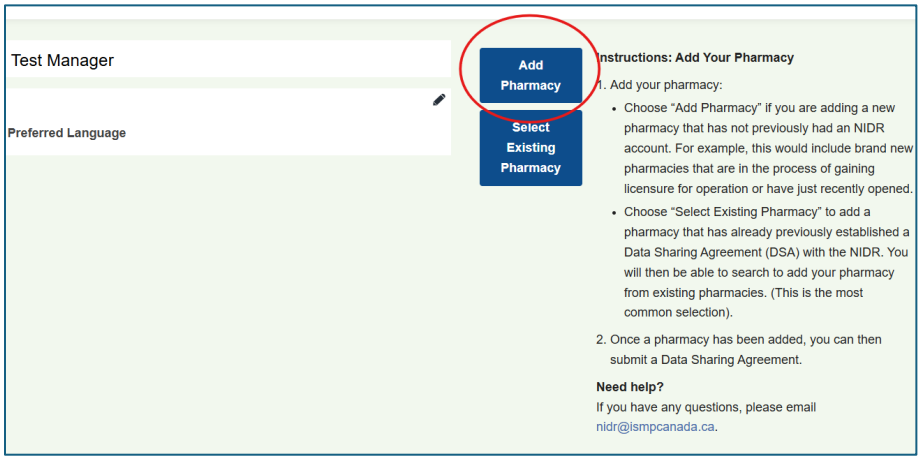
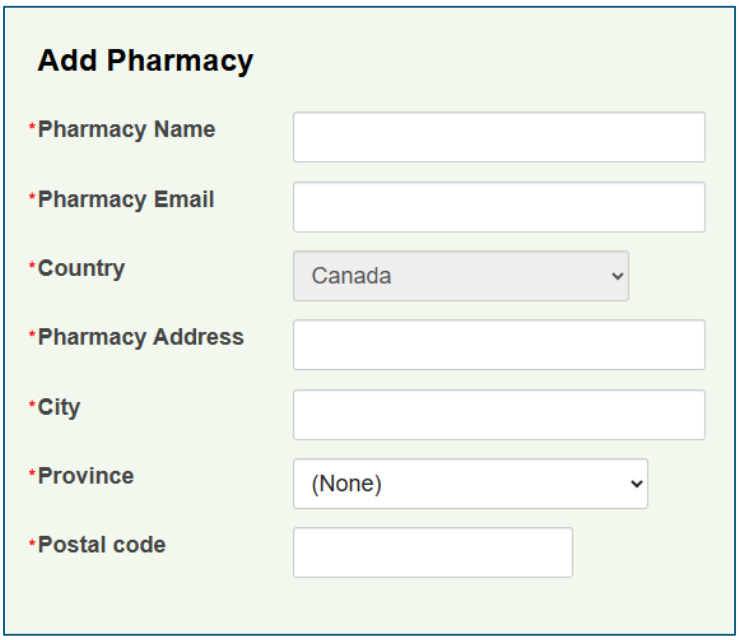
3. Add a pharmacy (Step 3a) or select your pharmacy (Step 3b).

3. a) If your pharmacy is brand new, (e.g., newly licensed to operate) and has never established a Data Sharing Agreement (DSA) with the NIDR, select "Add Pharmacy". If your pharmacy has previously submitted a DSA, and you are the current manager who signed the most recent DSA, please see **1B. Initial Log in of an Existing NIDR User**.





- Enter your pharmacy's information.
- Once you click on "Save & Submit", you will be directed to sign your onboarding Data Sharing Agreement.

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3. b) If you are the new manager of an existing pharmacy (e.g., one that has previously established a Data Sharing Agreement with the NIDR), click “Select Existing Pharmacy”.

To select your pharmacy:

i. Enter the pharmacy’s license/accreditation number as assigned by your provincial pharmacy regulatory body. Please do not enter any leading zeroes (i.e., if the license number is 00123, enter “123”).

ii. Enter the pharmacy’s phone number.

iii. Enter the pharmacy’s postal code.

iv. Once all 3 fields are completed and they exactly match an existing pharmacy, the “Pharmacy” drop-down menu will appear, and you may select your pharmacy.

v. Once selected, click on “Save & Submit”

If your pharmacy does not auto-populate in the Pharmacy drop-down menu even after confirming the information entered is correct, please contact nidr@ismpcanada.ca.

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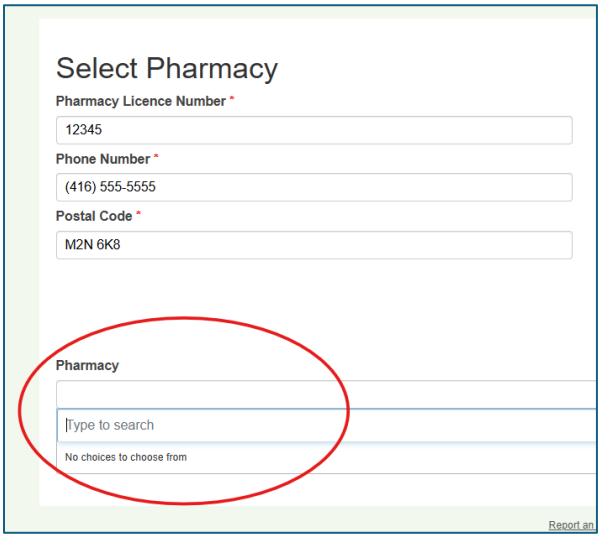

3. c) Your provincial Data Sharing Agreement will appear next. Complete the required fields in the form, review your provincial DSA, and "Save & Submit".

3. d) Pay your NIDR Data Processing Fee (when applicable).

B. Initial Log in of an Existing NIDR User

Follow the steps below to log in for the first time and access your NIDR Portal account. (You are considered *existing* if you are the current pharmacy manager who signed the most recent DSA for your pharmacy. Established DSA information was migrated to the new portal as of October 19, 2026).

1. Go to the NIDR Portal login page: **https://services-en.ismpcanada.ca** (English) or **https://services-fr.ismpcanada.ca** (French).

