

# ESC Pharmacy Provider Website – Getting Started User Guide



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Express Scripts Canada (ESC), a registered business name of ESI, an Ontario partnership.

The information contained in this document may be changed without notice. Unless otherwise mentioned, the data used in the examples are fictitious.

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# 1 Audience and Conventions

This guide is intended for banner and independent pharmacies that use the ESC Pharmacy Provider Website.

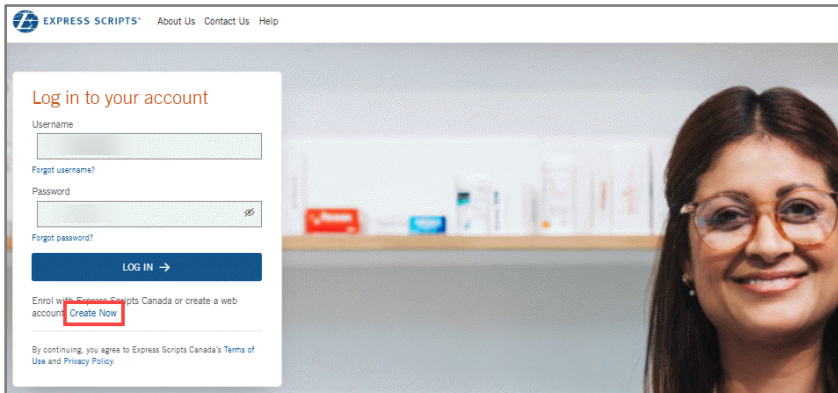
The guide uses the following conventions:

UI Element	Format	Example
Button	Bold	<b>Submit</b>
Field	Bold	<b>First Name</b>
Menu	Bold	<b>Enrolment</b>
Web page	Italic	<i>Pharmacy Information</i>

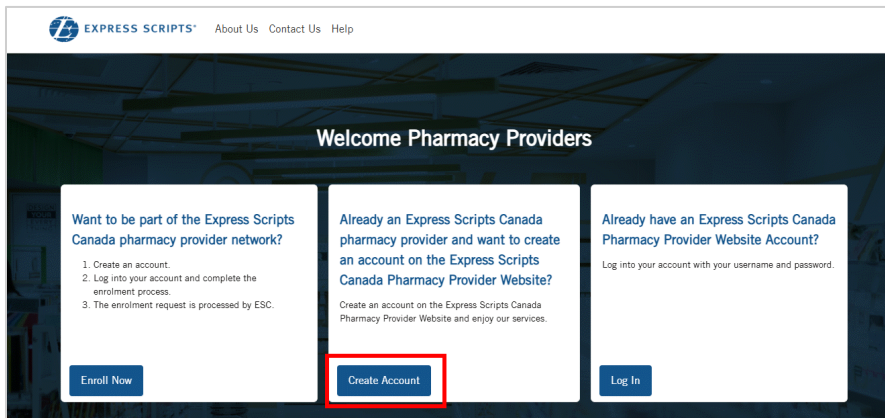
## 2 Creating an ESC Pharmacy Provider Website account

### ➤ To create a new ESC Pharmacy Provider Website account

1. Go to the login page:
  - In English: <https://provider.express-scripts.ca>
  - In French: <https://fournisseur.express-scripts.ca>
2. Click the **Create Now** link. The *Welcome Pharmacy Providers* page displays.



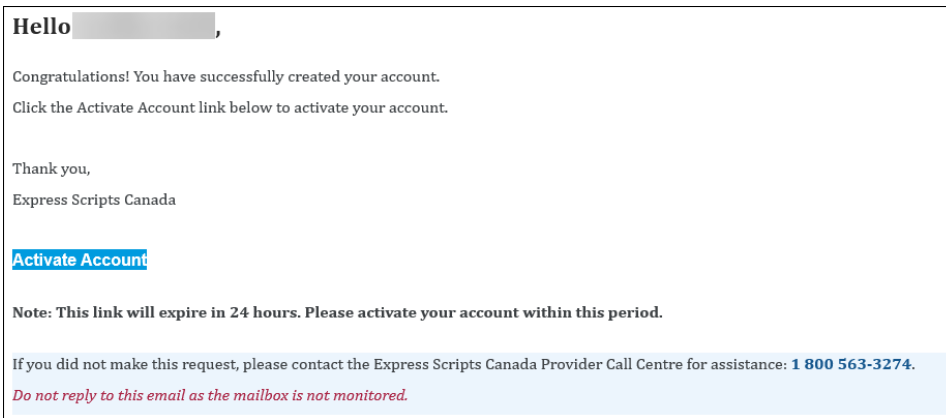
3. Click the **Create Account** button on the *Welcome Pharmacy Providers* page. The *User Profile* page displays.





