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# Restricted Drug Site

## Account Setup Guide

Step-by-step instructions for new account registration and first login

**Western Drug Distribution Center Limited**

Customer Service: 877-329-9332 ext. 1514 or 1901 · [m-service@wddc.com](mailto:m-service@wddc.com)

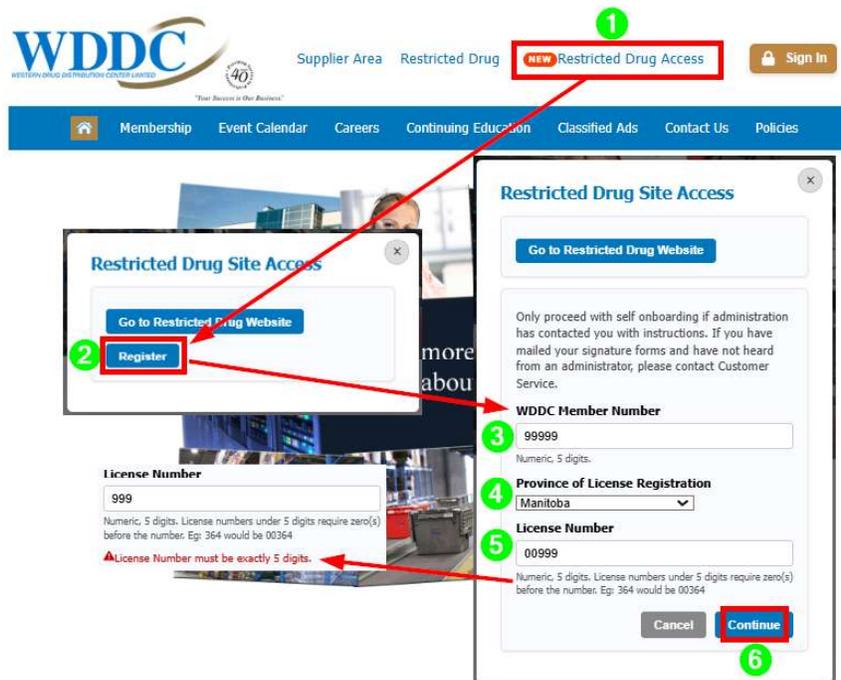
Confidential — For Registered Members

## BEFORE YOU BEGIN

This guide is for **legacy restricted access users** and **new users** who have already received approval from WDDC administration. If you have not yet received approval, please contact Customer Service before proceeding.

# 1 Register Your Account

Navigate to the **WDDC website** and open the Restricted Drug Access panel using the button in the top navigation. Complete the registration form to create your account.



WDDC website — Restricted Drug Site Access registration panel with numbered steps

- 1 Click "**New Restricted Drug Access**" in the top navigation bar
- 2 Select "**Register**"
- 3 Enter your **WDDC Member Number**
- 4 Select your **Province of License Registration** from the dropdown
- 5 Enter your **License Number**
- 6 Click "**Continue**" — you will be redirected to the setup portal

## LICENSE NUMBER REQUIREMENT

Your license number must be **exactly 5 digits**. If it is shorter, add leading zeros to reach 5 digits. Example: **364** becomes **00364**. Entering fewer than 5 digits will display a validation error.

## 2 Enter Your Credentials & Acknowledge MFA

The setup portal displays two panels: an **MFA Security Requirements** panel on the left, and your **Veterinarian Setup form** on the right. Read both carefully before proceeding.

### SECURITY REQUIREMENT — PERSONAL CREDENTIALS ONLY

A **personal and secure email address** and **personal mobile phone number** are required. Shared clinic emails, general inboxes, landlines, and shared cell phones will **not** be accepted. Only the prescribing veterinarian may access this account.

**Important: MFA Security Requirements**

We are enhancing the WDDC restricted drug access ordering portal to include **multi-factor authentication (MFA)** to comply with Health Canada guidelines.

Once your licence number has been verified, you will be asked to complete your contact details by entering your **personal email address** and **personal cell phone number** to complete setup for future orders.

**Requirements**

- Use your **personal email address**—not a general clinic email or shared inbox.
- Provide a **personal cell phone** capable of receiving SMS text messages directly to the licensed DVM.
- No general clinic numbers, landlines, or shared clinic cell phones are permitted.
- Only the prescribing veterinarian may access this account under WDDC policy.

**⚠ Work at multiple clinics?**

If you currently share time between clinics and place orders for those clinics, you **must establish a unique, separate email address for each clinic**.

Using the same email address across multiple clinic accounts is **not permitted** through the MFA system.

I have read and understand these requirements

**Confirm & Continue**

MFA Security Requirements panel — read and acknowledge before continuing

**SECURE INVITATION**

### Veterinarian Onboarding

We are moving accounts from the legacy restricted drug portal. Provide your own professional email and mobile number—veterinarian credentials are strictly personal and must not be shared.