2. Bypass the Username and Password fields and click the "Forgot Password?" link.

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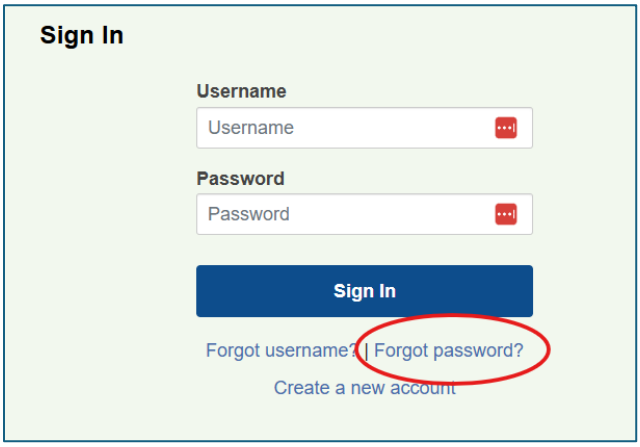
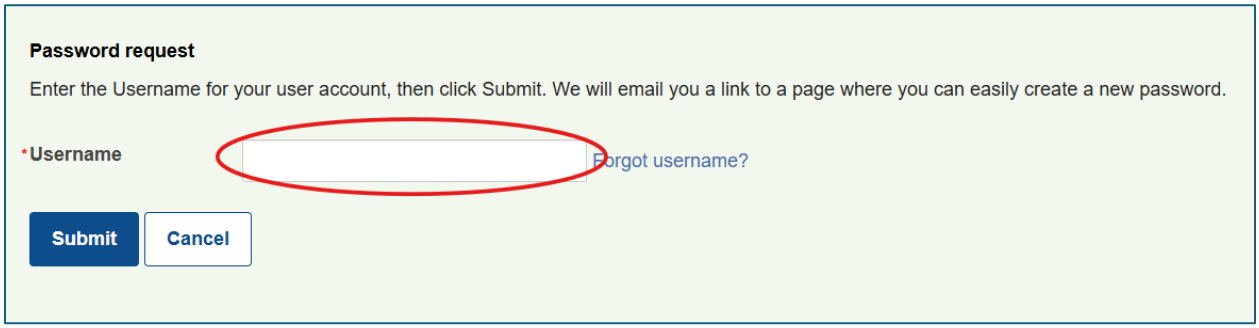


3. In the Username field, enter the email address associated with your pharmacy's current DSA and then click Submit. (For example, this would have been the email entered in the "Pharmacy Manager Email Address" line in your most recent DSA).



4. You will receive an email with a secure link to set your new NIDR Portal password and log in to your account.

2. Change in Pharmacy Manager

When there is a change in pharmacy manager, a DSA must be submitted by the new pharmacy manager.

1. Log in to the NIDR Portal: https://services-en.ismpcanada.ca (English) or https://services-fr.ismpcanada.ca (French).

The new pharmacy manager must log in to their NIDR Portal account using the above steps. If the new manager has never created an NIDR account as a pharmacy manager, they will need to follow the instructions for **1A. New User Account Setup**. If the pharmacy

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manager has previously logged in to the NIDR Portal as the manager of a different pharmacy, they will need to log in using their existing username. If the password has not been set, they will need to follow steps **1B. Initial Log in of an Existing NIDR User** above.

2. Once logged in, click on the “Select Pharmacy” button.

To select your pharmacy:

i. Enter the pharmacy’s license/accreditation number as assigned by your provincial pharmacy regulatory body. Please do not enter any leading zeroes (i.e., if the license number is 00123, enter “123”).

ii. Enter the pharmacy’s phone number.

iii. Enter the pharmacy’s postal code.

iv. Once all 3 fields are completed and they exactly match an existing pharmacy, the “Pharmacy” drop-down menu will appear, and you may select your pharmacy.

v. Once selected, click on “Save & Submit”

Can’t find your pharmacy? Contact nidr@ismpcanada.ca.

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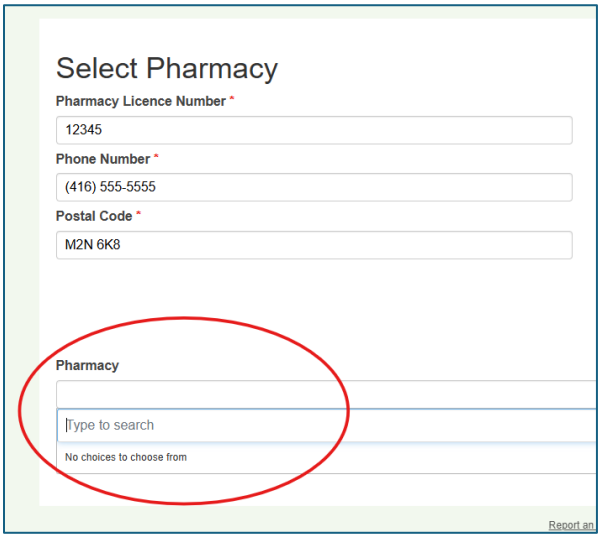
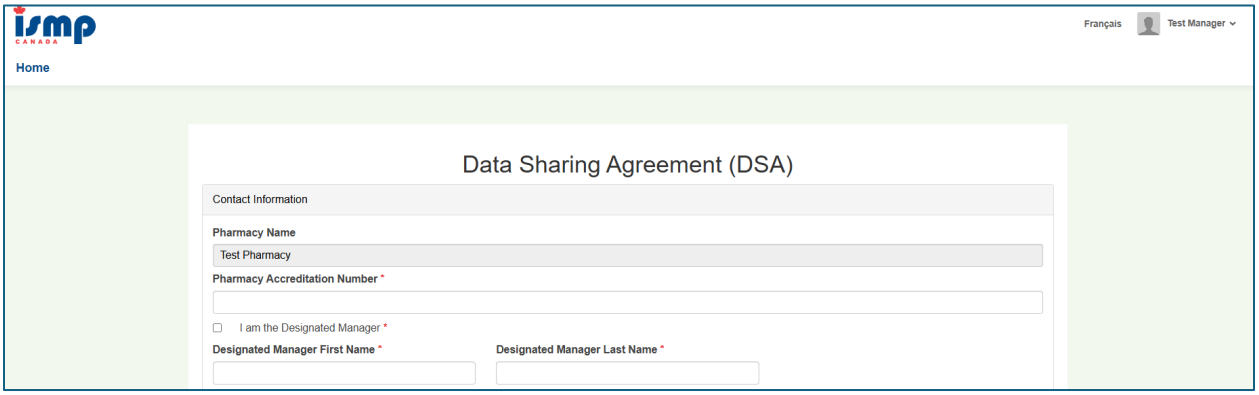


3. Your provincial Data Sharing Agreement will appear next. Complete the required fields in the form, review your provincial DSA, and click “Save & Submit”.