7. Check your email for the activation email and click the **Activate Account** link.

The activation link will expire in 24 hours. Please activate your account within this period.



The **Activate Account** link opens the login page with the confirmation pop-up message **Your account has been activated. Please log in to continue.**

See [Logging in to the ESC Pharmacy Provider Website](#).

## 3 Logging in to the ESC Pharmacy Provider Website

### ➤ To log in to the ESC Pharmacy Provider Website

1. Go to the ESC Pharmacy Provider Website login page:
  - In English: <https://provider.express-scripts.ca>
  - In French: <https://fournisseur.express-scripts.ca>
2. Enter your **Username** and **Password** and then click the **LOG IN** button. The *Enter One-Time Passcode* page displays.

Entering your password incorrectly three times results in your account being locked. Account holders can unlock the account using the Unlock Account feature. See [To unlock your account](#).

3. Enter the six-digit passcode from your email in the **Passcode** field and then click the **Submit** button.

A one-time passcode is emailed to you every time you log in. This one-time passcode expires after 15 minutes.

The image shows two side-by-side screenshots. The left screenshot is an email from Express Scripts Canada. It contains the following text: 'Hello [redacted]', 'You are receiving this email because a request was made for a one-time passcode for authentication.', 'Please use the following passcode: 261280', 'Thank you, Express Scripts Canada', and a note: 'Note: This one-time passcode will expire in 15 minutes. Please ensure you complete the login process within this period.' Below the note is a link: 'If you did not make this request, please contact Express Scripts Canada Provider Call Centre for assistance: 1 800 563-3274'. The right screenshot is the 'Enter One-Time Passcode' login page. It has a heading 'Enter One-Time Passcode', a sub-heading 'Check your email for the passcode', a 'Passcode' label, a text input field containing 'Enter One-Time Passcode', a blue 'Submit' button, and a 'Resend passcode' button. At the bottom, it says 'By continuing, you agree to Express Scripts Canada's Terms of Use and Privacy Policy.' A black arrow points from the passcode '261280' in the email to the 'Passcode' input field in the login page.

Click the **Resend passcode** button to send a new one-time passcode to your account's email address. The 60 second timer that displays after clicking **Resend passcode** is the waiting period before you can request to resend an additional one-time passcode and is not the valid time limit for the passcode.

## ➤ To unlock your account

The **Unlock Account** feature only applies to accounts locked due to incorrect password entries.

1. Click the **Unlock Account** button.

Log in to your account

Username

[Forgot username?](#)

Password

[Forgot password?](#)

Invalid password. Your account is now locked. Click **Unlock Account** to receive an email to unlock your account.

**LOG IN →**

**Unlock Account**

Enrol with Express Scripts Canada or create a web account: [Create Now](#)

By continuing, you agree to Express Scripts Canada's [Terms of Use](#) and [Privacy Policy](#).

2. The **Unlock Account** page displays. Enter your **Username** and then click **Submit**. An email is sent to the email address associated with the username that contains a temporary password and a link to the login page.

Unlock Account

Username

**Submit**

[Back to Log In?](#)

[Forgot username?](#)

Enrol with Express Scripts Canada or create a web account: [Create Now](#)

By continuing, you agree to Express Scripts Canada's [Terms of Use](#) and [Privacy Policy](#).

3. After logging in with the temporary password, the **Reset Password** page displays. Enter the temporary password in the **Current Password** field, create a new password and enter the same new password in the **New Password** and **Confirm Password** fields, and click the **Reset Password** button.