**1 Clinic snapshot**  
These identifiers come directly from your legacy restricted drug profile.

MEMBER NUMBER	LICENCE NUMBER
99999	LICAB00999

- ✓ Legacy credentials migrate once per clinic invitation.
- ✓ Use your personal clinic email; accounts cannot be accessed by support staff or assistants.
- ✓ A mobile phone is required for security notifications.
- ✓ Only the prescribing veterinarian may access this account under WDDC policy.

**2 Personal access only.**  
Provide the veterinarian's own email and mobile number. Shared inboxes or phone lines will be rejected.

**3 Contact details**  
We will send the activation link and status updates to this email. It must belong to the prescribing veterinarian.

**Note:** Email address will be used as your sign-in and for all email communications from the restricted drug site.

Email address  
**2** jasminebasset@hotmail.com

Mobile phone  
**3** 2049991353

We will email confirmation within one business day. Requests using shared contact details will be declined.

**4** **Submit details**

**5** **Details received.**  
Your account is created in a pending state. Keep the credentials below safe. WDDC Support will email you once the account is activated and you will be prompted to set a new password at first login. Watch for an approval email from WDDC Support once your account is activated.

**6** **Save your credentials**  
The temporary password works once. Store it securely before you continue.

EMAIL	CLINIC	LICENCE #	TEMPORARY PASSWORD
jasminebasset@hotmail.com	WESTERN DRUG DIST CENTER LIMITED (99999)	LICAB00999	<b>5</b> e\$Zs34qZHzJH5mV

**6** **Download credentials**

WDDC Support reviews every request and will email you once the account is enabled.

Veterinarian Setup form — enter personal email, mobile number, then submit

**1** Review your pre-filled **clinic snapshot** — if credentials do not match WDDC records, you will receive an error

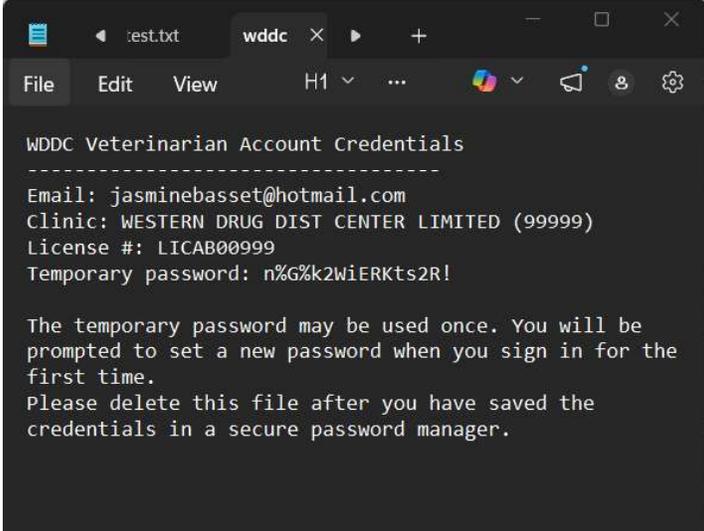
- 2 Enter your **personal email address** (this becomes your sign-in username)
- 3 Enter your **personal mobile phone number**
- 4 Read the MFA requirements, check "*I have read and understand these requirements*", then click "**Confirm & Continue**"
- 5 Click "**Submit Details**" — your account is now in a pending state
- 6 Note your **Temporary Password** displayed on screen, then click "**Download Credentials**"

#### MULTIPLE CLINICS

If you place orders for more than one clinic, you must use a **unique personal email address for each clinic account**. The same email address cannot be used across multiple clinic accounts in the MFA system.

### 3 Save Your Temporary Login Credentials

After submitting, the system generates a **temporary password** for your account. Download and save these credentials — you will need them to sign in once your account is approved.



```
WDDC Veterinarian Account Credentials
-----
Email: jasminebasset@hotmail.com
Clinic: WESTERN DRUG DIST CENTER LIMITED (99999)
License #: LICAB00999
Temporary password: n%G%k2WiERKts2R!

The temporary password may be used once. You will be
prompted to set a new password when you sign in for the
first time.
Please delete this file after you have saved the
credentials in a secure password manager.
```

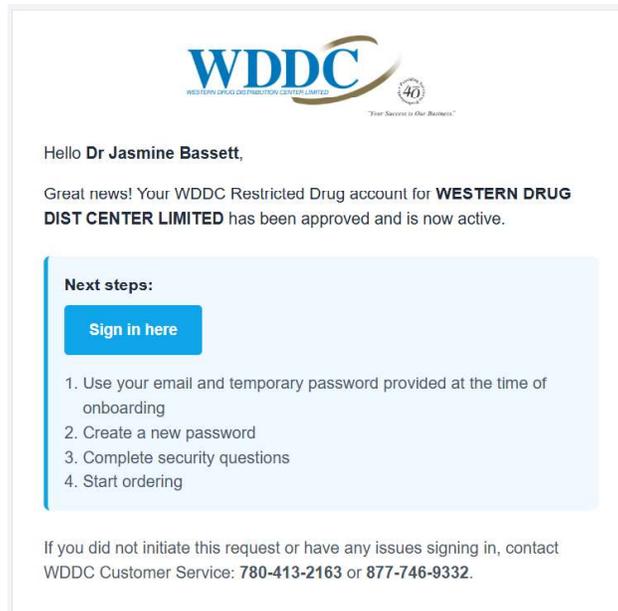
*Downloaded credentials file — opens automatically in Notepad*