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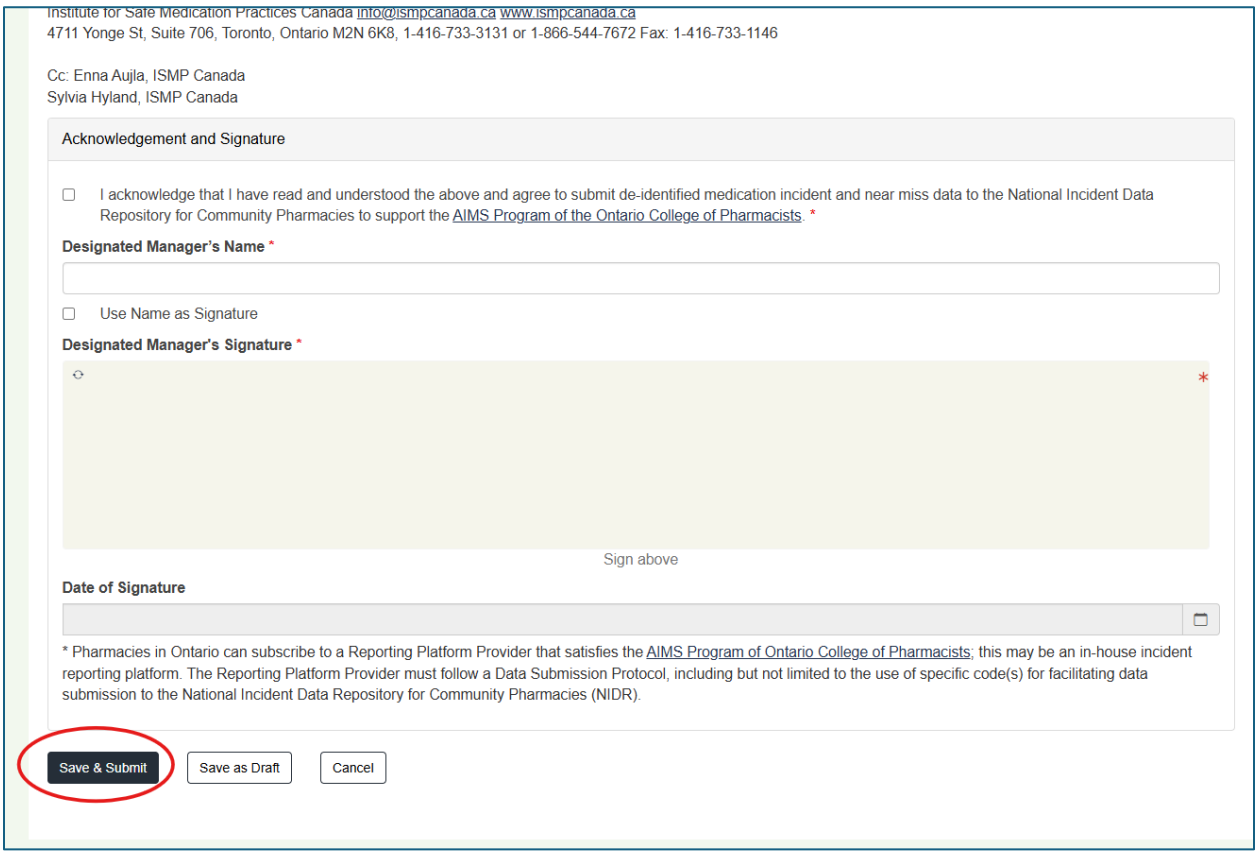
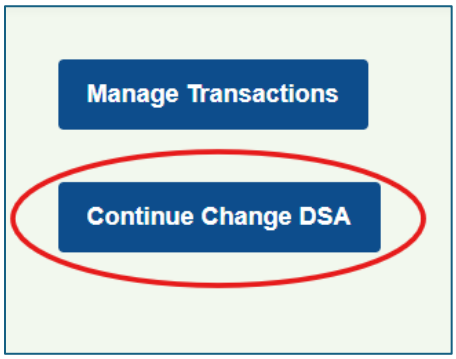


Note: If you are not ready to submit, you may save your progress by clicking on "Save as Draft". Your saved DSA is available on your NIDR Portal home page, where you can click on "Continue Change DSA" to open your saved DSA and complete your submission.



4. You will receive an email once ISMP Canada has approved the DSA. If your DSA needs to be resubmitted, you will receive an email outlining the deficiency and corrections required for resubmission.
5. Your DSA is available to view by clicking on the "View" button on your account home page. You can print or save your DSA as a PDF for your records. Please note that you will always have access to your DSA through your NIDR Portal account.

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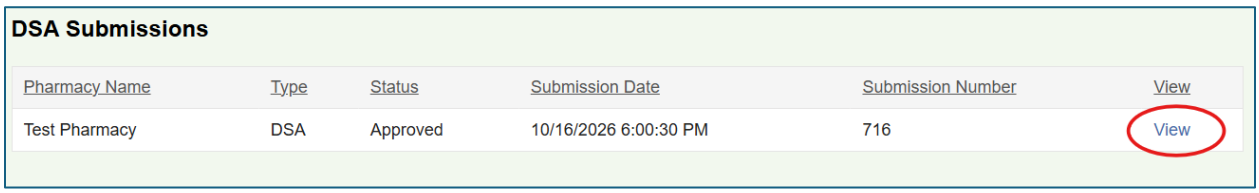
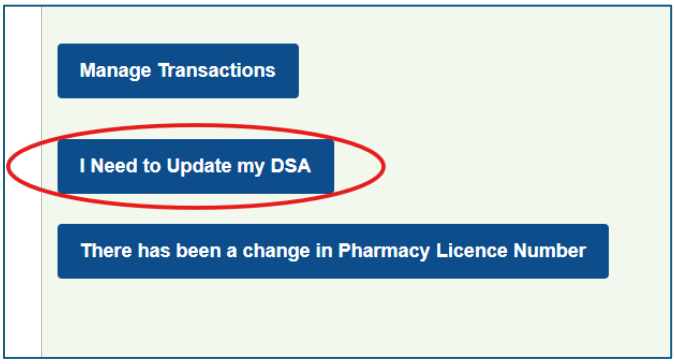


3. Change in Reporting Platform Provider

1. Log in to the NIDR Portal: https://services-en.ismpcanada.ca (English) or https://services-fr.ismpcanada.ca (French).

2. Once logged in, click on the "I Need to Update my DSA" button.



3. Complete the form to update the platform provider and submit the DSA.

4. Pay the NIDR Data Sharing Agreement fee (when applicable).

5. Your DSA is available to view by clicking on the "View" button on your account home page. You can print or save your DSA as a PDF for your records. Please note that you will always have access to your DSA through your NIDR Portal account.

Note: If a pharmacy manager change occurs at the same time as a reporting platform change, you must follow the **2. Change in Pharmacy Manager steps and indicate the platform provider change in the same DSA submission.*

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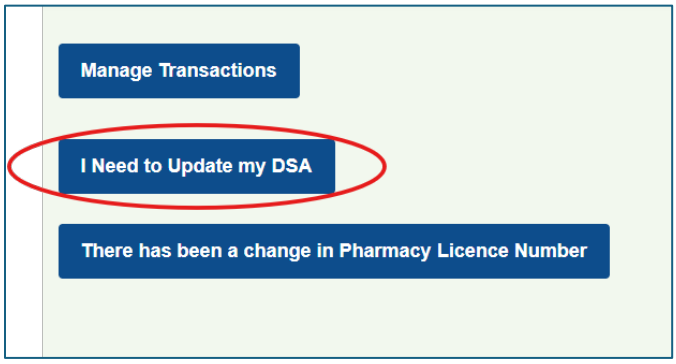
4. Change in Pharmacy Ownership

1. Log in to the NIDR Portal: https://services-en.ismpcanada.ca (English) or https://services-fr.ismpcanada.ca (French).

2. Once logged in, click on the "I Need to Update my DSA" button.



3. Your provincial Data Sharing Agreement will appear next. Complete the form and submit the DSA.

4. Your DSA is available to view by clicking on the "View" button on your account home page. You can print or save your DSA as a PDF for your records. Please note that you will always have access to your DSA through your NIDR Portal account.