Reset Password

Current Password\*

New Password\*

Confirm New Password\*

Password must have:

- Between 8-30 characters
- At least one uppercase character (A-Z)
- At least one lowercase character (a-z)
- At least one digit (0-9)
- At least one special character—all special characters allowed except '\'

Password strength: -----

You will be prompted to reset your password every 90 days

**Reset Password**

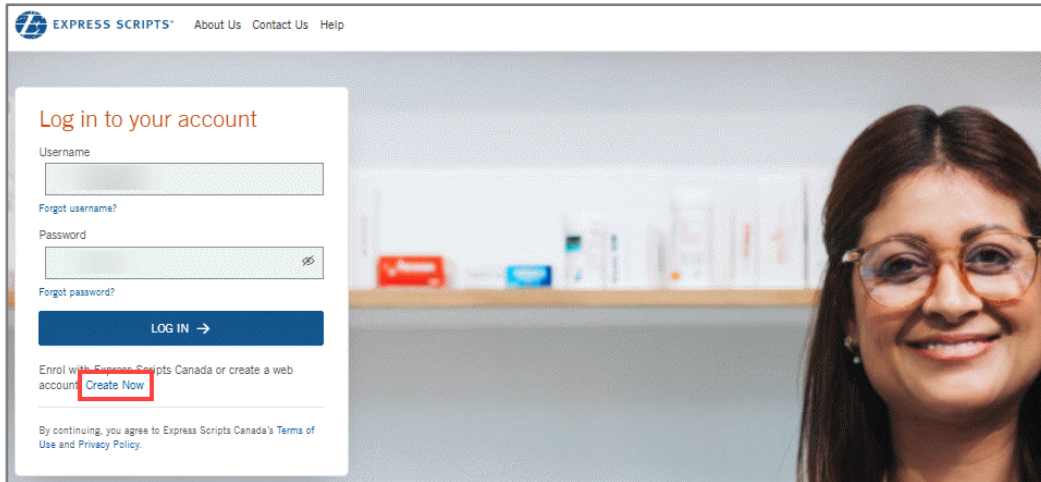
[Back To Log In](#)

## 4 Enrolling a New or Existing Pharmacy

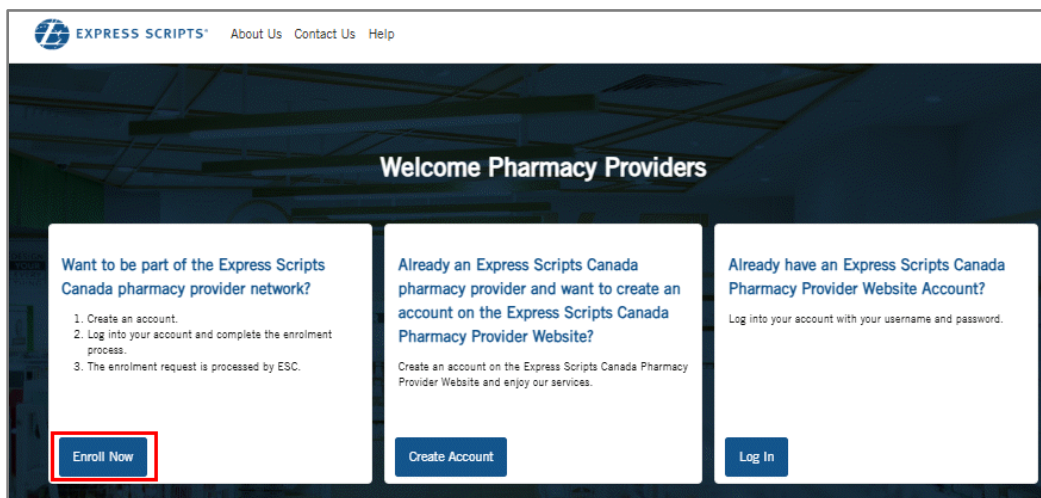
Pharmacies can enrol a new pharmacy or a pharmacy they are purchasing on the ESC Pharmacy Provider Website.