#### IMPORTANT — STORE YOUR CREDENTIALS SECURELY

The downloaded file opens in **Notepad**. Save it somewhere accessible so you can copy and paste your temporary password at first login. The temporary password can only be used **once**. Once you have saved it to a secure password manager, delete the file.

## 4 Wait for Account Approval

WDDC administration reviews every request and will activate your account within **1 business day**. No further action is required from you during this time.



*Account approval confirmation email — click "Sign in here" or sign in via the WDDC website*

Once approved, you can access the site two ways:

- 1 Click "**Sign in here**" directly from the confirmation email, or
- 2 Go to the **WDDC website** → **New Restricted Drug Access** → **Go to Restricted Drug Website**

## 5 Sign In & Create Your Permanent Password

Use your **personal email** and **temporary password** to sign in for the first time. You will be immediately prompted to create a new permanent password.

Enter your email and click Next

Enter your temporary password

Create your new permanent password

Your new password must be a minimum of **8 characters** and include at least **3 of the 4** character types below:

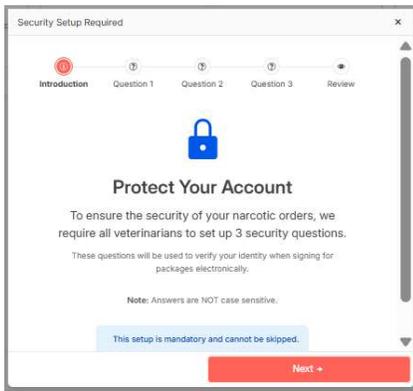
Requirement	Example
Uppercase letter	A – Z
Lowercase letter	a – z
Number	0 – 9
Symbol	! @ # \$ % ^ & *

**COMMON PASSWORD ERRORS**

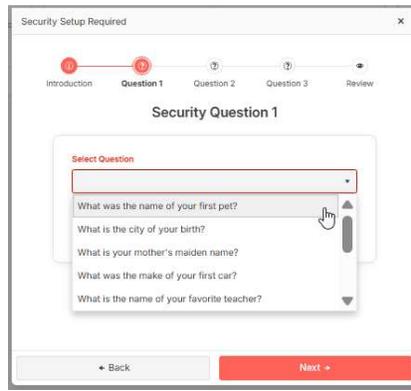
- "We've seen that password too many times before" — choose something more unique and harder to guess.
- "Passwords can't contain your user ID" — your password must not include your email address and must meet the 8-character minimum with 3 of the 4 character types.

## 6 Set Up Your Security Questions

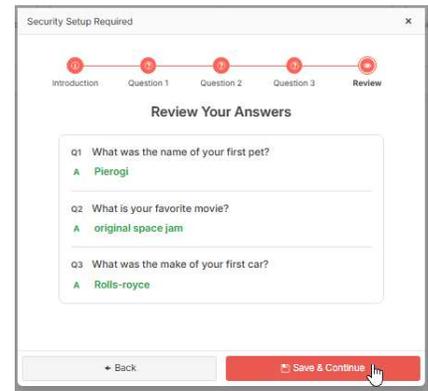
After setting your password, a mandatory **Security Setup** wizard will launch. This cannot be skipped. You will choose and answer **3 security questions**, which are used to verify your identity when updating your display name or phone number.



Introduction — Security Setup is mandatory



Select a question from the dropdown



Review your answers, then Save & Continue

## SECURITY & PRIVACY

Your security question answers are stored on a **secure, encrypted server**. Answers are **not case sensitive**. WDDC administration **cannot view or access** your answers at any time.

## Setup Complete — You're Ready to Order

Your account is now fully active. Going forward, access the Restricted Drug Site via the WDDC website: click **Restricted Drug** in the navigation, then **New Restricted Drug Access** → **Go to Restricted Drug Website**.



WDDC website — locate "New Restricted Drug Access" in the top navigation



Select "Go to Restricted Drug Website"

## Important Reminders

- After completing setup on the new site, you will **no longer have access to the legacy restricted drug site**.
- Keep your login credentials **stored securely** in a password manager and accessible for future use.
- For assistance, contact **WDDC Customer Service: 877-329-9332 ext. 1514 or 1901**, or email [mSERVICE@wddc.com](mailto:mSERVICE@wddc.com).