5. Change in Pharmacy License/Accreditation Number

This option is to be used when a currently operating pharmacy with an established NIDR DSA has been assigned a new license/accreditation number by its regulatory body. This may be due to an ownership change, relocation or another change that has resulted in the current pharmacy being reassigned from its current license/accreditation number to a new number. This option should only be used when the current pharmacy's number is changing, and NOT when a pharmacy has closed and you are submitting a DSA for a brand new pharmacy. If submitting a DSA for a brand new pharmacy that is newly opened, please follow the steps in **1A** to "Add Pharmacy".

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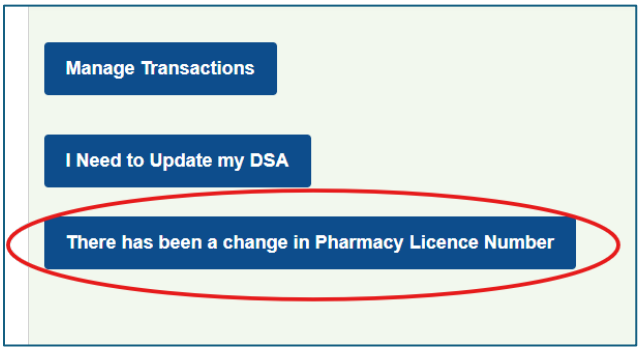
1. Log in to the NIDR Portal: https://services-en.ismpcanada.ca (English) or https://services-fr.ismpcanada.ca (French).

2. Once logged in, click on the "There has been a change in Pharmacy License Number" button. A pop-up confirmation will confirm your choice.



3. You will be redirected to page to add your pharmacy. Enter the pharmacy's information, ensuring the new license/accreditation number is supplied.

4. Your provincial DSA form will appear next. Review and complete the DSA and click "Save & Submit".

5. Pay the NIDR Data Sharing Agreement Fee (when applicable).

6. Your DSA is available to view by clicking on the "View" button on your account home page. You can print or save your DSA as a PDF for your records. Please note that you will always have access to your DSA through your NIDR Portal account.

Note: This process is for use when the pharmacy manager remains the same. If the pharmacy manager changes at the same time as a pharmacy license/accreditation number change, follow the steps for ***2. Change in Pharmacy Manager*** above and enter the pharmacy's information as a ***new pharmacy*** by using the "Add a pharmacy" button.

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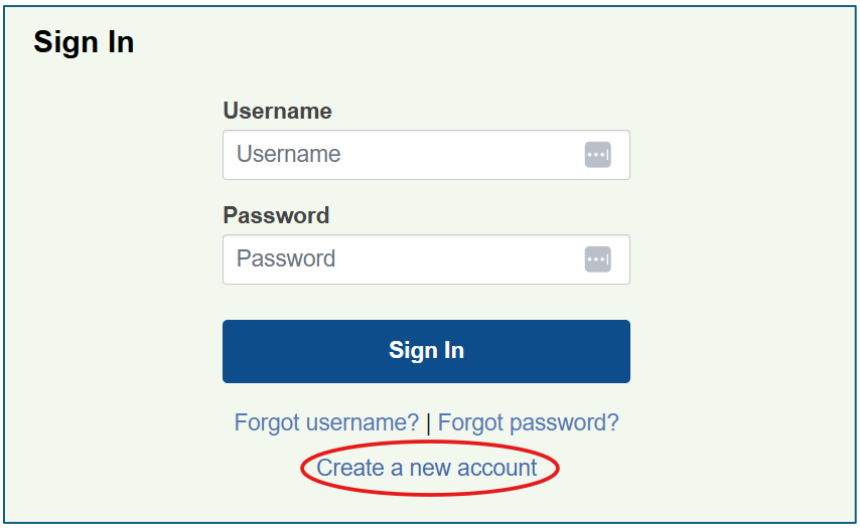
6. Ontario: Designated Managers of More than One Pharmacy

Ontario users: If you are a Designated Manager for more than one pharmacy, then you must create a separate NIDR pharmacy manager account for each pharmacy.

1. Go to the login page for the NIDR portal account: https://services-en.ismpcanada.ca (English) or https://services-fr.ismpcanada.ca (French).

2. Click "Create new account".



3. Enter your details, including the email address. ***Each account must have a unique email address.***

4. Click "Save". You will be directed to the dashboard page for your new account.

5. Add a pharmacy or select your pharmacy:

   5.a) If your pharmacy is brand new, (e.g., newly licensed to operate) and has never established a Data Sharing Agreement (DSA) with the NIDR, select "Add your Pharmacy". If the pharmacy you would like to add has previously established an NIDR DSA in the past, click "Select Existing Pharmacy" and proceed to Step **5c**.

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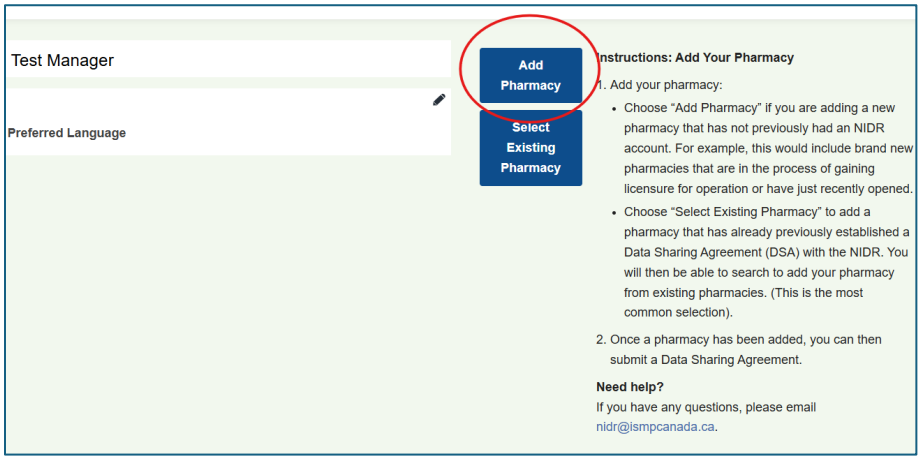
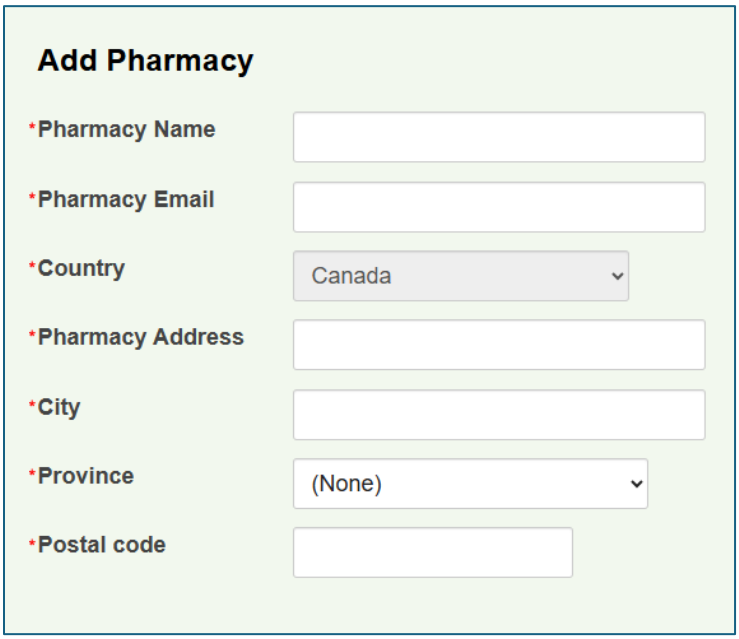


5.b) Enter the new pharmacy's information. Once you click on "Save & Submit", you will be directed to sign your onboarding Data Sharing Agreement.