### ➤ To create a pharmacy account holder profile

1. From the ESC Pharmacy Provider Website login page, click the **Create Now** link.



2. On the *Welcome Pharmacy Providers* page, click the **Enrol Now** button.



3. Select the province the pharmacy will operate in from the **Select Pharmacy Operating Province/Territory** drop-down list. A pop-up displays with **Yes** and **No** options.
4. Select one of the following options:
  - **Yes** – if you are opening a new pharmacy
  - **No** – if you are purchasing a pharmacy; click an option from the **What would you like to change?** (You must select at least one) list and then click the **Continue** button

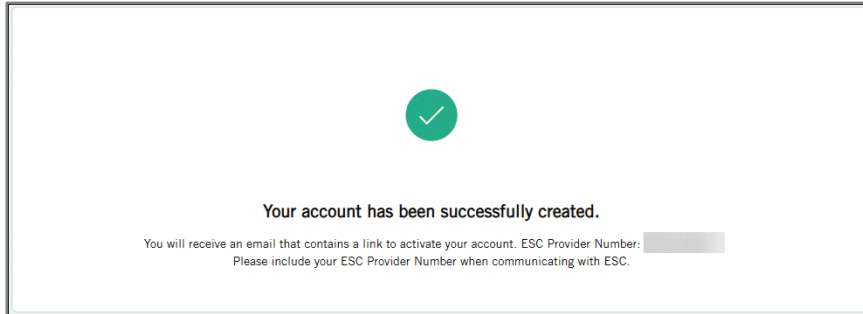
5. Complete the *User Profile* form by filling in all fields, and then click the **Next** button.

The screenshot shows the 'User Profile' form on the Express Scripts website. The form is titled 'User Profile' and is the first of two steps (1/2). It contains several required fields: First Name\*, Last Name\*, Pharmacy Operating Name\*, Phone Number\*, Email Address\*, and Username\*. A red box highlights the 'Next' button at the bottom right. A yellow callout box contains the text: 'To enrol a chain pharmacy, use a chain head office account.'

6. Set your password by entering your password in both the **Enter Password** and **Confirm Password** fields and then click the **Submit** button.

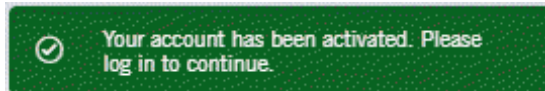
The screenshot shows the 'Set Password' form on the Express Scripts website. The form is titled 'Set Password' and is the second of two steps (2/2). It contains two required fields: 'Enter Password\*' and 'Confirm Password\*'. A red box highlights both password fields. Below the fields, there is a list of password requirements: 'Password must have:' followed by five criteria, each with a green checkmark: 'Between 8-30 characters', 'At least one uppercase character (A-Z)', 'At least one lowercase character (a-z)', 'At least one digit (0-9)', and 'At least one special character—all special characters allowed except \* \'. Below the requirements, there is a 'Password strength' indicator showing a full bar of green dashes and the word 'Strong'. At the bottom right, a red box highlights the 'Submit' button. A back arrow is visible at the bottom left.

7. A message displays confirming the web account creation process is complete, along with an ESC Provider Number. Make note of this ESC Provider Number and then close the browser window. An Activate Account email is sent to your account's email address.



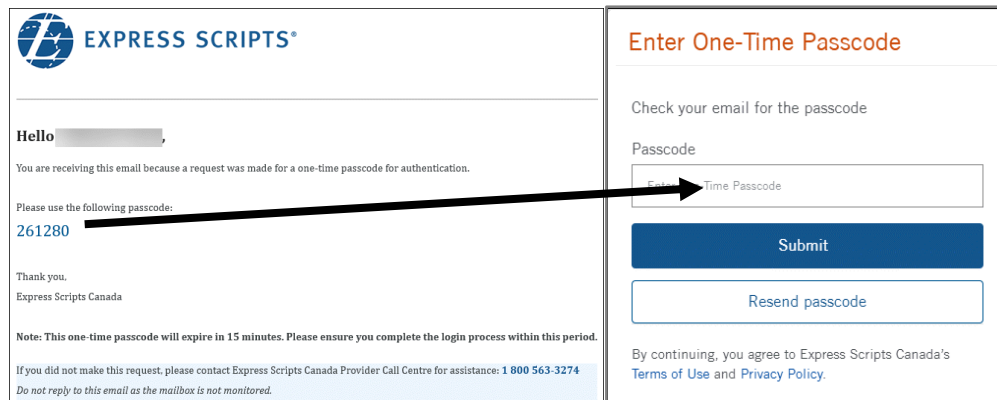
### ➤ To activate your ESC Pharmacy Provider Website account

1. Check your email for the activation email. Click the **Activate Account** link in the activation email. You are taken to the login page, where a pop-up confirms your account has been activated:



2. Enter your **Username** and **Password** and then click the **LOG IN** button. The *Enter One-Time Passcode* page displays.
3. Enter the six-digit passcode from your email in the *Enter One-Time Passcode* page and then click the **Submit** button.

A one-time passcode is emailed to you every time you log in. This one-time passcode expires after 15 minutes.



Click the **Resend passcode** button to send a new one-time passcode to your account's email address. The 60 second timer that displays after clicking **Resend passcode** denotes the waiting period before you can resend an additional one-time passcode and is not the valid time limit for the passcode.

## ➤ To complete the Pharmacy Information

1. Click the **Enrolment** menu item.

**EXPRESS SCRIPTS** About Us Contact Us Help

Welcome [Redacted]

Settings >

**Enrolment**

Contact Us  
For all inquiries, please contact Provider Relations: [prrelationstor@Express-Scripts.com](mailto:prrelationstor@Express-Scripts.com)

Pharmacy Information Legal Business Information Payment Information Enrolment Preview Acknowledgment and Agreement

**i** You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.

### Pharmacy Information (Exhibit B)

Please add all information according to the legal documents.

ESC Provider Number: [Redacted] Submitted On: Modified On:

Preferred language of communication \*

French  English

Are you opening a new pharmacy? \*

Yes  No

Date of Pharmacy Opening \*

Pharmacy Operating Name \* Banner / Chain Name (Other) \*

Pharmacy Operating Address Line 1 \*

Pharmacy Operating Address Line 2 (Optional)

City \* Province \*

\* Please review/update all required fields.

Next →

You will have limited access to the ESC Pharmacy Provider Website prior to your enrolment request being approved. You will gain full access once you are accepted as a member of the Express Scripts Canada Pharmacy Provider Network.

2. Complete all required fields and select all required options in the *Pharmacy Information (Exhibit B)* page and then click the **Next** button. Note that additional questions display as you respond.

The screenshot shows the 'Pharmacy Information (Exhibit B)' form. The progress bar at the top indicates that 'Pharmacy Information' is the current step, with 'Legal Business Information', 'Payment Information', 'Enrolment Preview', and 'Acknowledgment and Agreement' following. A yellow notification box states: 'You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.' The form fields include: 'Preferred language of communication' (radio buttons for French and English), 'Are you opening a new pharmacy?' (radio buttons for Yes and No, with 'Yes' selected), 'Date of Pharmacy Opening' (calendar icon), 'Pharmacy Operating Name' (text input with 'R4PHARMSCREEN'), 'Banner / Chain Name' (dropdown menu), 'Pharmacy Operating Address Line 1' (text input), 'Pharmacy Operating Address Line 2 (Optional)' (text input), 'City' (text input), and 'Province' (dropdown menu). A 'Next' button is at the bottom right.

3. Complete all required fields and attach all required documentation in the *Legal Business Information (Exhibit B)* page and then click the **Next** button.

The screenshot shows the 'Legal Business Information (Exhibit B)' form. The progress bar at the top indicates that 'Legal Business Information' is the current step, with 'Pharmacy Information', 'Payment Information', 'Enrolment Preview', and 'Acknowledgment and Agreement' following. A yellow notification box states: 'You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.' The form fields include: 'Type of Business' (radio buttons for Corporation, Sole Proprietorship, and Partnership), 'Have you been issued governance documents for your legal entity?' (radio buttons for Yes and No), and a 'Governance Documents' upload button. A 'Next' button is at the bottom right.

4. Answer all questions in the *Questionnaire* page and then click the **Next** button.

Pharmacy Information   Legal Business Information   Payment Information   Enrolment Preview   Acknowledgment and Agreement

**i** You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.

### Questionnaire

ESC Provider Number:  \* Submitted On:  \* Modified On:

Ensure these details match your pharmacy's official documents.