5.c) If you are the new manager of an existing pharmacy (e.g., one that has previously established a Data Sharing Agreement with the NIDR), click "Select Existing Pharmacy".

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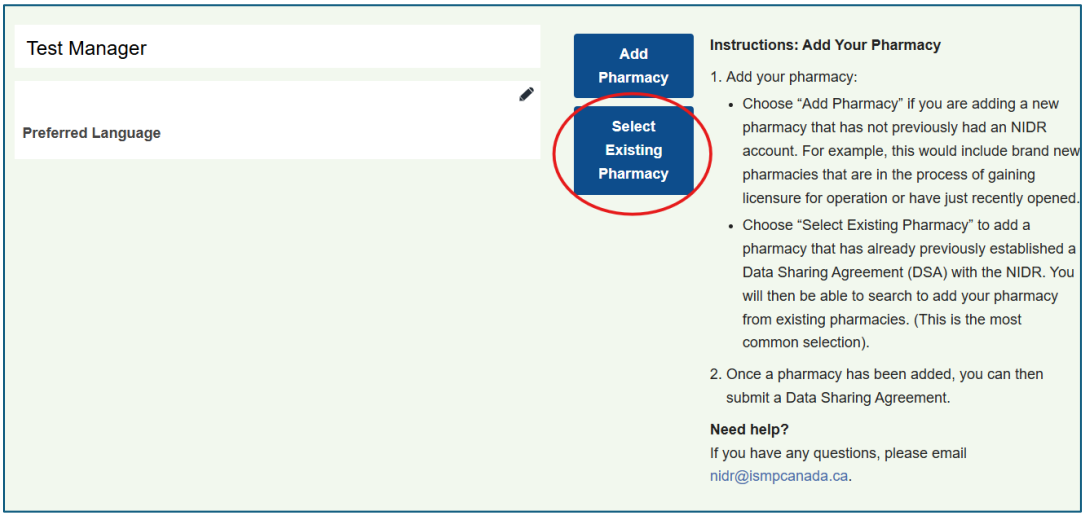

5.d) To select your pharmacy:

i. Enter the pharmacy's license/accreditation number as assigned by your provincial pharmacy regulatory body. Please do not enter any leading zeroes (i.e., if the license number is 00123, enter "123").
ii. Enter the pharmacy's phone number.
iii. Enter the pharmacy's postal code.
iv. Once all 3 fields are completed and they exactly match an existing pharmacy, the "Pharmacy" drop-down menu will appear, and you may select your pharmacy.
v. Once selected, click on "Save & Submit"

If your pharmacy does not auto-populate in the Pharmacy drop-down menu even after confirming the information entered is correct, please contact nidr@ismpcanada.ca.

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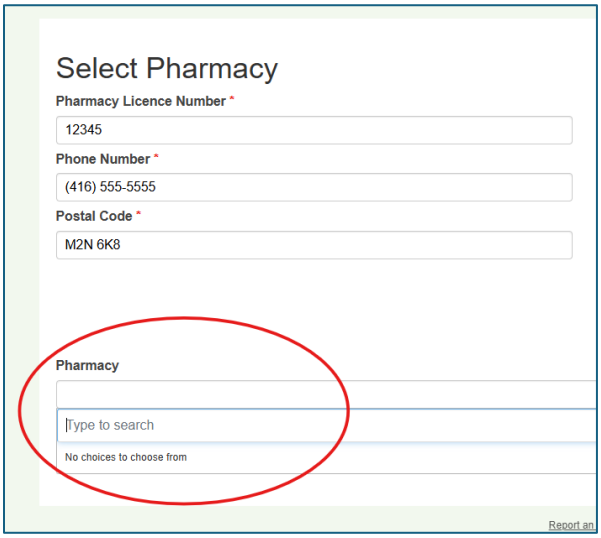

5.e) Your provincial Data Sharing Agreement will appear next. Complete the required fields in the form, review your provincial DSA, and "Save & Submit".

5.f) Pay your NIDR Data Processing Fee (when applicable).

Note:

- Designated Managers of independent pharmacies must complete and submit a DSA form through their NIDR portal account.
- Corporate groups may have a designated DSA submitter. Designated managers of corporate pharmacies must check with their corporate group before submitting a DSA form through the NIDR portal account.

7. Annual NIDR Data Processing Fee Renewal & Payment

When it is time to renew your NIDR Data Processing Fee, you will receive an email reminder from ISMP Canada. Pharmacies that will have their NIDR Data Processing Fee paid by a corporate payor or platform provider are not required to submit payment through their own NIDR portal account.

Independent pharmacies that are responsible for the cost of the NIDR Data Processing Fee must follow these steps to renew their NIDR DSA and pay the fee:

1. Login to your NIDR portal account: https://services-en.ismpcanada.ca (English) or https://services-fr.ismpcanada.ca (French).

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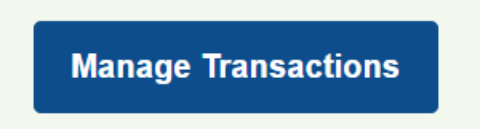
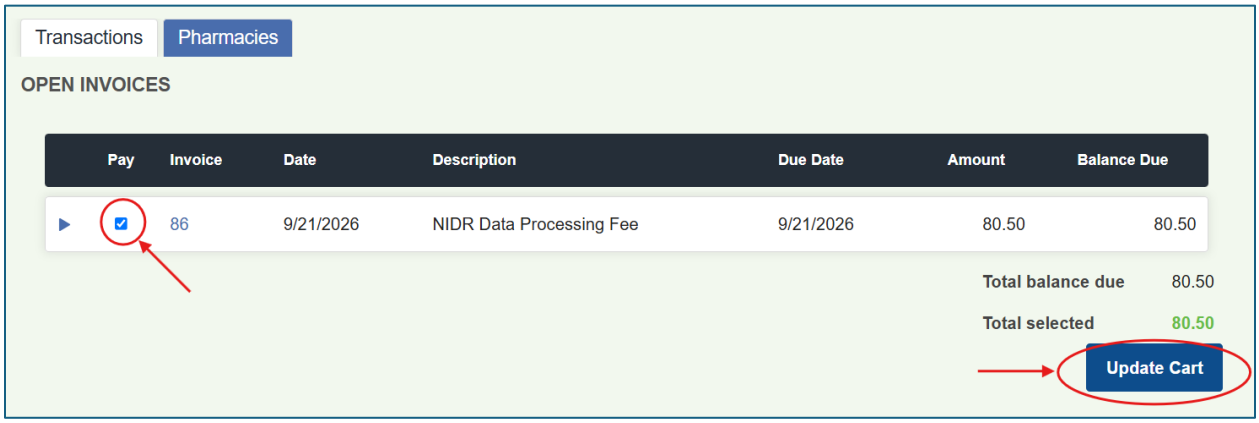
2. Select “Manage Transactions”.