Have any of the Directors, Officers, Owners, or Pharmacists listed above ever applied and been denied an ESC or Eclipse Provider Number?\*

Yes    No

---

Have any of the Directors, Officers, Owners, or Pharmacists listed above ever had an ESC or Eclipse Provider Number and then lost their billing privileges?\*

Yes    No

---

Do any of the Directors, Officers, Owners, or Pharmacists listed above have any pending concerns at their respective regulatory bodies?\*

Yes    No

---

Do any of the Directors, Officers, Owners, or Pharmacists currently have an outstanding balance owing to a public and/or private payor due to a relevant audit?\*

Yes    No

---

Does the legal entity currently have an outstanding balance owing to a public and/or private payor due to a relevant audit?\*

Yes    No

---

Has any Director, Officer, Owner, or Pharmacist been the subject of an order or convicted for an information and/or billing breach/ infringement?\*

Yes    No

---

Has any Director, Officer, Owner, or Pharmacist ever owned or operated any pharmacy at the time of an information and/or billing breach/ infringement?\*

Yes    No

---

Has any Director, Officer, Owner, or Pharmacist ever had their billing privileges revoked for a public and/or private payor due to a relevant audit?\*

Yes    No

---

Is the pharmacy set up according to NAPRA's level B and C requirements for the compounding of pharmacy preparations?\*

Yes    No

\* Please review and update all of the highlighted fields.

- 5. Review and complete all requested information in the *Payment Information (Exhibit B)* section and then click the **Next** button.

Pharmacy Information   Legal Business Information   **Payment Information**   Enrolment Preview   Acknowledgment and Agreement

**i** You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.

### Payment Information (Exhibit B)

ESC Provider Number: [ ] \*   Submitted On: [ ] \*   Modified On: [ ] \*

Ensure these details match your banking documents.

I instruct ESC to set up direct EFT payments only into my bank account. All information will be treated as private and confidential. I am responsible to ensure that the bank account details provided on this form are accurate and kept current if there are any changes. I understand that EFT is the only payment option available for claims reimbursement.

#### Banking Information

Account Holder Name\* [ ]

Institution Number / Bank Code (4 digits)\* [ ]

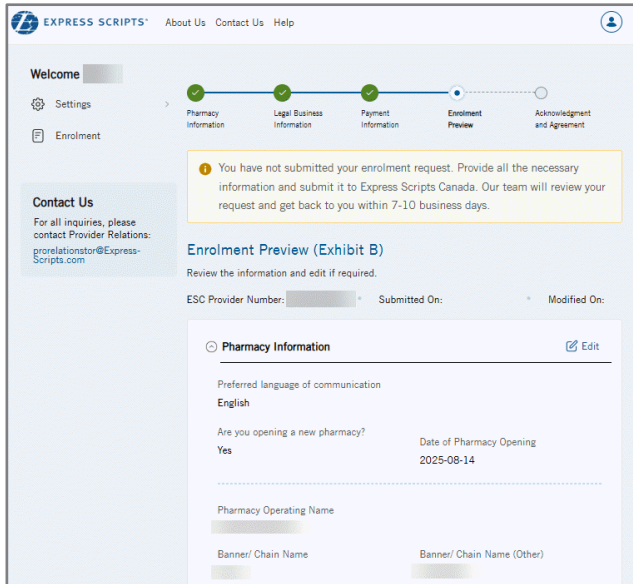
**i** If the Institution Number / Bank Code is 3 digits, enter a 0 at the beginning.

Confirm Institution Number / Bank Code\* [ ]

\* Please review and update all of the highlighted fields.