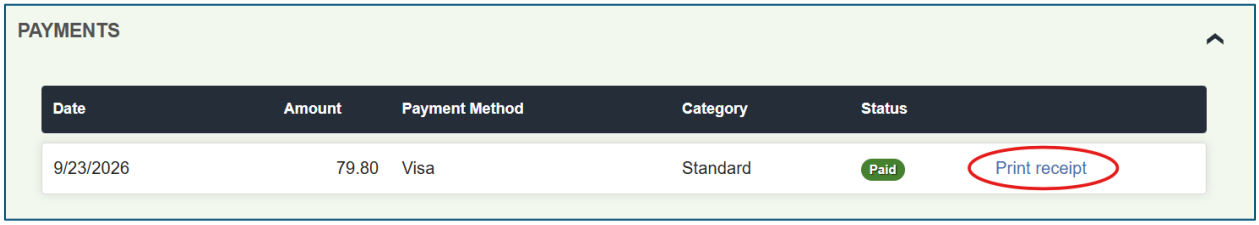


3. Under “Open Invoices”, the invoice will appear for the renewal of the NIDR Data Processing fee. Select this invoice and click “Update Cart”.



4. Enter payment details for the NIDR Data Processing Fee and click “Submit Order”.

5. The paid invoice will appear under the “Payments” section of the Transactions page. You may access proof of payment using the “Print receipt” button.



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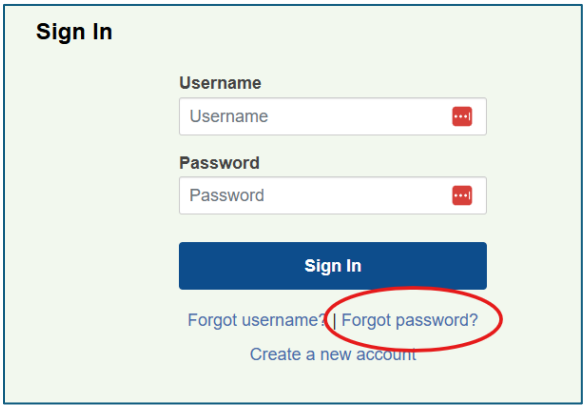
8. Corporate Group Administrator: Initial Data Sharing Agreement Submission

Corporate group administrators are responsible for submitting the corporate DSA. To initiate the process, a corporate group representative can email nidr@ismpcanada.ca to request access to the NIDR portal for submitting their corporate DSA. ISMP Canada will then provide the corporate group admin with login details for their NIDR portal account. Corporate group admins can then follow these steps below to access their account and submit the corporate DSA.

1. Go to the login page for the NIDR portal account: **https://services-en.ismpcanada.ca** (English) or **https://services-fr.ismpcanada.ca** (French).
    - For new users logging in for the first time, click "Forgot password?" and enter the username that was provided to you by ISMP Canada. An automatic email will be sent to you with regards to setting your account password.
    - Return to the login page and sign in with your username and new password.



2. Once logged into your NIDR Portal account, you will see the option to start an onboarding DSA for each eligible province in your group. Click "Start Onboarding DSA". If you are returning to complete the DSA, this will appear as "Continue Onboarding DSA".

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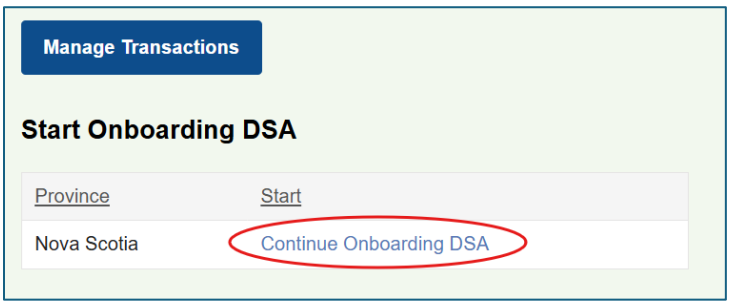
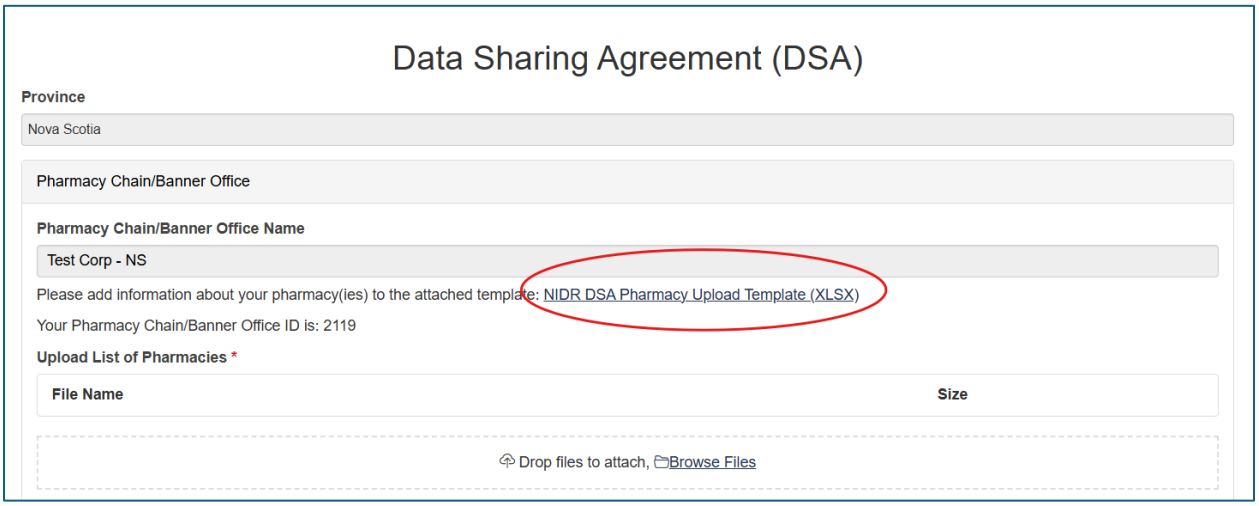


3. You will be directed to the Corporate DSA form. A spreadsheet template is available to download.



Use this template to input the following details for each pharmacy in your group:

- Pharmacy Chain/Banner ID (This is provided in your DSA underneath the NIDR DSA Pharmacy Upload Template).
- Pharmacy Name
- Pharmacy License/Accreditation Number
- Practice Permit Number (This is to indicate the licensee's permit # in for Alberta licensees only, otherwise leave the column blank. *Do not delete this column*).
- Pharmacy Email Address
- Pharmacy Manager First Name
- Pharmacy Manager Last Name
- Pharmacy Manager Email
- Pharmacy Address
- City

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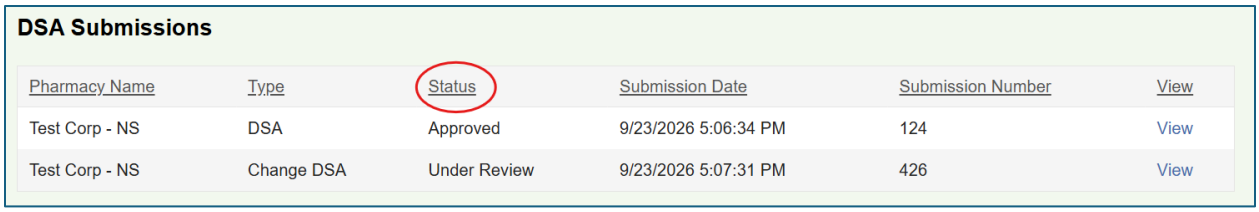
- Province
- Postal Code
- Phone Number
- Fax Number
- Status (where “A” means Active).

4. Upload your completed spreadsheet into the designated field. Complete the remaining fields, including the signature field in the DSA form.

5. Click “Save as Draft” to complete the form later. Click “Save & Submit” after you have entered all required information and are ready to submit.

6. On your account dashboard, the submitted DSA will be listed under “DSA Submissions” with a status of “Under Review”. The submitted DSA will be reviewed by ISMP Canada.
    - If all necessary information was provided, then the status will be updated to “Approved”.
    - If a submitted DSA has a status of Rejected, then you will be asked to resubmit.)



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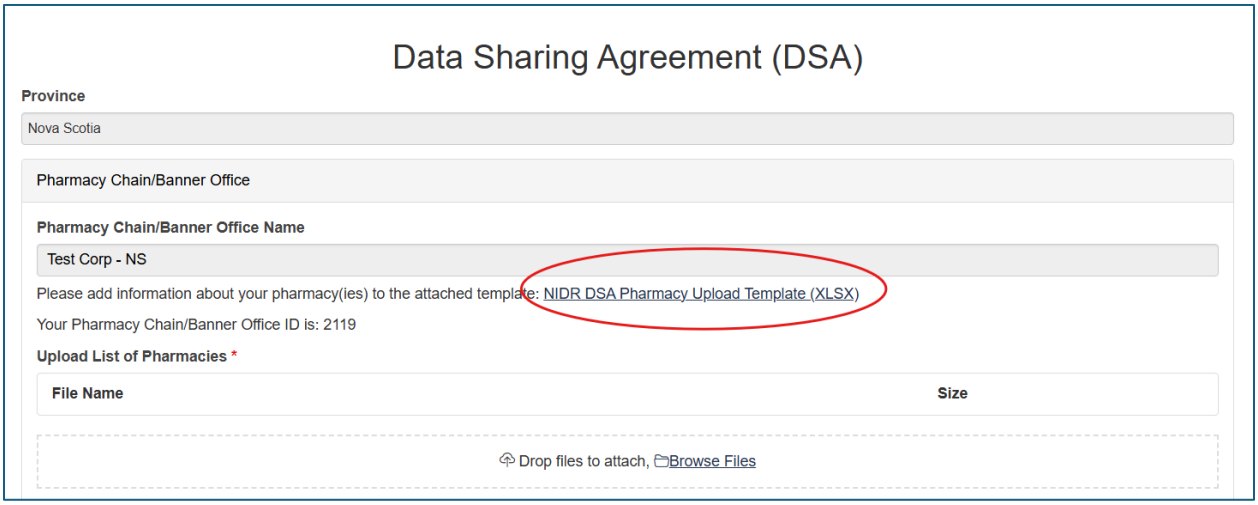
9. Corporate Group Administrator: Submitting a Change to your Data Sharing Agreement

1. Login to your NIDR account as the corporate group admin: **https://services-en.ismpcanada.ca** (English) or **https://services-fr.ismpcanada.ca** (French).

2. Once logged into your NIDR Portal account, you will see the option to start an onboarding DSA for each eligible province in your group. Click the "Change DSA" button.

3. You will be directed to the Corporate DSA form. A spreadsheet template is available to download.



Use this template to input the following details for each pharmacy in your group:

- Pharmacy Chain/Banner ID (This is provided in your DSA underneath the NIDR DSA Pharmacy Upload Template).
- Pharmacy Name
- Pharmacy License/Accreditation Number
- Practice Permit Number (This is to indicate the licensee's permit # in for Alberta licensees only, otherwise leave column blank. *Do not delete this column*).
- Pharmacy Email Address
- Pharmacy Manager First Name
- Pharmacy Manager Last Name

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- Pharmacy Manager Email
- Pharmacy Address
- City
- Province
- Postal Code
- Phone Number
- Fax Number
- Status (where “A” means Active and “I” indicates inactive. Use “I” to remove a pharmacy that was listed on the previous corporate DSA that is no longer open or part of your corporate group).

4. Upload your completed spreadsheet into the designated field. Complete the remaining fields, including the signature field in the DSA form.

5. Click “Save as Draft” to complete the form later. Click “Save & Submit” after you have entered all required information and are ready to submit.

6. On your account dashboard, the submitted DSA will be listed with a status of “Under Review”. The submitted DSA will be reviewed by ISMP Canada.
    - If all necessary information was provided, then the status will be updated to “Approved”.
    - If a submitted DSA has a status of Rejected, then you will be asked to resubmit.

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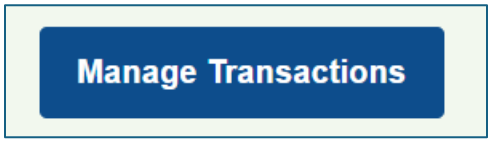
10. Corporate Group: Finance Payors

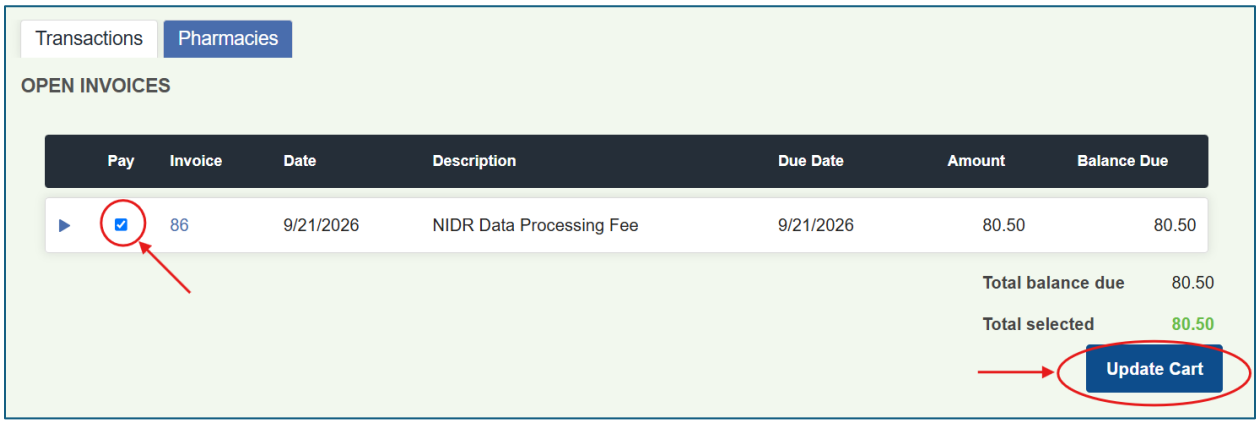
Following approval of the DSA, corporate pharmacies will be able to pay the NIDR Data Processing fee through their account. Finance payors must follow these steps to submit payment:

1. Login to your NIDR account as the finance payor: **https://services-en.ismpcanada.ca** (English) or **https://services-fr.ismpcanada.ca** (French).
    - For new users logging in for the first time, click "Forgot password?" and enter the username that was provided to you by ISMP Canada. An automatic email will be sent to you with regards to setting your account password.
    - Return to the login page and sign in with your username and new password.

2. From the Dashboard page, click "Manage Transactions".



3. Under "Open Invoices", the invoice(s) will appear for the renewal of the NIDR Data Processing Fee. Select the invoice(s) and click "Update Cart".



4. Enter payment details for the NIDR Data Processing Fee and click "Submit Order".

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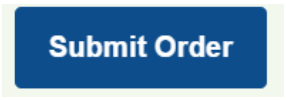
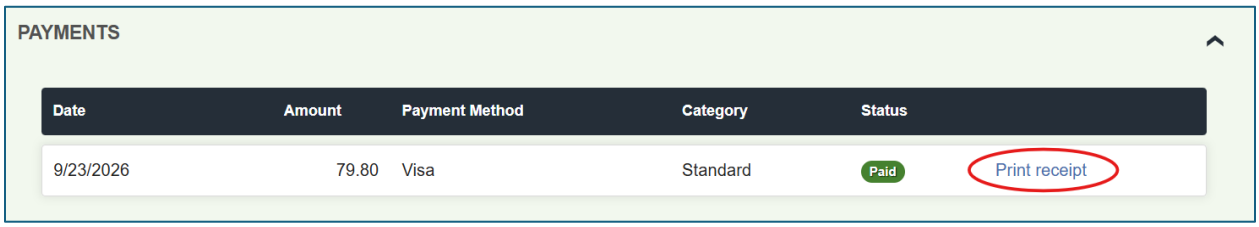


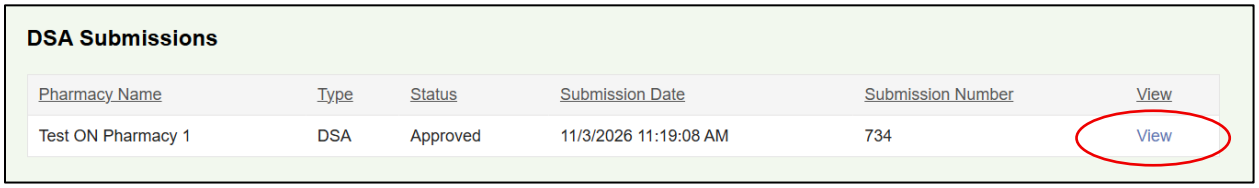
5. The paid invoice will appear under the “Payments” section of the Transactions page. You may access proof of payment using the “Print receipt” button.



11. Saving a Copy of Your DSA

The following steps outline how to save a PDF copy of your Data Sharing Agreement (DSA) from the NIDR Portal.

1. On your Dashboard, locate the **DSA Submissions**. Click **View** to open the DSA submission.



2. Scroll to the bottom of the DSA submission page. Click **Print**.

3. A window will open with the option to save the DSA as a PDF. Ensure that the Printer is set to “Save as PDF”. Click Save. You will be prompted to save the file on your computer.

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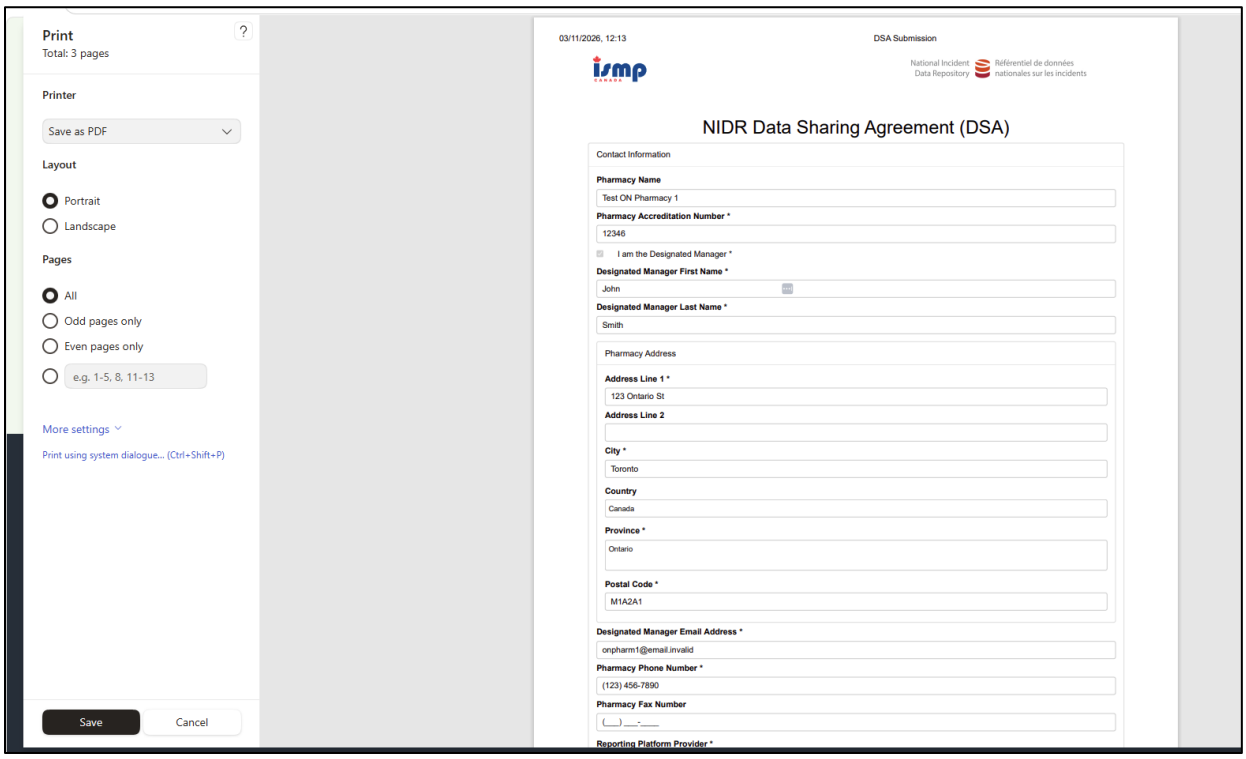

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