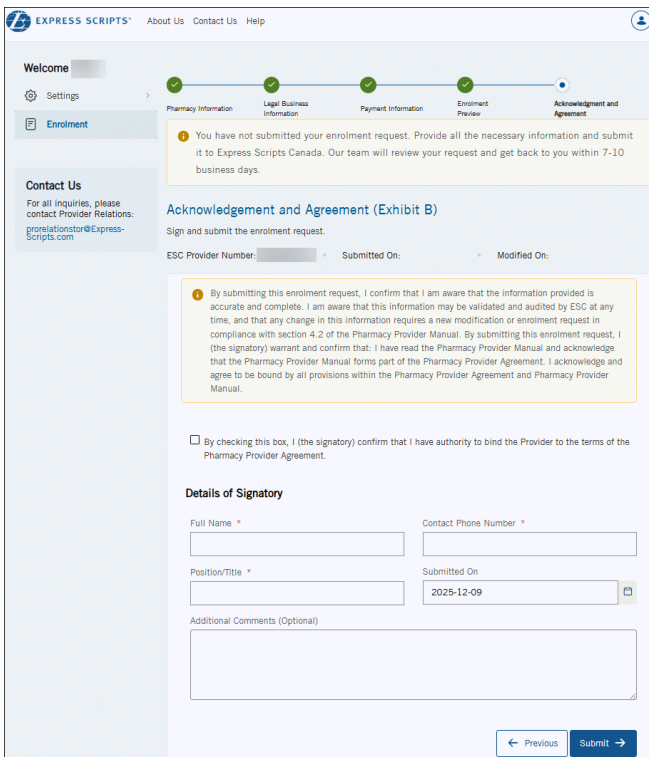
← Previous   Next →

6. Review and confirm the information under *Enrolment Preview (Exhibit B)* is accurate and then click the **Next** button. To correct any information, click the **Edit** button.

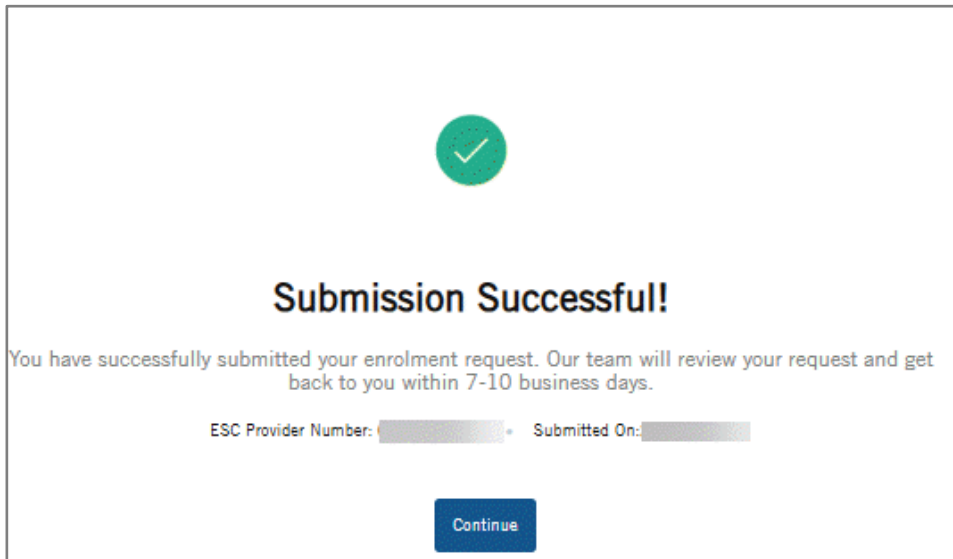


7. Complete the following steps in *Acknowledgement and Agreement (Exhibit B)*:
  - a. Review the acknowledgement statement and then click the check box to agree to the statement.
  - b. Complete the **Full Name**, **Contact Phone Number**, and **Position/Title**.

Use the **Additional Comments (Optional)** text box to provide additional information about your pharmacy.



- Click the **Submit** button. A message displays confirming you have successfully submitted your enrolment request. Make note of the **ESC Provider Number**, which is a unique identifier for your pharmacy. An ESC Provider Relations representative will review your request within 7-10 business days.



If any corrections need to be made, you will be notified by email.

- After all enrolment requirements have been satisfied, you will receive a confirmation email stating that your new Provider Number has been approved, and you are now eligible to submit claims to ESC. Your ESC Pharmacy Provider Website account will be activated on the following business day. You will be able to log in to the ESC Pharmacy Provider Website to access all features as an active pharmacy account holder.

## Appendix A. Revision History

Release #	Date	Summary of Changes
3.0	April 2026	Updated account creation procedure note in the <a href="#">Creating an ESC Pharmacy Provider Website account</a> section. Added account unlocking information and new Unlock Account procedure to the <a href="#">Logging in to the ESC Pharmacy Provider Website</a> section.
2.0	December 2025	Updated images and removed outdated information in the <a href="#">To complete the Pharmacy Information</a> section.
1.0	August 2025	Initial publication.